	Attachment Description	Page
A1	CUL1002 Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy	102
A2	CUL1002-1 Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Procedure	104
A3	CUL1004: Satisfying Clients' Language Needs Policy	106
A4	CUL1005: Consumer Focus Group Policy	108
A5	CUL1005-1: Consumer Focus Group Procedure	109
A6	CUL1006: Cultural Competency Policy	112
A7	CUL1010: Field Testing of Written Materials Policy	114
A8	CUL1010-1: Field Testing of Written Materials Procedure	116
A9	CUL1011: Providing Translation Services Procedure	119
A10	CUL1012: Providing Interpretation Services Procedure	122
A11	CUL1013:Providing Written Communications in Threshold/Primary Languages for Consumer/Family Members Policy	126
A12	CUL1014: Cultural Competency Training Policy	128
A13	TRA8001: Education and Training Policy	130
A14	COM0953: Non-Discrimination-Section 1557 of the Affordable Care Act Policy	138
A15	COM0953-1:Affordable Care Act (ACA) 1557 Grievance Procedure	143
A16	QM6045:24/7 Access Line Requirements Policy	145
A17	QM6045-1:24/7 Access Line Requirements Procedure	147
A18	DBH Contract Language Section with Cultural Competency Requirements	154
A19	Published samples from Behavioral Health Commission, Cultural Competency Advisory Committee, District Advisory Committee and the Community Policy Advisory Committee.	157
A21	Hispanic, African American and Native American Flyers, Reports and Agendas	164
A22	DDC Flyer and Town Hall Meeting Breakdown	175
A23	Public Relations and Outreach Table of Events for Fiscal Year 18/19	179
A24	MHFA and ASIST trainings in Fiscal Year 18/19	181
A25	Hispanic Heritage Month Event Flyer for 2018	182
A26	LGBTQ Resource Guide	184
A27	CLAS Standards Review Class presentation and sign in from July 10, 2019	203
A28	Cultural Competency Officer Job Description and Requirements	261
A29	FY18/19 Budget Expense Page for OCCES	263
A30	Consumer and Family Members Awareness Subcommittee Agendas	264
A31	Cultural Competency Advisory Committee by laws for FY18/19.	269
A32	Cultural Competency Advisory Committee Annual Report FY18/19.	273
A33	List of Cultural Competency Advisory Subcommittees for FY18/19.	282
A35	Cultural Competency Advisory Committee Work plan for FY18/19.	284
A36-1	Cultural Competency Advisory Committee February 2019 Agenda.	288
A36	Cultural Competency Advisory Committee Agendas for FY18/19.	289
A37	Cultural Competency Advisory Committee Sign In Sheets FY18/19.	310
A38	Mental Health Act Stakeholder Engagement Forums and Webinar Invitations	334
A39	CCAC Subcommittee Monthly Updates FY18/19	352
A40	Office of Cultural Competency Training Table for Fiscal Year 18/19.	385

A41	List of San Bernardino County Client Clubhouses	386
A42	List of San Bernardino County One Stop TAY Centers	387
A43	Consumer and Family Member Committee Agendas July 2016-June 2017	388
A44	TAY Center Calendar of Events -Example	400
A45	Department of Behavioral Health Provider List-Web Example	401
A46	Department of Behavioral Health Fee for Service Provider List-Web Example	402
A48	BOP3031: Guidelines for Promotional, Educational and/or Informational Materials	403
A49	BOP3045: Web Blast Policy and Guidelines	407
A50	BOP3045-1: Web Blast Procedure and Guidelines	408
A51	Mental Health Plan Consumer Perception Survey for Adults and Older Adults	412
A52	Mental Health Plan Consumers Perception Survey for Youth	417
A53	Substance Use Disorders Treatment Perceptions Survey	421
A54	ANSA: Adults Needs and Strengths Assessment San Bernardino	422
A55	CANS: Child and Adolescent Needs and Strengths San Bernardino	425
A56E	Department of Behavioral Health Comment Card-English	428
A56S	Department of Behavioral Health Comment Card-Spanish	430
A56V	Department of Behavioral Health Comment Card-Vietnamese	432
A57	QM6029 Grievance and Appeal Policy	434
A58	QM6029-1 Grievance Procedure	442
A59	COM0953 Non-Discrimination-Section 1557 of the Affordable Care Act	448
A60	COM0953-1 Affordable Care Act (ACA) 1557 Grievance Procedure	453
A61	Quality Management Action Committee Grievance & Complaint Summary for FY18/19	455
A62	DBH Master Bilingual Staff List	456
A63	NACT Report Sample Language Line Utilization Report March-May 2019	463
A65	Language Reference Poster and World Language Map	465
A66	Translation/Interpreter Vendor Services List FY18/19.	468
A67	Outpatient Chart Manual-Pages Related to Language Service and Clinic Interpretation	470
A68	Bilingual Compensation Procedure and Compensation	478
A70	OCCES Training Request Form	482
A71	DBH Health Training Evaluation & Sample with Summary Report	484
A72	Dawnland Screening Evaluation Reports	491
A73	OCFA Training Shaken Tree Sign In Sheets Sample	516
A74	DBH Community Resource Guide	519

San Bernardino County
Department of Behavioral Health

Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy

Effective Date 11/16/09
Revision Date 01/07/16 **CaSonya Thomas, Director**

Supersedes DBH Standard Practice Manual CLP0813: Mental Health Services for Hearing Impaired

Policy It is the policy of the Department of Behavioral Health (DBH) to provide auxiliary aids and language services necessary to ensure equal access to services provided by DBH to clients/family members who are deaf or hard of hearing (HOH).

Purpose To ensure effective communication between DBH and deaf or HOH clients/family members, in accordance with the Americans with Disabilities Act (ADA).

Implement and Practice Utilize the California Relay Service as a communication tool to ensure accessibility to routine and urgent behavioral health services. Utilize the After Hour Access Line for all language services coordination, specifically for deaf or HOH clients.

Background **Deaf or Hard of Hearing**: "[i]s to be interpreted as inclusive of all individuals with hearing loss including those who are late deafened...." (National Association of the Deaf (NAD) 2003).

References

Americans with Disabilities Act, Title 3, 4.3100
California Code of Regulations, Title 9, Chapter 11, Section 1810.110
CA Department of Health Care Services Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services
CA Welfare and Institutions Code, Sections 14684 (h), 4341 (h) and 5802(a)(4)
Civil Rights Act, 1964: United States Code Section 200-d
Dymally Alatorre Bilingual Services Act, 1973
Executive Order 13166, 2000
National Association of the Deaf. (2003). *Mental Health Services for People Who are Deaf and Hard of Hearing 2003 Position Statement.*

Continued on next page

San Bernardino County
Department of Behavioral Health

Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy, Continued

Related Policies and Procedures

DBH Standard Practice Manual CUL1002-1: Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy
DBH Standard Practice Manual CUL1004: Satisfying Consumer Language Needs Policy
DBH Standard Practice Manual CUL1011: Providing Translation Services Procedure
DBH Standard Practice Manual CUL1012: Providing Interpretation Services Procedure

San Bernardino County
Department of Behavioral Health

Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Procedure

Effective Date 11/16/2009
Revision Date 01/07/2016

CaSonya Thomas, Director

Purpose

To ensure staff has appropriate procedures to provide services to Department of Behavioral Health (DBH) clients and family members who are deaf or hard of hearing (HOH).

Communication by Telephone

Follow these guidelines when communicating with deaf or HOH DBH clients or family members:

Use the California Relay Service via one of these options:
• Dial 711 • English: (800) 855-7100 • Spanish: (800) 855-3000

Communication with Walk-in Clients

Follow the instructions in Providing Interpretation Services Procedure (CUL 1012) when communicating with deaf or HOH walk-in clients or family members. Communicate with the individual in writing until an interpreter is available, as follows:

Step	Action
1	Minimize the number of words used.
2	Ask the "5-W" questions (who, what, when, where and why).
3	Ask closed-ended (yes/no response) questions whenever appropriate.
4	Use a second grade level vocabulary whenever possible; do not use multiple syllable words.

Continued on next page

San Bernardino County
Department of Behavioral Health

Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Procedure, Continued

After Hours Communication

Secure an American Sign Language (ASL) Interpreter after normal business hours as follows:

Step	Action
1	Select a contract vendor to schedule interpretation services (refer to the Contract Vendor List for vendor contact information).
2	Provide the following information: • Location • Estimated time needed • Cost center • Brief description of purpose, (i.e.; meeting, appointment).
3	Document your efforts and progressive steps to link the consumer to appropriate services.

Questions

Direct questions about this procedure to the DBH Office of Cultural Competence and Ethnic Services (OCCES) via DBH-Cultural Competency email: cultural_competency@dbh.sbcounty.gov.

References

California Code of Regulations, Title 9, Chapter 11, Section 1810.110
California Department of Health Care Services Current Fiscal year Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services
California Welfare and Institutions Code, Sections 14684(h), 4341(h), 5802(a)(4)
Civil Rights Act, 1964: United State Code Section 200-d
Executive Order 13166, 2000
Dymally Alatorre Bilinguals Services Act, 1973

Related Policy or Procedure

Standard Practice Manual CUL 1002: Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy
Standard Practice Manual CUL 1004: Satisfying Client Language Needs Policy
Standard Practice Manual CUL 1011: Providing Translation Services Procedure
Standard Practice Manual CUL1012: Providing Interpretation Services Procedure

San Bernardino County
Department of Behavioral Health

Satisfying Clients' Language Needs Policy

Effective Date	10/99	
Revised Date	04/25/2019	Veronica Kelley, DSW, LCSW, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to ensure non-English speaking clients are linked with linguistically appropriate services at all DBH, contract agency, and Fee-for-Service providers, 24 hours per day, 7 days per week (24/7). Additionally, all written material must be written at fourth (4th) and/or fifth (5th) grade level. This policy applies to all mental health and substance use disorder services rendered within the behavioural health system of care.

Purpose

To ensure clients have access to appropriate linguistic services and ensure clients are aware of, and are able to understand material relating to, services offered.

Definition(s)

Interpretation: Transmission of oral communication from one language to another, including sign language.

Threshold Language: Language that has been identified as the primary language, as indicated on the Medi-Cal Eligibility Data System, of 3,000 clients or five percent of the client population, whichever is lower, in an identified geographic area.

Primary Language: Any language, including sign language, which the client chooses to use to communicate effectively.

DBH Bilingual Staff: DBH staff that have been certified by the County to provide interpretation services.

Outside Interpretation Services: Department contracted vendor to provide behavioral healthcare interpretation services to limited-English-proficient clients by the use of specially trained individuals.

Check-in: A post-interpretive encounter in which the user of interpretive assistance briefly questions bilingual paid staff to ensure emotional wellness surrounding the encounter.

Continued on next page

San Bernardino County
Department of Behavioral Health

Satisfying Clients' Language Needs Policy, Continued

Implementation

The following are required to be posted in clinic lobbies:

- Language Preference Poster
- Medi-Cal Poster
- Language Identification Poster

Note: Contact the Office of Cultural Competence and Ethnic Services (OCCES), via DBH-Cultural Competency email, to request a copy of these postings. OCCES will provide the first copy and, if revised, the updated versions of postings. If additional copies are needed, these postings will be available on the DBH Intranet.

Email: cultural_competency@dbh.sbcounty.gov

Related Policy or Procedure

DBH Standard Practice Manual:

- Non-Discrimination Section 1557 of the Affordable Care Act (COM0953)
- Affordable Care Act (ACA) Grievance Procedure (COM0953-1)
- Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy (CUL1002)
- Field Testing Policy (CUL1010)
- Providing Translation Services Procedure (CUL1011)
- Providing Interpretation Services Procedure (CUL1012)
- 2006 State Informing Materials Procedure (QM6012)

Reference(s)

- California Affordable Care Act 1557 Policy (COM0953)
- California Affordable Care Act 1557 Procedure (COM0953-01)
- California Code of Regulations, Title 9, Chapter 11, Section 1810.110
- California Welfare and Institutions Code, Section 14684 (h)
- California Welfare and Institutions Code, Section 4341 (h)
- California Welfare and Institutions Code, Section 5802(a)(4)
- Civil Rights Act, 1964: United States Code Section 200-d
- Executive Order 13166, 2000
- Dymally Alatorre Bilingual Services Act, 1973

County of San Bernardino
Department of Behavioral Health

Consumer Focus Groups Policy

Effective Date 6/1/00
Revision Date 4/17/07

Allan Rawland, Director

Policy

It is the policy of the Department of Behavioral Health to provide consumers with information about the Medi-Cal Mental Health Plan (managed care) and to obtain feedback on accessibility to specialty mental health services from consumers, their families or potential consumers attending Focus Groups.

Purpose

To improve accessibility to specialty mental health services by identifying and removing barriers to treatment.

Meetings

Focus Group meetings will be scheduled *twice/year* with consumers in each region of the department by the Program Manager.

Process

The following table describes the process for identifying and contacting Consumer Focus Groups:

Stage	Description
1	Identify target population based on any *one* of the following: • ethnic groups • language groups • age • other groups
2	Develop Informational flyers which will include the following: • date of the focus group meeting • time of the focus group meeting • location of the focus group meeting **Note:** The flyers must be available in the threshold language *except* in the case when a specific language group is the target population of the focus group.
3	Contact consumers or their families or potential consumers to invite them to the focus group meeting.

County of San Bernardino
Department of Behavioral Health

Consumer Focus Groups Procedure

Effective Date 6/1/00
Revision Date 4/17/07

Allan Rawland, Director

Purpose

To ensure guidelines are established and adhered to regarding consumers accessing specialty mental health services which reflect cultural competency, including language needs, within the various regions of San Bernardino County

Procedure

Follow the steps listed below *prior* to conducting the Consumer Focus Group meeting:

Step	Action
1	Identify the focus group facilitator if possible. **Note:** This person should have a familiarity with the culture and language of the target population
2	If needed, identify an interpreter for the meeting
3	Set date, time and location of the meeting in coordination with the facilitator(s). Allow ½ to 2 hours for the meeting
4	Develop flyers or other handouts in English and the threshold languages
5	Post Focus Group flyers or handouts in clinic locations, distribute them to community contact points if relevant to that focus group
6	Emphasize to clinical staff the importance of encouraging their clients to attend
7	Arrange for transportation for consumers who may need it
8	Plan for snacks as appropriate to time of day and target population
9	Organize relevant handouts for the meeting to include: DBH Consumer Guides, Complaint/Grievance Brochures, Second Opinion Forms and information on the particular clinic or issues of the meeting. **Note:** Material should be available in threshold language unless the target population is a specific language group, in which case, all materials should be available in that language.

County of San Bernardino
Department of Behavioral Health

Focus Group Meeting

Follow the steps listed below *during* the Consumer Focus Group meeting:

Step	Action
1	Participants should sign in
2	Distribute handouts as noted above, explain purpose of focus groups
3	Use questions from the Focus Group Questionaire (see Attachment 1), as well as other relevant questions
4	Take Notes of consumer comments.
5	Clarify how the consumers' information will be utilized.
6	Discuss any confidentiality concerns with the participants
7	Forward notes from the Focus Group meetings, along with the sign in sheet to the Cultural Competency Committee Coordinator.

Attachment 1

County Of San Bernardino
Department of Behavioral Health

Focus Group Questions

Topic No. 1

ACCESS AND AVAILABILITY OF MENTAL HEALTH SERVICES:

1. How long have you (or your family member) been receiving services from this county's Mental health Program?
2. What kinds of services do you receive from this county's Mental Health Program?
3. How could things be different? What would make it easier for you to get the services you want?

Topic No. 2

BENEFICIARY PROTECTION:

1. If you have a problem with the services you are receiving from this county's Mental Health Program, how would you go about getting it resolved?
2. If you had a friend who was having problems with the services they were receiving from this county's Mental Health Program, what would you suggest they do?
3. How could things be different in the way this county's Mental Health Program handles the problems that clients like you have? What would make it easier or better?

San Bernardino County
Department of Behavioral Health

Cultural Competency Policy

Effective Date 10/24/2006
Revision Date 01/07/2016 CaSonya Thomas, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) that Cultural Competency is embedded as a critical component in the planning and delivery of Behavioral Health Services. In addition, the Cultural Competence Advisory Committee will serve as an advisory group to ensure this occurs.

Purpose

To provide planning, implementation, and oversight of the Cultural Competency Plan to eliminate cultural, linguistic, racial, and ethnic behavioral health disparities.

Background

As established in Title 9 of the CA Code of Regulations, Chapter 11, Article 4, Section 1810.410 (b) each Mental Health Plan (MHP), "...shall comply with the cultural competence and linguistic requirements included in this Section..."

Requirements

The following are the requirements for the cultural competency plan:

- Commitment to Cultural Competence
- Updated Assessment of Service Needs
- Cultural Competency Advisory Committee
- Strategies and efforts for reducing racial, ethnic, cultural and linguistic mental health disparities
- Client/Family/Family member/Community Committee: Integration of the Committee within the County mental health system
- Culturally competent training activities
- County's commitment to growing a multicultural workforce: Hiring and retaining culturally and linguistically competent staff
- Language capacity
- Adaptation of services

Cultural Competency Advisory Committee Members

To ensure all aspects of the Mental Health Plan are represented, the Cultural Competence Advisory Committee (CCAC) is comprised of representatives from each of the following categories:

DBH Administration	Behavioral Health Commission
Children's System of Care	Transitional Aged Youth
Adult System of Care	Older Adult System of Care

Continued on next page

San Bernardino County
Department of Behavioral Health

Cultural Competency Policy, Continued

Cultural Competency Advisory Committee Members, continued

Mental Health Services Act	Alcohol and Drug Services
Human Resources	Quality Management
Research and Evaluation	Medical Services
Contract Agencies	Internship Program
Parent Partner	Consumer/Family member
Community Volunteer	

CCAC Roles and Responsibilities

The following are the roles and responsibilities of the members of the DBH Cultural Competence Advisory Committee per Title 9, Chap. 11, Article 4 Section 1810.410, (b):

- Review policies, mission, and program statements to ensure Cultural Competency principles are included.
- Analyze department services programs, related to county/state demographics, trends, research findings regarding access, retention, and treatment of specific cultural groups by age, gender, language, poverty, and other criteria.
- Hold focus groups to share cultural information, support, resources and receive feedback from the community.
- Review and recommend ways to enhance consumer/family input.
- Develop opportunities to increase community partnerships and collaboration.
- Review and update DBH's capacity and capability to provide competent cultural and linguistic services.
- Review and update the Cultural Competency Plan annually for submission to the California Department of Health Care Services (DHCS).

References

California Mental Health Directors Association, Position Paper, Framework for Eliminating Cultural, Linguistic, Racial and Ethnic Behavioral Health Disparities, February 2005.

Civil Rights Act 1964: Executive Order 13166.

DMH Information Notice Number 10-02: Cultural Competency Plan Requirements.

Dymally/Alatorre Bilingual Services Act 1973.

Enhanced Cultural & Linguistically Appropriate Services (CLAS) Standards 2013.

Mental Health Services Act.

Surgeon General Report, Mental Health: Culture, Race, and Ethnicity www.surgeongeneral.gov.

Title IX, CA Code of Regulations, Chap 11 – Cultural Competence Plan for MHP.

County of San Bernardino
Department of Behavioral Health

Field Testing of Written Materials Policy

Effective Date 02/01/10
Approval Date 02/01/10

Allan Rawland, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to ensure written materials provided to clients and family members are field tested at minimum, in threshold languages, including: translated documents, forms, signage and client informing materials.

At minimum, the following are to be field tested:

- Member service handbook or brochure
- General correspondence
- Beneficiary problem, resolution, grievance, and fair hearing materials
- Beneficiary satisfaction surveys
- Informed consent for medication
- Confidentiality and release of information form
- Service orientation for clients and patient's Rights materials
- Mental health education materials

New or revised written materials provided to consumers and family members will also be field tested. It is the responsibility of the DBH program/division creating or altering said materials to request these written materials to be field tested. See Field Testing Written Materials Procedure.

Note: The only exemptions to the above policy are documents with a one week or less turnaround from the DBH Public Information Officer intended for distribution to the general community.

Purpose

To establish a mechanism for ensuring accuracy of written materials in terms of both language and culture. To ensure written materials are written at a fifth grade level and are comprehensible to DBH clients and family members.

Definitions

Culture: "A common heritage or set of beliefs, norms and values…." (DHHS 1999).
Threshold Language: Any language other than English that has been identified as the primary (or preferred) language of 3,000 clients or five percent of the client population, whichever is lower, in an identified geographic area.

Continued on next page

County of San Bernardino
Department of Behavioral Health
Field Testing of Written Materials Policy, Continued

References

California Code of Regulations, Title 9, Section 1810.410 (f)
California Government Code, Section 7295
Department of Mental Health *Cultural Competence Plan Draft Requirements*, 2008
Department of Mental Health Information Notice 03-04
Office of Minority Health, & U.S. Department of Health and Human Services. (2001, March). *National Standards for Culturally and Linguistically Appropriate Services in Health Care Final Report*. Washington, D.C.
U.S. Department of Health and Human Services. (1999). *Mental Health: A Report of the Surgeon General*. Rockville, MD: Author.
Welfare and Institutions Code, Section 5600.2

Related Policies

DBH Standard Practice Manual CUL1006: Cultural Competency Policy
DBH Standard Practice Manual CUL1010-1: Field Testing of Written Materials Procedure
DBH Standard Practice Manual CUL1011: Providing Translation Services Procedure

County of San Bernardino
Department of Behavioral Health

Field Testing of Written Materials Procedure

Effective Date 02/01/10
Approval Date 02/01/10

Allan Rawland, Director

Purpose

To ensure the Department of Behavioral Health (DBH) has written instructions for field testing written materials in threshold languages.

Staff Responsibilities

The following are staff responsibilities:

Staff	Responsibilities
Each DBH Clinic Management	Designate a clerical staff member to assist in field testing when a clinic has been selected as the field testing site.
Office of Cultural Competence and Ethnic Services (OCCES) Designee	Coordinate the field testing: • Determine appropriate field testing site • Provide designated clerical staff with documents to be field tested and Field Testing Forms, ten copies total • Provide a Notice of Clinic Selection • Review and analyze feedback and make appropriate changes to field tested document(s) if needed
Clerical Staff (designated at each site)	Direct the field testing at site: • Ensure completion of ten (10) Field Testing Forms • Submit completed forms to the OCCES Designee

Procedures

The following steps are required of the responsible staff and the respective DBH program/division requesting field testing:

Note: If written materials have been submitted to the Office of Cultural Competence and Ethnic Services (OCCES) for translation, a field testing request does not need to be made. The OCCES will automatically coordinate field testing the written materials after translation is completed.

Continued on next page

County of San Bernardino
Department of Behavioral Health

Field Testing of Written Materials Procedure, Continued

Procedures
(continued)

Step	Action
1	The program/clinic designee determines if a field test of written materials is being requested. If *yes* continue to Step 2 If *no* continue to Step 3
2	Upon Supervisor approval, the program/clinic designee submits an electronic version of written materials and the Field Testing Request Form to the OCCES email address below with Subject "Field Testing Request." Email: cultural_competency@dbh.sbcounty.gov **Do not proceed to Step 3** **Note:** The field testing process will be completed 30 days after the request has been received by OCCES.
3	Designated OCCES staff ensure written materials are prepared for field testing and are issued with appropriate forms to the designated program/clinic clerical staff.
4	Designated program/clinic clerical staff randomly distribute to clients and family members the written materials to be field tested, along with a Field Testing Form Spanish Vietnamese. **Note:** Clients and family members will be invited to participate in the field testing only while waiting for an appointment.
5	Once participants have completed the Field Testing Form, designated program/clinic clerical staff complete the "CLINIC USE ONLY" portion of the form.
6	When all forms have been completed, designated clerical staff forward completed forms to the OCCES staff designee.
7	The OCCES staff designee will analyze feedback provided on Field Testing Forms and determine an appropriate course of action which may include: • Approval of written materials • Re-administering written materials for field testing

Questions

Questions regarding field testing procedures should be directed to the Office of Cultural Competence and Ethnic Services via DBH-Cultural Competency email with Subject: "Field Testing – [clinic]."
Email: cultural_competency@dbh.sbcounty.gov

Continued on next page

County of San Bernardino
Department of Behavioral Health

Field Testing of Written Materials Procedure, Continued

Related Policies	DBH Standard Practice Manual CUL1004: Satisfying Consumer Language Needs Policy DBH Standard Practice Manual CUL1010: Field Testing of Written Materials Policy DBH Standard Practice Manual CUL1011: Providing Translation Services Procedure

County of San Bernardino
Department of Behavioral Health

Providing Translation Services Procedure

Effective Date 04/17/07
Approval Date 11/16/09 Allan Rawland, Director
Supersedes DBH Standard Practice Manual CUL1003-1: Translation Procedure of Written Materials

Purpose To ensure adherence to the translation standards set by the Department of Behavioral Health (DBH) Satisfying Consumer Language Needs Policy.

Procedure Follow the steps in the table below for the translation of DBH written material:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Clinic or Program staff develop or identify material(s) to be translated and/or proof read.</td></tr>
<tr><td>2</td><td>Clinic or Program staff determine if the material(s) has been previously translated.
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Yes</td><td>Clinic or Program staff request copies of the translated material(s)</td></tr>
<tr><td>No</td><td>Continue to step 3</td></tr>
</table></td></tr>
<tr><td>3</td><td>Supervisor verifies the availability of qualified bilingual DBH staff to translate the written material(s).
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Yes, staff is available</td><td>The translation will be done in house</td></tr>
<tr><td>No, staff is not available</td><td>Continue to step 5</td></tr>
<tr><td></td><td></td></tr>
</table></td></tr>
<tr><td>4</td><td>Supervisor submits a request to OCCES for material(s) translated in house to be proofread.</td></tr>
<tr><td>5</td><td>Supervisor submits a Translation Request Form and the material(s) electronically to the DBH – Cultural Competency global email- cultural_competency@dbh.sbcounty.gov. See Outside Vendor below.</td></tr>
<tr><td>6</td><td>OCCES staff ensures:
• Requesting supervisor has received prior approval from the DBH public information contact person for the material(s) to be publicly released (i.e.; flyers, small posters, etc.)
• Material(s) have been typed and set in the desired format prior to submission</td></tr>
<tr><td>7</td><td>OCCES staff return the translated and proofread material(s) 60 working days after receiving the written request.</td></tr>
</table>

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Translation Services Procedure, Continued

Distribution

The Office of Cultural Competence and Ethnic Services is not responsible for distributing translated material(s). The *New/Revised Forms Process* should be followed to distribute translated material(s).

Outside Vendor

OCCES will seek outside translation vendors only under the following circumstances:

- There is no bilingual staff available
- Approval is received from requestor and OCCES

Follow the steps in the table below when requesting outside translation vendors:

Step	Action
1	Supervisor sends the Translation Request Form to OCCES, which documents efforts to obtain bilingual DBH staff translation services within their regional/specialty programs.
2	Supervisor and OCCES Program Manager or designee approve the use of an outside vendor to provide translation services.
3	OCCES coordinates the translation of all DBH material(s) with outside vendors.
4	OCCES provides the requestor with a status update within 30 days of the date the material(s) were sent to the vendor.
5	OCCES coordinates field testing of all appropriate material(s).
6	OCCES maintains translated material(s) on file.

References

California Code of Regulations, Title 9, Chapter 11, Section 1810.110
CA Welfare and Institutions Code, Section 14684 (h)
CA Welfare and Institutions Code, Section 4341 (h)
CA Welfare and Institutions Code, Section 5802(a)(4)
Civil Rights Act, 1964: United States Code Section 200-d
Executive Order 13166, 2000
Dymally Alatorre Bilingual Services Act, 1973
CA Department of Mental Health Current Fiscal Year Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Translation Services Procedure, Continued

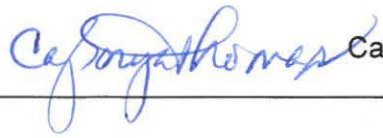
Related

DBH Standard Practice Manual CUL1002: Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy
DBH Standard Practice Manual CUL1002-1: Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Procedure
DBH Standard Practice Manual CUL1004: Satisfying Consumer Language Needs Policy
DBH Standard Practice Manual CUL1012: Providing Interpretation Services Procedure

County of San Bernardino
Department of Behavioral Health

Providing Interpretation Services Procedure

Effective Date 9/30/09
Revised Date 8/27/15



CaSonya Thomas, Director

Purpose

To ensure adherence to the Department of Health Care Services (DHCS) and Federal regulations for satisfying client/family member language needs, interpretation standards set by the Department of Behavioral Health (DBH) Satisfying Beneficiary Language Needs Policy and provide steps to access an interpreter, including DBH-Bilingual Paid Staff as well as Bilingual Contracted Vendors.

Note: Family members are **not** to be used as interpreters.

Responsibility

The following table illustrates the roles and responsibilities of DBH staff to ensure clients have access to culturally appropriate linguistic services:

Roles	Responsibilities
Payroll	Provide a roster of linguistically proficient DBH-Bilingual Paid Staff to the Office of Cultural Competence and Ethnic Services (OCCES) every six months, via email at: cultural_competency@dbh.sbcounty.gov
OCCES	• Forward roster of DBH- Bilingual Paid Staff to each region/specialty program. • Provide each region/specialty program with an updated Contract Vendor list annually. • Provide Interpreter Use and Skills training to DBH-Bilingual Paid Staff.
Clinic Supervisors, Supervising Office Specialists and Supervising Office Assistants	Delegate an equitable workload for DBH-Bilingual Paid Staff.
DBH-Bilingual Paid Staff	• Provide interpretation services. • Attend OCCES Interpreter Use and Skills training when available.
Staff utilizing assistance of Interpreter	• Follow an interpretive session and make appropriate referrals for care as needed. • Provide interpreter feedback as necessary by utilizing the Interpreter Feedback Form. • Attend OCCES Interpreter Use and Skills training when available.

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Interpretation Services Procedure, Continued

Responsibility (continued)

Roles	Responsibilities
Clerical Staff	• Complete general information fields on Consumer Comment Cards according to clinic protocol. General information includes: o Interpreter Name o Date o Bilingual Contract Vendor Name o Clinic o Employee Name o Employee Phone • Ensure a Consumer Comment Card (Spanish) (Vietnamese) (ASL), with general information completed is made available to clients. • Return completed, pre-addressed Consumer Comment Card via Interoffice Mail; envelope is optional.
Bilingual Contract Vendor	Provide interpretation services when DBH-Bilingual Paid Staff is not available.

Special Events

The Program Supervisor shall submit a request for interpretation services two weeks prior to the service date for events not regularly scheduled (e.g.; public forums, conferences, meetings, etc.) by completing the Interpretation Request Form and sending it to DBH Cultural Competency via email at cultural_competency@dbh.sbcounty.gov.

Clinical Appointments

When interpretive services are requested for non-English speaking threshold language clients, the Clinic Supervisor or designee shall take the following actions:

Step	Action
1	Determine need for an interpreter.
2	Contact the supervisor or designee to utilize clinic, program or regional staff for interpreter services in a timely manner.
3	Reference the DBH-Bilingual Paid Staff (interpreter) list provided every six (6) months by Payroll. If bilingual staff is not available, proceed to utilize the Contract Vendor list.
4	Dial the appropriate Contract Vendor agency number.
5	If a client presents as a "walk-in" refer to Telephone Calls or Client Walk-Ins section of this procedure.
6	E-mail OCCES as needed at cultural_competency@dbh.sbcounty.gov.

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Interpretation Services Procedure, Continued

Contract Vendor List

The Clinic Supervisor or designee shall contact a Contract Vendor from the list below to schedule interpretation services for non-English speaking threshold language clients. Refer to Translation/Interpretation Quick Reference Guide.

Contractor	Contact Information
New World Language Services (NWLS)	(800) 873-9865 (909) 553-7115 for after-hours/weekends requests@200languages.com World Language Services Access Codes Interpreter services may be requested by telephone or by completing the Request Form **Note:** Do not list client name. Under Special Instructions list client medical record number.
Asian American Resource Center	(909) 383-0164 aarctranslations@gmail.com
Global Ready, LLC	(800) 201-1202, Ext. 2
Hanna Interpreting Services, LLC	(855) 777-8007 (855) 586-6616
Carmazzi Global Solutions	(888) 549-8957 (888) 452-6543 for after-hours/weekends (press 0 to be transferred to after-hours attendant, leave message) orderinterpreter@carmazzi.com
Interpreters Unlimited, INC.	(800) 726-9891 info@iugroup.com

Contract Vendor Clinical Appointments

The Clinic Supervisor or designee shall follow the steps below to provide services to non-English speaking threshold language clients:

Step	Action
1	Ensure the clinic Contract Language Services Log is updated. The log is used to monitor the services provided by the contracted vendors to individual clinics and/or programs.
2	Ensure clerical staff makes Consumer Comment Cards (Spanish) (Vietnamese) (ASL) available to clients who require the assistance of an interpreter.
3	Review and sign the Contract Language Services Log at the end of each month.
4	Ensure all efforts and progressive steps to link client to appropriate services in his/her language of choice is documented in the client's progress notes and Initial Contact Log Form.

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Interpretation Services Procedure, Continued

Non-Threshold Languages

The Clinic Supervisor or designee will determine if the clients' needs are for non-threshold languages and will refer to the Contract Vendor List to locate and link clients with services that are linguistically appropriate. Linkage for services may be to community service organizations, Fee-For-Service Providers, or contract agencies. Use of Contract Vendor services will be approved if the client has a special language need that cannot be provided by DBH Bilingual-Paid Staff. Use of Contract Vendor services **will not** be approved for ongoing treatment, unless approved by the supervisor.

Telephone Calls or Client Walk-Ins

The following steps illustrate the necessary actions when receiving a call from a client speaking a threshold language other than English or a client walks-in to a clinic:

Step	Action
1	After greeting caller, advise the threshold language speaker he/she will be placed on hold. **Important Note:** If caller is Spanish Speaking, please use the *script* on page 2 of Translation/Interpretation Quick Reference Guide.
2	Determine if there is DBH bilingual paid staff readily available and if not, dial the appropriate Contract Vendor agency number.
3	Provide the Contract Vendor with pertinent information.
4	Dial appropriate Access Codes (NWLS only) and brief the interpreter on the purpose of the call and confidentiality requirements.
5	Add the threshold language speaker to the line.
6	When the call is completed informs the interpreter "this is the end of the call." **Note:** When placing a call to a threshold language speaker start at Step 2.

References

California Code of Regulations, Title 9, Chapter 11, Section 1810.110
CA Welfare and Institutions Code, Section 14684 (h)
CA Welfare and Institutions Code, Section 4341 (h)
CA Welfare and Institutions Code, Section 5802(a)(4)
Civil Rights Act, 1964: United States Code Section 200-d
Dymally Alatorre Bilingual Services Act, 1973
CA Department of Mental Health Current Fiscal Year Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services

Related Policy or Procedure

DBH Standard Practice Manual:

- CUL1002: Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy
- CUL1004: Satisfying Beneficiary Language Needs Policy
- CUL1011: Providing Translation Services Procedure

County of San Bernardino
Department of Behavioral Health

Providing Written Communications in Threshold/Primary Languages for Consumers/Family Members Policy

Effective Date 04/16/2010
Approval Date 04/29/2019

Veronica Kelley, DSW, LCSW, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to provide all written communications for all consumers and their family members in the appropriate threshold/primary language and at a level that is easily understood to ensure appropriate access to services and all information relating to said services is available for review. This policy applies to all behavioral health services, including specialty mental health (SMH) and substance use disorder (SUD).

Purpose

To ensure appropriate access to services as well as reduction of barriers experienced by diverse populations who have been historically underserved.

Note: If the consumer/family member is visually or hearing impaired, other communication methods must be utilized as appropriate (See ACA 1557 Procedure).

Implementation and Practice

All forms given to consumers/family members, including but not limited to, forms signed by client, informational forms, letters, etc. shall be provided in the threshold/primary language of the consumer/family members. When providing forms to a consumer/family member who is visually impaired or has literacy barriers, please refer to the important note above.

Definitions

Threshold Language: The annual numeric identification on a countywide basis, of 3,000 beneficiaries or five (5) percent of the Medi-Cal beneficiary population, whichever is lower, whose primary language is other than English, for whom information and services shall be provided in their primary language.

Primary Language: That language, including sign language, which must be used by the beneficiary to communicate effectively and which is so identified by the beneficiary.

Consumer: A person with lived experience of mental health issues.

Family Member: A parent or caretaker of a child, youth, adult, or older adult, who is currently utilizing, or has previously, utilized mental health services.

Continued on next page

County of San Bernardino
Department of Behavioral Health

Providing Written Communications in Threshold/Primary Languages for Consumers/Family Members Policy, Continued

Related Policy or Procedure

DBH Standard Practice Manual:

- Field Testing of Written Materials Policy (CUL1010)
- Field Testing of Written Materials Procedure (CUL1010-1)
- Satisfying Consumer Language Needs Policy (CUL1004)
- Providing Translation Services Procedure (CUL1011)
- 2006 State Informing Materials Procedure (QM6012)

Reference(s)

- California Code of Regulations, Title 9, Section 1810.410 (a-e)
  California Code of Regulations, Title 9, Section 3200.210
- Executive Order 13160, 2000
- Dymally Alatorre Bilingual Services Act, 1973
- Welfare and Institutions Code, Section 5600.2 (g)
- Department of Mental Health Information Notice 10-02
- National Standards for Culturally and Linguistically Appropriate Services (CLAS), Standards 1-14

San Bernardino County
Department of Behavioral Health

Cultural Competency Training Policy

Effective Date 06/07/2010
Revision Date 03/31/2016 **CaSonya Thomas, Director**

Policy

It is the policy of the Department of Behavioral Health (DBH) to ensure staff receives ongoing cultural competency education and training as part of the DBH Cultural Competence Plan.

Purpose

To ensure DBH staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery. Additionally, to implement a mechanism for ensuring DBH staff achieves ongoing cultural competency training.

Definitions

Administrative Staff is any staff that performs administrative functions only and do not have direct contact providing services to clients/consumers. Examples of staff or programs include, but are not limited to, the following: staff analysts, Fiscal staff, Information Technology staff, non-clinical program managers, etc.

Clinical Staff is any professional staff that is certified, licensed, registered or waivered to provide services to clients. Some clinical staff may provide only one type of service, while others may provide a combination of services such as, but not limited to, the following: direct services, administrative services, etc.

Cultural Competence is a set of congruent practice skill knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, family members and professionals that enables that system, agency, or those professionals and consumers, and family member providers to work effectively in cross-cultural situations (adapted from Cross, et al., 1989; cited in DMH Information Notice, 02-03).

Cultural Competency Training is any training that addresses cultural/linguistic topics. Training may occur in house via DBH's Learning Management System (LMS) or through web-based programs. It may also be provided in the community by, for example, other agencies. Cultural Competency Training offering Continuing Education Units (CEUs) also meets this definition.

Direct Service Staff is any staff that interacts directly with clients/consumers providing active services. Examples include, but are not limited to, the following: office assistants who check in clients at clinics, psychiatric technicians, clinicians, etc.

Continued on next page

San Bernardino County
Department of Behavioral Health

Cultural Competency Training Policy, Continued

Responsibility

DBH staff roles and responsibilities regarding Cultural Competency Training in culturally and linguistically appropriate service delivery are described in the following table:

Role	Responsibility
Administrative Staff	• Attend a minimum of two (2) hours of cultural competency training each calendar year • Provide the direct supervisor with a certificate of completion, as defined, upon completion of the training
Direct Service Staff and Clinical Staff	• Attend a minimum of four (4) hours of cultural competency training each calendar year. **Important Note**: All clinical staff are required to take (4) hours of cultural competency training whether administrative or direct service staff.
Supervisors	• Ensure staff complete the required hours of training each calendar year • Ensure copies of certificates of completion, when available, are included in staff files. This does not apply to LMS electronic files • Use the certificates of completion in the Work Performance Evaluation process
Workforce Education and Training (WET)	• Provide LMS courses which meet the DBH Cultural Competence Plan requirements in sufficient quantity to aid staff in meeting total hour requirements each calendar year • Maintain electronic records accessible by staff supervisors and/or Office of Cultural Competence and Ethnic Services (OCCES)
DBH OCCES	• Work collaboratively with supervisors to: o Randomly audit certificates of completion to ensure compliance with training requirements o Randomly audit LMS electronic records of cultural competency training • Provide staff with notices of web-based learning opportunities throughout the calendar year

References

California Code of Regulations Title 9, Chapter 11, Section 1840.410: Cultural and Linguistic Requirements
DMH Information Notice 10-02: Cultural Competence Plan Requirements
DMH Information Notice Number 02-03
San Bernardino County Department of Behavioral Health, 2010 Cultural Competence Plan

SAN BERNARDINO COUNTY
Behavioral Health
303 E. Vanderbilt Way San Bernardino | (909) 388-0900
www.SBCounty.gov

Education and Training Policy

Effective Date 7/1994
Revision Date 8/29/2019

Veronica Kelley, DSW, LCSW, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to ensure availability of initial and on-going required education and training for employees, interns, volunteers and contract provider employees in accordance with State legislative and/or contractual requirements and DBH strategic goals, mission, vision, and values.

Purpose

To outline the education and training requirements of DBH workforce members and to assist employees, interns, volunteers and contract providers to identify DBH-specific education/training opportunities in addition to the two (2) day New Employee Orientation (NEO) required of all DBH newly hired employees, interns and volunteers. Ongoing education and training ensures our workforces' ability to provide quality care, and culturally and linguistically competent services to the community.

Definition(s)

American Society of Addiction Medicine (ASAM): The Nation's leading addiction medicine society representing physicians, clinicians and other professionals.

Care Coordinators: DBH and contract provider care coordinators are comprised of Licensed Practitioners of the Healing Arts and Registered or Certified Alcohol and Drug Counselors who are responsible for providing a service that assists a client with accessing needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services.

Competency Based Training: Classes within a *group* of trainings deemed a "competency", for a specific job classification, to be completed in order to meet DBH training requirements and/or attain job related knowledge.

Cultural Competence: A set of congruent practice skills, knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, professionals, and stakeholders that enables that system, agency, or those professionals, consumer providers, and stakeholders to work effectively in cross-cultural situations (adapted from Cross, et al., 1989; cited in DMH Information Notice, 02-03).

Continued on next page

Education and Training Policy, Continued

Definition(s), *Continued*

Licensed Practitioner of the Healing Arts (LPHA): An LPHA is a health practitioner licensed in the State (California) to diagnose and treat individuals with a physical or mental disability or functional limitation, operating within the scope of practice defined in State law. LPHAs include the following disciplines:

- Physicians
- Nurse Practitioners
- Physician Assistants
- Registered Nurses
- Registered Pharmacists
- Licensed Clinical Psychologists
- Licensed Clinical Social Workers
- Licensed Marriage & Family Therapists
- Licensed Professional Clinical Counselors
- Licensed Eligible Practitioners working under the supervision of Licensed Clinicians

Other direct service staff: Direct service staff who provide services outside of the definition of LPHA but within their respective scope of practice. Other direct service staff include the following classifications:

- Alcohol and Other Drug (AOD) Counselors
- Licensed Vocational Nurses
- Medical Assistants
- Occupational Therapists
- Occupational Therapist Assistants
- Registered/Waivered Psychologists
- Registered/Waivered Social Workers
- Registered/Waivered Marriage & Family Therapists
- Unlicensed Behavioral Health Workers

Mandatory Training: Training that is required by DBH as a condition of employment/participation; based on DBH contractual requirements, the Supervisor, or training necessary to maintain licensing and certification requirements for job classifications, or job related duties.

Training Environment

Trainings may be delivered by any of the following sources:

- Online/E-Learning/E-Module/Web, computer-based;
- Live DBH or other County department facilitated, or
- Private contracted consultant or organization.

Training Documentation

Documentation for all completed trainings shall to be maintained in the supervisor's file for each employee.

Continued on next page

Education and Training Policy, Continued

Continuing Education Credit Training

DBH offers training opportunities for employees to obtain Continuing Education (CE) credits to meet licensing and certification requirements, as needed.

Note: It is the responsibility of the individual employee to ensure necessary CE units are obtained.

Workforce Education and Training

DBH Workforce Education and Training Division (WET) was developed as part of the Workforce Education and Training component of the original Mental Health Services Act (MHSA) Plan, approved by the County Board of Supervisors and Department of Health Care Services. It has since expanded as a permanent workforce development program, offering support to DBH education and training needs. WET's goals include:

- Developing, maintaining and implementing curriculum to train and retrain staff providing direct services in accordance with MHSA, State and Federal laws.
- Establishing partnerships between the behavioral health field and educational systems to expand outreach to multicultural communities.
- Increasing the diversity of the behavioral health workforce to reduce stigma associated with mental illness and substance use disorders.
- Promoting the use of web-based technologies, and distance learning techniques to enhance service delivery capabilities and reach underserved populations.
- Promoting the inclusion of behavioral health consumers and family members' viewpoints and experiences in the training and education program within DBH.
- Ensuring the inclusion of cultural competency into training and education programs.

Cultural Competence

Cultural competence is embedded into every aspect of DBH operations and service delivery. The Office of Cultural Competence and Ethnic Services (OCCES) is responsible for developing, implementing, and monitoring cultural competence throughout all levels of the organization in accordance with the DBH Cultural Competency Plan (CCP). OCCES assists in providing multicultural education and training, coordination of language services such as translation and interpretation, conducting community outreach, and providing consultation in the development and implementation of linguistically and culturally appropriate, recovery oriented services. OCCES works towards achieving the training goal listed below as defined in the California Code of Regulations (CCR), Title 9, Division 1, Chapter 14, Section 3200.100.

DBH employees, interns, volunteers, contract providers and other individuals who deliver services are trained to understand and effectively address the needs and values of the particular racial/ethnic, cultural, and/or linguistic population or community that they serve.

Continued on next page

Education and Training Policy, Continued

Cultural Competency Training

All DBH employees, interns, volunteers and contract providers are required to participate in cultural competency training annually.

- Administrative staff who do not provide direct services to clients shall complete two (2) hours of cultural competency training annually.
- Direct service and clinical staff shall complete a minimum of four (4) hours of cultural competency training annually.

Note: Reference the Cultural Competency Training Policy (CUL1014) for Roles and Responsibilities.

ASAM Training for SUD Providers

All direct service providers (including contract providers) working within SUDRS who conduct assessments are required to complete a minimum of two (2) ASAM training modules, prior to providing services, ensuring current and newly hired staff are trained on required ASAM criteria. This requirement shall be satisfied by successfully completing:

- California Institute of Behavioral Health Solutions (CIBHS) ASAM Training series; or
- ASAM E-Modules, assigned through DBH SUDRS Administration, as appropriate:
  - "ASAM Multidimensional Assessment"
  - "From Assessment to Service Planning and Level of Care"
  - "Introduction to the ASAM Criteria" (Optional)
    - The third ASAM training module, "Introduction to the ASAM Criteria", is optional but highly recommended.
- Contract providers may receive the training from their respective agencies.

Addiction Medicine Training

In accordance with Drug Medi-Cal Organized Delivery System (DMC-ODS) regulations, it is required that all direct service providers working within SUDRS shall receive a minimum of five (5) hours of continuing education related to addiction medicine annually.

Continued on next page

Education and Training Policy, Continued

Required Annual SUD Training

DBH shall provide mandatory training in DMC-ODS requirements and CalOMS to DBH SUD staff and contract providers annually. All SUD employees (including contract providers) shall complete the following SUD annual trainings:

- California Outcomes Measurement System (CalOMS) Training
- DMC-ODS Requirements Training
- Drug-Medi-Cal (DMC) Program Requirements Training
- Requirements of Title 22 Training

DMC-ODS requires providers to be regularly trained in and implement at least two (2) evidence based practices (EBPs) from the following list:

- Motivational Interviewing
- Cognitive-Behavioral Therapy
- Relapse Prevention
- Trauma-Informed Treatment
- Psycho-Education

SUD Care Coordination Trainings

All SUD Care Coordinators (including contract providers) shall complete the following trainings in Relias:

- AIRS: Crisis Intervention within Information and Referral
- Crisis Management Basics
- Customer Service in Behavioral Health Environment
- Motivational Interviewing
- Safety in the Field

Continued on next page

Education and Training Policy, Continued

Required DBH Trainings

All DBH staff are required to complete the following trainings:

- New Employee Orientation
- Duty to Warn/Mandated Reporter
- Authorization for Release of PHI
- HIPAA, Privacy, and Security
- Deficit Reduction Act of 2005 False Claims Act Training

Other pertinent trainings as appropriate:

- Annual Law & Ethics Training (any staff may attend; required for licensed professionals)
- Chart Documentation Training
- Coding Guidance for Providers
- Behavioral Health Commission (BHC):
  - Ethics Training-AB1234 requires members of Boards/Commissions to complete two (2) hour mandatory ethics training every two (2) years.
    - Training records shall be maintained for at least five (5) years.
  - HIPAA Training-BHC bylaws require members to complete HIPAA training every three (3) years.

DBH Contract Agency employees shall participate in the following required trainings, as stipulated in their DBH contract:

- Cultural Competence, annual:
  - Two (2) hours for administrative staff
  - Four (4) hours for direct service and clinical staff
- Disaster Response Orientation and Training:
  - 25% of permanent direct service staff
  - Within three (3) months of contract effective date and every three (3) years thereafter
- Deficit Reduction Act of 2005 False Claims Act Training, upon hire
  - All staff if agency receives five (5) million of Medi-Cal funding annually; otherwise agency is only required to provide written policies
- HIPAA Privacy and Security Awareness, upon hire and annually thereafter
  - All staff
- Compliance Training, annual
  - All staff trained on compliance program, seven (7) elements of a compliance program, fraud, waste, and abuse
- California Relay Services, upon hire
  - All staff
- Etiquette for Servicing Persons with Disabilities, upon hire and annually thereafter
  - All staff

Continued on next page

Education and Training Policy, Continued

Risk Management Trainings

The following required trainings are available through County Risk Management (RM):

- Care of the Back
  - Required for all DBH staff who work in an environment that requires lifting
  - As appropriate
- Driver Awareness
  - Required every four (4) years for any employee driving a vehicle for County business
- Insurance and Indemnification
  - As appropriate
- Safety Coordinator Basics
  - Required for all DBH safety coordinators
- Risk Management for Supervisors
  - Required for all DBH leads, supervisors, and managers

Administrative Transition

DBH is committed to cultivating a competent workforce that can be sustained on an ongoing basis. DBH's succession plan outlines the efforts and activities to ensure that in the event of an administrative leadership change, including one to Workforce Education and Training, DBH can ensure a smooth transition, and maintain the same level of leadership. In the event of a permanent administrative leadership change, Continuing Education Provider Approval (CEPA) will be notified within 15 calendar days.

Other Trainings

Trainings relating to DBH rules, regulations, goals, as well as competency based trainings, and those required under *CCR*, Title 9, Section 1922, will also be offered through DBH.

Related Policy or Procedure(s)

DBH Standard Practice Manual:

- Alcohol and Drug Services (ADS) Primary Prevention CalOMS Reporting Policy (ADS0217)
- Compliance Plan Policy (COM0934)
- Cultural Competency Training Policy (CUL1014)
- Department Vision, Mission and Values Policy (BOP3004)
- Substance Use Disorder and Recovery Services Coordination of Care Policy (SUDRS0228)
- Substance Use Disorder and Recovery Services Coordination of Care Procedure (SUDRS0228-1)

Continued on next page

Education and Training Policy, Continued

Reference(s)

- California Code of Regulations, Title 9, Division 1, Chapter 11, Section1810.410, Chapter 12, Section1922, and Chapter 14, Section 3200.100
- Code of Federal Regulations, Title 22, Section 51341.1
- Code of Federal Regulations, Title 42, Sections 422.503 and 423.504
- Deficit Reduction Act, Section 6032
- Department of Behavioral Health. (Revised 2012). *Cultural Competency Plan*.
- Department of Health Care Services, Alcohol and Other Drug Program Certification Standards (2017), Section 1800
- Department of Health Care Services, The American Society of Addiction Medicine (ASAM) Criteria Fact Sheet
- Department of Health Care Services, Revenue Agreement
- Patient Protection and Affordable Care Act, Section 6401
- Welfare and Institution Code, Division 5, Chapter 4, Section 5820 – Section 5822

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy

Effective Date 07/18/2018
Approved Date 07/18/2018

Veronica Kelley, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to comply with Federal law pertaining to Section 1557 of the Affordable Care Act (ACA 1557), which prohibits discrimination in the provision of health care services based on race, color, national origin, sex, gender identity, age, disability, or limited English proficiency (LEP).

Purpose

To provide operational guidance to DBH and its contracted providers (also referenced as "Covered Entities") to assist them in complying with the requirements of the U.S. Department of Health and Human Services (HHS) - ACA 1557 Final Rule - Nondiscrimination in Health Programs and Activities (Final Rule).

Definition(s)

Covered Entity: Any entity that operates a health program or activity for which the Federal government provides, or otherwise makes available, financial assistance (including Medi-Cal) and/or Federal Financial participation funding.

Disability: A physical or mental impairment that substantially limits one or more major life activities.

Gender Identity: An individual's internal sense of gender, which may be male, female, neither, or a combination of male and female, and which may be different from an individual's sex assigned at birth. The way an individual expresses gender identity is frequently called "gender expression," and may or may not conform to social stereotypes associated with a particular gender.

Limited English Proficiency: An individual whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

Compliance Coordinator Designation

Covered Entities employing 15 or more persons are required to:

1. Designate an employee to serve as the ACA 1557 Coordinator responsible for coordinating compliance with ACA 1557 and investigating complaints
2. Adopt a grievance procedure that the ACA 1557 Coordinator oversees, which affords due process and prompt and equitable resolution of grievances.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Written *Notice* Contents Requirements

For all large publications, clinic postings, and online notifications, Covered Entities are required to notify program participants of their rights by providing a written non-discrimination ***notice*** containing the following:

- The agency does not discriminate on the basis of race, color, national origin, sex, gender identity, age, disability, or LEP;
- The agency provides appropriate auxiliary aids and services, free of charge and in a timely manner, to individuals with disabilities;
- The agency provides language assistance services, free of charge and in a timely manner, to individuals with LEP; as well as information on how to access aids and services;
- Contact information for the agency's ACA 1557 Compliance Coordinator;
- Information on grievance procedures, and how to file a complaint; Information on how to file a discrimination complaint with HHS; and
- Inclusion of a short statement (tagline), written in at least the top 15 languages in California that are spoken by individuals with LEP, indicating the availability of free language assistance.

Note: Large publications include communications requiring a response from client or pertaining to rights or benefits, and outreach, education, or marketing materials; clinic postings must be posted in a conspicuous location where the entity interacts with the public; and online notifications must be posted on Covered Entities' website homepage with a prominent link directing clients to the full content.

Written *Statement* Content Requirements for Small Publications

Small publications require a shorter written nondiscrimination ***statement***:

- Name of covered entity] complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, disability, or LEP.
- Inclusion of a short statement (tagline), written in at least English and Spanish, indicating the availability of free language assistance.

Note: Small publications include post cards, tri-fold brochures, etc.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Language Assistance Service Requirements

Covered Entities shall take reasonable steps to provide meaningful access to each individual with LEP eligible to be served or likely to be encountered in its health programs and activities. Language assistance services must be provided free of charge, be accurate and timely, and protect the privacy and independence of the individual with limited English proficiency.

Note: An individual with LEP is not required to accept language assistance services.

Interpreter/ Translator Requirements

Covered Entities shall offer a qualified interpreter to an individual with LEP when oral interpretation is a reasonable step to provide meaningful access for that individual and shall use a qualified translator when translating written content in paper or electronic form.

Type	Requirements
Qualified Interpreter	• Adheres to generally accepted interpreter ethics principles, including client confidentiality; • Has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and • Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.
Qualified Translator	• Adheres to generally accepted translator ethics principles, including client confidentiality; • Has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and • Is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Interpreter Restrictions

Covered Entities must not:

- Require an individual with LEP to provide his or her own interpreter,
- Rely on an adult or minor child accompanying an individual with LEP to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no qualified interpreter immediately available, nor
- Rely on staff other than qualified bilingual/multilingual staff to communicate directly with individuals with LEP.

Note: If the LEP individual specifically requests that an accompanying adult interpret or facilitate communication, and the accompanying adult agrees to provide such assistance, then reliance on that adult for such assistance may be utilized at the desire of the client.

Video Remote Interpreting Requirements

If video remote interpreting services are offered, the following must be provided:

- Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
- A sharply delineated image that is large enough to display the interpreter's face and the participating individual's face regardless of the individual's body position; and
- A clear, audible transmission of voices. Adequate training to technology users and those facilitating the video remote set-up, so that this interpreter method is completed quickly and efficiently.

Audial and Visual Disability Requirements

Covered Entities shall take appropriate steps to ensure that communications with individuals with audial and/or visual disabilities are effective by:

- Providing appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary; and
- Ensuring that any health programs or activities provided through electronic and/or information technology are accessible to individuals with disabilities, unless doing so would result in undue financial and/or administrative burdens or a fundamental alteration in the nature of the health programs or activities.

Note: If burdens exist for the covered entity, the information may be presented in a non-electronic format, taking into consideration that individuals with disabilities shall receive the same benefits provided through electronic and information technology.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Anti-Sex Discrimination Requirements

Covered entities shall provide individuals equal access to health programs or activities without discrimination on the basis of sex; and shall treat individuals consistent with their personally-defined gender identity.

- Covered entities may not utilize criteria or methods of administration that subject individuals to discrimination on the basis of gender identity and/or gender expression.
- Determinations regarding the site or location of a facility must not have the effect of excluding individuals from, denying them the benefits of, or subjecting them to discrimination on, the basis of gender identity and/or gender expression. Sex-specific health programs or activities are permissible only if the justification is demonstrated that the sex-specific health program or activity is substantially related to the achievement of an important health-related or scientific objective.

Disability Policies, Procedures, Practices

Covered Entities shall make reasonable modifications to policies, procedures, and/or practices, when such modifications are necessary to avoid discrimination on the basis of disability, unless the covered entity can demonstrate that making the modifications would fundamentally alter the nature of the health program or activity.

All facilities in which health programs or activities are conducted shall comply with the following regulations and ADA Accessibility Standards as applicable:

- Code of Federal Regulations, Title 45, Section 84.23
- Department of Justice, Americans with Disabilities Act, 1991 ADA Standards for Accessible Design
- Department of Justice, Americans with Disabilities Act, 2010 ADA Standards for Accessible Design

Related Procedure

DBH Standard Practice Manual:

- Affordable Care Act (ACA) 1557 Grievance Procedure (COM0953-1)

Reference(s)

- Public Law 111-148, Patient Protection and Affordable Care Act, Section 1557
- U.S. Code, Title 20, Chapter 38, Subsection 1681 et seq.
- U.S. Code, Title 29, Chapter 16, Subchapter V, Subsection 794
- U.S. Code, Title 42, Chapter 21, Subchapter V, Subsection 2009 et seq.
- U.S. Code, Title 42, Chapter 76, Subsection 6101 et seq.

San Bernardino County
Department of Behavioral Health

Affordable Care Act (ACA) 1557 Grievance Procedure

Effective Date 07/18/2018
Approved Date 07/18/2018 Veronica Kelley, Director

Purpose

To provide instruction on receiving, logging, and investigating grievances received by San Bernardino County Department of Behavioral Health (DBH) Office of Cultural Competency and Ethnic Services (OCCES), ACA 1557 Coordinator.

ACA 1557 Compliance Coordinator

OCCES has designated an employee to serve as the ACA 1557 Coordinator. The ACA 1557 Coordinator is responsible for overseeing the ACA 1557 grievance process, which includes due process and prompt and equitable resolution of complaints and grievances received from clients whose concerns fall under the scope of discrimination as defined under ACA 1557.

Filing a Grievance

The following process shall be followed when filing an ACA 1557 grievance:

- Grievance submitted to the ACA 1557 Coordinator within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action
- Complaint must be submitted in writing on the approved ACA 1557 Grievance Form (COM038) via email to aca_1557@dbh.sbcounty.gov or by mail to:

  DBH OCCES
  Attn: ACA 1557 Coordinator
  303 E. Vanderbilt Way
  San Bernardino, CA 92415-0026
- If assistance is needed in completing the form, the complainant may also call the ACA 1557 Coordinator at (909) 386-8223 (TTY: 711).
- The grievance form must include all information necessary to investigate the complaint, including identifying the problem or action alleged to be discriminatory.
- If the grievance is determined to be ACA 1557 related, it shall be entered into the ACA 1557 Grievance Tracking Log.
- If the grievance is determined not to be ACA 1557 related, it shall be referred to the appropriate unit (e.g. ACCESS, Patients' Rights, Compliance, etc.), and the appropriate unit shall follow-up with the complainant.

Authorized Representative

At any time during the Grievance or Appeal processes, the complainant may authorize a person to take action or participate in the process on his or her behalf, or to assist the complainant with the process.

Continued on next page

San Bernardino County
Department of Behavioral Health

Affordable Care Act (ACA) 1557 Grievance Procedure,
Continued

Grievance Investigation Process

The ACA 1557 Coordinator or designee shall conduct an investigation of the complaint as follows:

- Thoroughly investigate, allowing all interested individuals an opportunity to submit evidence related to the complaint.
- Maintain files and records related to grievances, and to the extent possible and in accordance with applicable law, preserving the confidentiality of files, sharing them at a minimum necessary level.
- Issue a written decision on the grievance, based on evidence, no later than thirty (30) days after its filing date, and include the proposed resolution and a notice to the complainant informing them of their right to pursue further administrative or legal remedies.

Appeals Process

Every reasonable effort will be made to successfully resolve the grievance, but in cases where the complainant is not satisfied with the outcome, an appeal may be filed in the following manner:

Complainant Action	DBH Action
Complainant may appeal the decision by writing to the DBH Cultural Competency Officer within 15 days of receiving the ACA 1557 Coordinator's decision.	Cultural Competency Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.
Complainant may appeal the decision of the Cultural Competency Officer by writing to the DBH Director within 15 days of receiving the Cultural Competency Officer's decision.	DBH Director shall issue a written decision in response to the appeal no later than 30 days after its filing.

If DBH is unable to successfully resolve the grievance, the complainant may file a civil rights complaint with the U. S. Health and Human Services Office of Civil Rights in writing by mail, fax, e-mail, or via the OCR Complaint Portal at HHS.gov/civil-rights,

Related Policy

DBH Standard Practice Manual:

- Non-Discrimination - Section 1557 of the Affordable Care Act Policy (COM0953)

Reference(s)

- Public Law 111-148, Patient Protection and Affordable Care Act, Section 1557

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Policy

Effective Date 04/29/2019
Approval Date 04/29/2019

Veronica Kelley, DSW, LCSW, Director

Policy

In accordance with federal and state regulations, and Department of Health Care Services (DHCS) contract agreement requirements, the Department of Behavioral Health (DBH) provides and maintains 24/7 Access Line for all clients. Contract providers must refer after hours calls to the DBH-operated 24/7 Access Line to ensure appropriate access, tracking and reporting to DHCS..

- Medi-Cal clients seeking specialty mental health (SMH) services are directed to call the 24/7 Access Line at (888) 743-1478 (TTD and TDD services will be available as necessary).

- Drug Medi-Cal clients seeking Substance Use Disorder (SUD) services are directed to call the SUD Beneficiary Access Line at (800) 968-2636 (TTD and TDD services will be available as necessary).

Purpose

To inform all DBH staff, contract agencies, and FFS providers of 24/7 Access Line requirements, as specified by federal and state regulations and DHCS agreements.

Definition(s)

24/7 Access Line: state-wide, toll-free telephone number available to clients 24 hours a day, 7 days per week. DBH maintains responsibility for the line, but operations occur as follows:

- DBH Access Unit provides coverage of the 24/7 Access Line for the Medi-Cal clients Monday through Friday from 7 a.m. to 5 p.m.
  - The United Way 2-1-1 provides coverage during after-hours after 5 p.m. to 7:30 a.m. Monday through Friday, weekends and holidays.
- DBH SUDRS Screening Assessment and Referral Center (SARC) provides coverage of the 24/7 SUD Beneficiary Access Line for the Drug Medi-Cal clients Monday through Friday from 8 a.m. to 5 p.m.
  - On-call staff provides coverage during after-hours Friday through Monday after 5 p.m. to 8 a.m., weekends and holidays.

Call Log Status Report: A report capturing specific data related to all incoming calls to the SUD Client Access Line.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Policy, Continued

Requirements

DBH must ensure the following requirements are met:

- Ensure staffing and/or operation of a 24/7 Access Line;
- Ensure a live operator answer the 24/7 Access Line at all times;
- Provide language capabilities in all languages spoken by all County clients
- Provide adequate TTY/TDD Services;
- Provide training for staff of the 24/7 Access Line to obtain linguistically-appropriate capabilities;
- Provide information to clients regarding accessing SMH, SUD services, and/or any other behavioral health resources or referrals. (This shall entail assessment to ensure medical necessity criteria is met to address urgent client needs, etc.) Provide client assistance on problem resolution process, including filing a grievance and/or appeal, as well as information on the state fair hearing process;
- Maintain a call log that contains the name of the client, date of the request and initial disposition of the request;
- Conduct periodic test calls, using approved 24/7 Access Line test call scripts, during business hours and after-hours;
- Utilize test call findings to identify education/training needs, provide positive reinforcement as appropriate, and assess the quality assistance provided;
- Record all test calls completed and submit a test call report to DHCS on a quarterly basis;
- Maintain a current log of all grievances and appeals, including disposition and Department/contract agency, and
- Complete an annual grievance and appeal report and submit to DHCS.

Related Policy or Procedure

DBH Standard Practice Manual:

- 24/7 Access Line Requirements Procedure (QM6045-1)
- Providing Translation Services Procedure (CUL1011)
- Providing Interpretation Services Procedure (CUL1012)
- Providing Written Communication in Threshold/Primary Languages for Consumers/Family Members Procedure (CUL1013)
- Satisfying Client Language Needs Policy (CUL1004)

Reference(s)

- California Code of Regulations, Title 9, Chapter 11, Sections 1810.405(d) and 1810.410(e)(1)
  https://govt.westlaw.com/calregs/Search/Results?transitionType=Default&contextData=%28sc.Default%29&t_T1=9&t_T2=1810&t_S1=CA%20ADC%20s&Page=1&SearchId=i0ad720f20000016ae55c960851310326&query=advanced%3A%20CI%28%229%20CA%20ADC%20s%201810%22%29&Template=Find
- California Department of Health Care Services (DHCS) Revenue Agreement-Provisions of Specialty Mental Health Services California DHCS Revenue Agreement for Substance Use Disorder Drug Medi-Cal Organized Delivery System (DMC-ODS).

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure

Effective Date 04/29/2019
Approval Date 04/29/2019

Veronica Kelley, DSW, LCSW, Director

Purpose

To outline the 24/7 Access Line procedure for the Department of Behavioral Health (DBH), contract agencies, and Fee-For-Service (FFS) providers, which applies to all behavioral health clients, including those receiving specialty mental health (SMH) and substance use disorder (SUD) services.

24/7 Access Line Regular Business Hours

The 24/7 Access Line staff coverage must be on a rotation ensuring a live operator is available at all times.

Table 1. 24/7 Access Line Staff Responsibilities During Regular Business Hours

Description	Action
Prior to the start of regular business hours	Transfer 24/7 Access Line from after-hours back to the primary DBH telephone line prior to the appropriate start times, as noted below: • Access Unit (AU) - Prior to the 7:30 a.m. start time, and • Substance Use Disorder (SUD) Beneficiary Access Line (BAL) - Prior to the 8 a.m. start time.
The 24/7 Access Line rings during business hours	Clerical staff answers the telephone line and follows the clerical script.
General inquiry	Staff will provide general information requested or transfer call to clinical staff, if caller is requesting further assistance of a clinical nature.
During or at conclusion of call	Staff documents the call in the note section of the call log.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

24/7 Access Line Regular Business Hours, continued

Description	Action
The call needs to be transferred to a clinical staff member as more than general information is needed… **For SUDRS BAL clerical staff, STOP HERE and go to Table 2 of this section.**	Clinical staff accepts transferred call and provides requested referrals and/or resources. The required information must be provided to callers including, but not limited to: • How to access SMH and/or SUD services • Information on services to treat urgent condition(s) • How to use beneficiary problem resolution and state fair hearing processes
Clinical staff manages the call	Clinical staff documents note in call log, including: • Date of call; • Name of Beneficiary; and • Initial disposition.
At end of business day (5 p.m.);	Confirm 24/7 Access Line is transferred to the after-hours staff appropriately.

Table 2. 24/7 Beneficiary Access Line Responsibilities for licensed practitioner of the healing arts **(LPHA) and Alcohol and Other Drug (AOD) Counselors During Regular Business Hours**

Description	Action
The call needs to be transferred to a LPHA or certified AOD Counselor as more than general information is needed	An LPHA or Certified AOD Counselor accepts the incoming call and follows the pre-assessment script, verifies Medi-Cal eligibility, completes American Society of Addiction Medicine (ASAM) screening to determine appropriate level of care and modality to refer the caller (if necessary).

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

24/7 Access Line Regular Business Hours, continued

Description	Action
An ASAM screening is not completed	The LPHA or Certified AOD Counselor provides the following information to the caller: • If caller is not willing/able to complete the screening, inform the client to call back when s/he is available to complete screening; • If caller is not ready to enter treatment within 24 hours, inform the caller to call back when s/he is ready to enter treatment; and/or • If caller is living and receiving Medi-Cal benefits outside of San Bernardino County, refer client to the appropriate SUD access line for the county of residence.
An LPHA or Certified AOD Counselor completes a call	The LPHA or Certified AOD Counselor shall manually complete the Call Log Status Report (CLSR) and submits to supervision daily.
Upon end of the business day (5 p.m.)	Clerical staff will ensure the 24/7 Access Line is transferred to the after-hours staff appropriately.

24/7 Access Line After-Hours Procedure

Table 3. The following table represents the responsibilities of United Way 2-1-1 for the 24/7 Access Line after hours.

Description	Action
During business hours - prior to start of after hours	Ensure there is sufficient staff coverage on the call rotation to confirm a live operator at all times.
Upon 5 p.m. Monday-Friday and all day weekends and County recognized holidays	Ensure adequate 24/7 telephone coverage.
General calls are received	24/7 Access Line staff follow the phone script when answering calls.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

24/7 Access Line After-Hours Procedure, continued

Description	Action
Depending on the nature of the call	Provide requested referrals and/or resources to callers. The required information must be provided to callers including, but not limited to: • How to access SMH services • Information on services to treat urgent condition(s) • How to use the beneficiary problem resolution and state fair hearing processes
Caller needs more than general information and is potentially in crisis	United Way 2-1-1 shall facilitate a warm transfer to DBH Community Crisis Response Team
During but no later than upon conclusion of each call	Document each call in call log, including: • Date of call; • Name of Beneficiary; and • Initial disposition of call.
Upon normal business hours (Monday-Friday, before 5 p.m., and during non-County recognized holidays)	DBH resumes operation of the 24-7 Access Line during business hours 2-1-1 shall submit prior evening call log by 9 a.m. to DBH Quality Management (QM) via email to: DBH-QualityManagementDivision@dbh.sbcounty.gov.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

24/7 Access Line After-Hours Procedure, continued

Table 4. The following table represents the responsibilities of DBH SUD BAL staff for the 24/7 Access Line after hours.

Description	Action
Prior to after hours and prior to the start of after hours	Ensure sufficient staff coverage on the call rotation. During after hours, calls are be forwarded to County-issued cellphones.
Starting at 5 p.m. Monday-Friday, and all day weekends and County-observed holidays	On-call LPHAs and/or Certified AOD Counselors shall provide telephone coverage to supply information and available resources, as needed. The caller may be asked for contact information to be contacted by an assessor the next business day.
Calls are received	Follow the phone script when answering calls.
Depending on the nature of the call	Provide requested referrals and/or resources based on prioritization of individual caller's needs.

Detail	Action
Caller requesting information on accessing SUD services;	Provide information on accessing SUD services
Caller is determined to be in need of a screening and is **not** currently experiencing an urgent condition or medical emergency	Obtain caller's contact information and inform he/she will be called back the next business day to complete screening process.
Caller is filing a grievance or complaint	Complete a warm-hand-off to the Access Unit or Patients' Rights depending on grievance.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

24/7 Access Line After-Hours Procedure, continued

Description	Action
It is determined the caller has an urgent condition and/or medical emergency	If the caller is sufficiently coherent and feels their life is at risk, instruct caller to call 9-1-1. If the caller is incoherent or non-responsive, DBH staff shall call 9-1-1 for a welfare/safety check. For other urgent situations, provide the caller with appropriate resources: • Suicide hotline; • Crisis Community Response Team (CCRT); and/or • Crisis Walk-In Clinic (CWIC). Contact LPHA on-call for therapeutic intervention, as needed.
During but no later than upon conclusion of the call	Document all calls on the CLSR for each incoming call received.
Upon return to the office the next business day	Transfer all information from manual CLSR to the electronic report and properly shred paper copies. This action is to be completed prior to taking/completing any new screenings for the day.
Transferring of all manual CLSR to electronic report is complete	Forward the CLSR to Supervision for distribution/assignment of follow-up calls, etc.

DBH Administrative Staff Responsibilities

The following lists the responsibilities of DBH QM and SUD BAL Administrative Staff for the 24/7 Access Line after hours:

- Ensure call logs are maintained for both business and after-hours;
- Review call logs submitted by the after-hours staff;
- Conduct monthly test calls during both business and after-hours, including calls in the County's threshold language(s) and conduct follow-up action accordingly;
- Complete quarterly test call report and submit to the Department of Health Care Services (DHCS);
- Complete monthly grievance report, and
- Complete annual grievance appeals report and submit to DHCS.

Continued on next page

San Bernardino County
Department of Behavioral Health

24/7 Access Line Requirements Procedure, Continued

Questions

SMH questions regarding this procedure may be directed to the DBH Quality Management Division at: DBH-QualityManagementDivision@dbh.sbcounty.gov.

SUD questions regarding this procedure may be directed to the DBH Substance Use Disorder and Recovery Services Administration at: DBH-SUDRSADMIN@dbh.sbcounty.gov

Related Policy or Procedure

DBH Standard Practice Manual:

- Beneficiary Grievance and Appeal Policy (QM6029)
- Beneficiary Grievance Procedure (QM6029-1)
- Beneficiary Appeal and State Fair Hearing Procedure (QM6029-2)
- Beneficiary Expedited Appeal and State Fair Hearing Procedure (QM6029-3)
- 24/7 Access Line Requirements Policy (QM6045)

Reference(s)

- California Code of Regulations, Title 9, Chapter 11, Sections 1810.405(d) and 1810.410(e)(1) https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I10ACFCC0D45311DEB97CF67CD0B99467&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default)
- California Department of Health Care Services (DHCS) Revenue Agreement for Provision of Specialty Mental Health Services
- California DHCS Revenue Agreement for Substance Use Disorder Drug Medi-Cal Organized Delivery System

4400012455

Department of Behavioral Health

Department Contract Representative	
Telephone Number	
Contractor	Asian American Educational & Cultural Resources Center, Inc. DBA Asian American Resource Center
Contractor Representative	
Telephone Number	
Contract Term	September 1, 2019 to August 31, 2024
Original Contract Amount	$2,500,000
Amendment Amount	$0
Total Contract Amount	$2,500,000
Cost Center	9200001000

THIS CONTRACT is entered into in the State of California by and between the County of San Bernardino, hereinafter called the County, and Asian American Education & Cultural Resources Center, Inc. DBA Asian American Resource Center referenced above, hereinafter called Contractor.

A. Cultural Competency

The State mandates counties to develop and implement a Cultural Competency Plan (CCP). This Plan applies to all DBH services. Policies and procedures and all services must be culturally and linguistically appropriate. Contract agencies are included in the implementation process of the most recent State approved CCP for the County of San Bernardino and shall adhere to all cultural competency standards and requirements. Contractor shall participate in the County's efforts to promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of

gender, sexual orientation or gender identity. In addition, contract agencies will maintain a copy of the current DBH CCP.

1. Cultural and Linguistic Competency

   Cultural competence is defined as a set of congruent practice skills, knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers and professionals that enables that system, agency, or those professionals and consumer providers to work effectively in cross-cultural situations.

   a. To ensure equal access to quality care for diverse populations, Contractor shall adopt the Federal Office of Minority Health Culturally and Linguistically Appropriate Services (CLAS) national standards.

   b. Contractor shall be required to assess the demographic make-up and population trends of its service area to identify the cultural and linguistic needs of the eligible beneficiary population. Such studies are critical to designing and planning for providing appropriate and effective mental health and substance use disorder treatment services.

   c. Upon request, Contractor shall provide DBH with culture-specific service options available to be provided by Contractor.

   d. DBH recognizes that cultural competence is a goal toward which professionals, agencies, and systems should strive. Becoming culturally competent is a developmental process and incorporates at all levels the importance of culture, the assessment of cross-cultural relations, vigilance towards the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally-unique needs. Providing mental health and substance use disorder treatment services in a culturally appropriate and responsive manner is fundamental in any effort to ensure success of high quality and cost-effective behavioral health services. Offering those services in a manner that fails to achieve its intended result due to cultural and linguistic barriers does not reflect high quality of care and is not cost-effective.

   e. To assist Contractor's efforts towards cultural and linguistic competency, DBH shall provide the following:

      i. Technical assistance to Contractor regarding cultural competency implementation.

      ii. Demographic information to Contractor on service area for service(s) planning.

      iii. Cultural competency training for DBH and Contractor personnel.

NOTE: Contractor staff is required to attend cultural competency trainings. Staff who do not have direct contact providing services to clients/consumers shall complete a minimum of two (2) hours of cultural competency training, and direct service staff shall complete a minimum of four (4) hours of cultural competency training each calendar year. Contractor shall upon request from the County, provide information and/or reports as to whether its provider staff completed cultural competency training.

iv. Interpreter training for DBH and Contractor personnel, when available.

v. Technical assistance for Contractor in translating mental health and substance use disorder treatment services information to DBH's threshold language (Spanish). Technical assistance will consist of final review and field testing of all translated materials as needed.

vi. Monitoring activities administered by DBH may require Contractor to demonstrate documented capacity to offer services in threshold languages or contracted interpretation and translation services.

vii. Contractor's written organizational procedures must be in place to determine multilingual and competency level(s).

viii. The Office of Cultural Competence and Ethnic Services (OCCES) may be contacted for technical assistance and training offerings at cultural_competency@dbh.sbcounty.gov or by phone at (909) 386-8223

B. Accessibility/Availability of Services

Contractor shall ensure that services provided are available and accessible to beneficiaries in a timely manner including those with limited English proficiency or physical or mental disabilities. Contractor shall provide physical access, reasonable accommodations, and accessible equipment for Medi-Cal beneficiaries with physical or mental disabilities [(42 C.F.R. § 438.206(b)(1) and (c)(3)].

C. Site Inspection

Contractor shall permit authorized County, State, and/or Federal Agency(ies), through any authorized representative, the right to inspect or otherwise evaluate the work performed or being performed hereunder including subcontract support activities and the premises which it is being performed. Contractor shall provide all reasonable assistance for the safety and convenience of the authorized representative in the performance of their duties. All inspections and evaluations shall be made in a manner that will not unduly delay the work.

You are invited to the next

Cultural Competency Advisory Committee (CCAC) Meeting

Thursday, May 16, 2019

Time: 1:00 pm - 2:30 pm

County of San Bernardino Health Services Building,

Auditorium

850 E. Foothill Blvd., Rialto CA

May is Mental Health Awareness MIXER

Come hear about other community programs, upcoming events and an opportunity to network. The CCAC meets the third Thursday of every month. Please join us!

For additional information or for ADA accommodations (ASL Interpreter, other communication devices, or other interpreter services) please call (909) 386-8223 or email cultural_competency@dbh.sbcounty.gov or 7-1-1 for TTY users.

Agenda
Cultural Competency Advisory Committee
September 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, September 27, 2018
Time: 12:30-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
Chair Report • CCAC Quarterly Excellence Award was presented to Lydia Snyder Morongo TANF	Sue Abito
CCO Report • Continue Review of By-Laws for Cultural Competency Advisory Committee	Lesford Duncan
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, October 18, 2018
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
septiembre 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 27 de septiembre del 2018
Hora: 12:30-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito
Introducciones	Todos
Informe del Presidente • Premio de la Excelencia de Competencia Cultural fue presentando a Lydia Snyder de Morongo TANF	Sue Abito
Informe del CCO • Revision de Estatuto del Comité Consultivo de Competencia Cultural	Lesford Duncan
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 18 de octubre del 2018
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Behavioral Health

Behavioral Health Commission District Advisory Committees (DAC)

The San Bernardino County Behavioral Health Commission is divided into five separate areas consistent with the five supervisory districts of the county. Additionally, each division has a sub-committee known as a District Advisory Committee (DAC).

The primary responsibility of the DAC is to provide the Department of Behavioral Health, through the Behavioral Health Commission, feedback on the unmet needs of the community for behavioral health services within the area and countywide. The DAC provides demographic data and other important information regarding the community and its resources.

DECEMBER DAC MEETINGS

First District

Date: January 16, 2019
Time: 11:00 a.m.-12:00 p.m.
Place: Victor Community Support Services
Address: 15400 Cholame Rd. Victorville
Contact: La'Shawn Sifuentes, 760-995-8313

Second District

Date: January 10, 2019
Time: 2:30-3:30 p.m.
Place: Mariposa Community Counseling
Address: 2940 Inland Empire Blvd. Ontario, Room 168
Contact: Karina Alvarez, 909-458-1381

Third District

Date: January 15, 2019
Time: 11:00 a.m-12:00 p.m.
Place: TEAM House
Address: 201 W. Mill St, San Bernardino
Contact: Margaret Hernandez, 909-387-7607

Fourth District

Date: January 10, 2019
Time: 2:30-3:30 p.m.
Place: Mariposa Community Counseling
Address: 2940 Inland Empire Blvd. Ontario, Room 168
Contact: Karina Alvarez, 909-458-1381

Fifth District

Date: January 28, 2019
Time: 5:30-7:30 p.m.
Place: New Hope Family Life Center
Address: 1505 E. Highland Ave, San Bernardino
Contact: Crista Wentworth, 909-421-4606

BEHAVIORAL HEALTH COMMISSIONERS

Monica Wilson
Chair, Fourth District

Susan McGee-Stehsel
Vice Chair & Immediate Past Chair
Fifth District

May Farr
Secretary, Second District

Veatrice Jews
Treasurer, Fifth District

Lorrie Denson
First District

Michael Grabhorn
First District

Carol Kinzel
Second District

Christopher Massa
Third District

Troy Mondragon
Third District

Catherine Inscore
Third District

Jennifer Spence-Carpenter
Fourth District

Akin Merino
Fourth District

Jane Ann Godager
Fifth District

Clerk of the Commission
Raquel Ramos
303 E. Vanderbilt Way, 4th Floor
San Bernardino, CA 92415-0026
e-mail: rramos@dbh.sbcounty.gov
Office: (909) 388-0820
Fax: (909) 890-0435

For minutes of the DAC meetings: http://www.sbcounty.gov/bhcommission

303 E. Vanderbilt Way, San Bernardino, CA 92415-0026 | Phone: 909.388.0801 Fax: 909.890.0435
www.SBCounty.gov

Behavioral Health Commission

Dr. Veronica Kelley, DSW, LCSW
Director

Michael Knight, MPA
Assistant Director

GENERAL SESSION
THURSDAY, May 2, 2019
County of San Bernardino Health Services
850 E. Foothill Blvd, AUDITORIUM, Rialto, CA 92376

*If you require ADA accommodations (ASL Interpreter, other communication devices, or other interpreter services), please contact Martha Marquez at (909) 386-8223 prior to the meeting.

ALL MEETINGS OPEN TO THE PUBLIC

District 1
Lorrie Denson
Michael Grabhorn
Vickie Mack

District 2
May Farr
Carol Kinzel, *Secretary*

District 3
Catherine Inscore
Christopher Massa
Troy Mondragon

District 4
Monica Wilson-Caffey, *Chair*
Akin Merino
Jennifer Spence-Carpenter

District 5
Veatrice Jews, *Treasurer*
Susan McGee-Stehsel, *Vice Chair*
Jane Ann Godager

Board of Supervisors
Robert A. Lovingood

Clerk of the Commission
Raquel Ramos
303 E. Vanderbilt Way
San Bernardino, CA 92415
909-388-0820

12:00 p.m. – 2:00 p.m.

PLEASE POST IN CLINIC

12:00 – 12:05 p.m.
CALL TO ORDER
PLEDGE OF ALLEGIANCE
INTRODUCTIONS

Dr. Monica Wilson-Caffey, Chair

12:05 – 12:10 p.m.
CULTURAL COMPETENCE AWARD OF EXCELLENCE

Erica Porteous, Chief Compliance Officer

12:10 - 12:15 p.m.
Review this Agenda
Tab 5: Review Minutes of April 4, 2019

Members of the Commission

12:15 - 12:20 p.m.
PUBLIC COMMENTS *(3-minute time limit)*

12:20 – 12:25 p.m.
CHAIRPERSON'S REPORT

Dr. Monica Wilson-Caffey, Chair

12:25 – 12:35 p.m.
COMMISSIONERS' REPORTS

Members of the Commission

12:35 – 12:40 p.m.
NEW BUSINESS – ACTION ITEM(S)
- Identify Commissioner to Prepare Presentation Findings

Members of the Commission

12:40 - 1:40 p.m.
SUBJECT MATTER PRESENTATION
Tab 7: Trauma Informed Care Toxic Stress Reduction Forum

Robert D. Macy, PhD, ITC Director and President

1:40 – 1:50 p.m.
DIRECTOR'S REPORT

Andrew Gruchy, Deputy Director, Behavioral Health

1:50 - 2:00 p.m.
OUTSIDE AGENCY AND OTHER REPORTS

2:00 p.m.
ADJOURNMENT

303 E. Vanderbilt Way, San Bernardino, CA 92415-0026 | Phone: 909.388.0801 Fax: 909.890.0435
www.SBCounty.gov

Behavioral Health
Division

Dr. Veronica Kelley, DSW, LCSW
Director

Michael Knight, MPA
Assistant Director

SESIÓN GENERAL
Jueves, 2 de Mayo de 2019
Servicios de Salud del Condado de San Bernardino
850 E. Foothill Blvd, AUDITORIUM, Rialto, CA 92376

*Si necesita adaptaciones para personas con discapacidades (intérprete de lenguaje de señas americano, otros dispositivos de comunicación u otros servicios de intérprete), por favor comunicarse con Jessica Cuevas al (909) 386-8223 antes de la junta.

TODAS LAS SESIONES ESTÁN ABIERTAS AL PÚBLICO

Distrito 1
Lorrie Denson
Michael Grabhorn
Vickie Mack

Distrito 2
May Farr
Carol Kinzel, *Secretaria*

Distrito 3
Catherine Inscore
Christopher Massa
Troy Mondragon

Distrito 4
Monica Wilson-Caffey, *Presidenta*
Akin Merino
Jennifer Spence-Carpenter

Distrito 5
Veatrice Jews, *Tesorera*
Susan McGee-Stehsel, *Expresidenta*
Jane Ann Godager

Junta de Supervisores
Robert A. Lovingood

Asistente de la Comisión
Raquel Ramos
303 E. Vanderbilt Way
San Bernardino, CA 92415
909-388-0820

12:00 p.m. – 2:00 p.m.	POR FAVOR PUBLICAR EN LA CLINICA
12:00 – 12:05 p.m. **LLAMADA AL ORDEN** **JURAMENTO A LA BANDERA** **PRESENTACIONES**	Dr. Monica Wilson-Caffey, Presidenta
12:05 – 12:10 p.m. **GALARDÓN A LA EXCELENCIA DE COMPETENCIA CULTURAL**	Erica Porteous, Oficial Principal de Cumplimiento
12:10 - 12:15 p.m. Lectura de esta Agenda ***Punto 5:*** Revisión de minutas del 4 de Abril de 2019	Miembros de la Comisión
12:15 - 12:20 p.m. **COMENTARIOS PÚBLICOS** *(Tiempo máximo 3 minutos)*	
12:20 – 12:25 p.m. **INFORME DEL PRESIDENTE**	Dr. Monica Wilson-Caffey, Presidenta
12:25 – 12:35 p.m. **INFORMES DE LOS COMISIONADOS**	Miembros de la Comisión
12:35 – 12:40 p.m. **NUEVOS ASUNTOS - ELEMENTO(S) DE ACCIÓN** • Identificar al Comisionado para preparar los hallazgos de la presentación	Miembros de la Comisión
12:40 - 1:40 p.m. **PRESENTACIÓN EDUCATIVA** ***Punto 7:*** Foro de tratamiento informando de trauma de la reduccion de estrés tóxico	Robert D. Macy, PhD, Director y Presidente, ITC
1:40 – 1:50 p.m. **INFORME DEL DIRECTOR**	Andrew Gruchy, Subdirector, DBH
1:50 - 2:00 p.m. **AGENCIA EXTERNA Y OTROS INFORMES**	
2:00 p.m. **LEVANTAMIENTO DE LA SESIÓN**	

Behavioral Health

E-News

PUBLIC INFORMATION OFFICE

Join us tomorrow at CPAC!

Behavioral Health

Attend the January
Community Policy Advisory Committee (CPAC)
meeting for a special presentation on the
Mental Health Services Act (MHSA) Innovation project,
Recovery Based Engagement Support Teams.

January 18, 2018
9 – 11 a.m.
County of San Bernardino
Health Services Building,
Auditorium
850 East Foothill Blvd., Rialto

Don't miss this opportunity to learn more about this exciting Innovation project!

For additional information, interpretation services, or to request disability-related accommodations, please call (800) 722-9888 (7-1-1 for TTY users) or email mhsa@dbh.sbcounty.gov.

Attend this Community Policy Advisory Committee (CPAC) meeting for

Native American Heritage Month

San Bernardino County Department of Behavioral Health's Native American Awareness Subcommittee in partnership with Riverside-San Bernardino County Indian Health Inc. Native American Resource Center presents:

Historical Trauma in Native American Communities

November 29, 2018

DoubleTree by Hilton Hotel Ontario Airport
222 N Vineyard Ave., Ontario

8:30 a.m.– 4:00 p.m.

Featured Presenters:

Eduardo Duran, PhD

Psychologist and Veteran of the US Navy Submarine Force

J. Carlos Rivera, CADC-II

Executive Director at White Bison, Inc.

Event will include: Education, Entertainment and Food

This event is pending CEU approval.

DBH staff and contract providers, please register on Relias Learning http://dbh.training.reliaslearning.com.

Community partners, please RSVP to cultural_competency@dbh.sbcounty.gov.

For questions, interpretation services, or requests for disability-related accommodations, contact Jonathan Buffong at (909) 386-8234 or email at Jonathan.Buffong@dbh.sbcounty.gov.
Please request accommodations at least 7 business days prior to the event.
Dial 7-1-1 for TTY users.

Black History Month Celebration
BREATHE!
ANXIETY...TOGETHER WE CAN HANDLE IT!
Detailed Program

FEBRUARY 8, 2019

3:00PM -6:00PM

SAN BERNARDINO CATHOLIC DIOCESE IS LOCATED AT

1201 E. HIGHLAND AVE., SAN BERNARDINO

Time	Activity	Description
2:00	Set up Room	**Jonathan** Tables for Vendors, Registration, Food, Panels- Run though any multimedia issues, mic checks, and chairs
2:30 to 3:00	Registration Set-Up Vendor Set -up	**Jonathan, Gwen, 2 DBH Staff, 3 Volunteers** for Sub-Committee will set up tables and any other physical related activity needed. Individuals can post signs direct vendors/participants to the room
3:00 to 3:30	**Registration and Vendor Viewing:** 1. Wandayln Lane-Valley Star- 2. T-Stone- Young Visionaries 3. Valerie-NARC 4. Linda Hart AAMHC 5. Lana-DBH Core 6. Bronica- Public Health 7. Starlett -211 8. Elizabeth Black Infant Health 9.	As participants come in they will register and receive an agenda for the program, opportunity drawing coupons and a chance to engage with our vendors. **There will be three sign in sheets** available, one for DBH Staff that signed in on RELIAS and another for those that signed in through the Culture Comp Mail Box, and a third for those who are registering at the day of. Our vendors are the organizations that were requested by the Sub-Committee Food will also be available as individuals arrive
3:15 to 3:30	Round up Program speakers – Check in with Terrance or Gwen	IECAAC, Veronica, David, Dr. Mereno need to be accounted for.

3:25 to 3:30	**Valerie J Singleton**	Black National Anthem
3:30 to 3:35	Opening Prayer **IECAC**	Pastor Sam Casey from New Life Church a community focused church in Fontana will be giving the opening prayer/blessing for the event. He is aware that this is a County Event with individuals of various beliefs and backgrounds will be in attendance.
3:35 to 3:40	Welcoming – San Bernardino County Behavioral Health Executive, **Director Veronica Kelley**	DBH Director (Dr. Veronica Kelley) was requested by the Sub-Committee to speak about our efforts to provide quality behavioral health services for all communities and give us some specific insight on what efforts have been made in the areas of our African American community. Highlight any new program or services, any relevant statistical data, and any accomplishments that have occurred of recent times.
3:40 to 3:45	Catholics of African Descent Ministry, Diocese of San Bernardino Welcoming – **David C. Okonkwo**	David C. Okonkwo will let us know their commitment to the community and it success and willingness to engage with the local community
3:45 to 3:50	Black History Historical Relevance Overview **Starlette Turner of 211 Sub Committee Member**	A brief Black History Historical Relevance will be provided by explaining the significance of Black History month as an opportunity black (and non-black) individuals can use to place special significance and remember the important contributions and achievements of African Americans throughout our nation's history. By reliving and remembering history, we create awareness of the struggles and challenges that African Americans overcame in this country. Starlette will BREATHE! ANXIETY...TOGETHER WE CAN HANDLE IT!
3:50 to 3:55	**ESTEEM-** The musical skit	The musical skit "Together we can end the cycle of bullying" will last 5 minutes
3:55	**Gwen Rodgers**	Introduction of Speaker Dr. Akin Merino is a leader who articulates the remarkable transformation of human experiences through the application of spiritual truths. She is a Change Agent who inspires us to restore fractured structures of culture, relationships and legacies. She speaks to diverse groups and organizations across the globe. She is the pastor at Savior's Faith Ministries in Southern California and serves as a

5:00 to 5:10	Youth Speaker: RUSSLE TAY Speaker START TO GET PANEL MEMBERS	5 minutes. Speak about how they are able cope with their anxiety/ stress/ peer pressure/ bullying /crisis issues What resources have helped Where do you see yourself in the future
5:10 to 5:35	1st Panel (ANXIETY CONCERNS AMONGST OUR YOUTH/ RESOURCES/ SERVICES): **Holder, C. Todd DBH** Recovery Based Engagement Support Team **Andre Bossieux, DBH** - Transitional Age Youth Program Manager, Dre from TAY is a regional expert in TAY/young adult resources. **Melinda Ancrum DBH Social** Worker II CWIC Clinic **Noaveyar Lee** Chief Executive Officer Of Speakeasy The Noaveyar Way **Brenna Leslie**, MS, LMFT Regional Training Manager Valley Star Community Services **TAY Youth**	• As you introduce yourself (Name, Title, Organization and focus in dealing with the young people or groups with that you focus on) please give us 2 of the most critical concerns amongst concerning anxiety and stress amongst our youth and a potential solution or resource. •What are some key resources that you are familiar with or know to be effective when dealing with anxiety issues? • What particular recent trends or factors amongst African American youth have resulted in higher anxiety rates?(Social media/cyber bullying, family dynamics, mental health issues, identity issues, racism, substance abuse, etc:)law eforcment • We will then take questions from the audience
	COMMENT CARDS	COMMENT CARDS Passed out
5:35 to 5:45	**CHORDS Hiphop shop SBHS**	Second song : From CHORDS Hiphop shop SBHS
5:45 to 6:00	Opportunity Drawings Closing Remarks	Present Panel list with Certificates (You don't have to give each one – we can just have them stand) Present Entertainers with Certificates Finish the final Opportunely Drawings Valerie J Singleton Close out song
	Clean up	Clean up

		Behavioral Health Commissioner for the 4th district in county of San Bernardino. Dr. Merino is the CEO of Akin Merino Network, where lives are transformed through her publications, teaching, and media channels. She is the Vice President of Academic Affairs at Argosy University, Inland Empire. She is also a Psychologist and Professor. She has authored several books. Her latest, The Perfect Gift of a Mother is available in bookstores everywhere. Akin and her husband live in California with their five children.
3:55 to 4:30	**Dr. Akin Moreno** **Anxiety: Redeeming The Time Together**	Let's make sure that her PowerPoint is up, Pointer is working, water and any other issues she may need is set up. Let also try and get a few pictures during her presentation
4:30 to 4:40	**Unspeakable Praise Team**	Praise Dance
4:30 to 4:40	Identify all Champions in the audience Identify all dignitaries (get business cards) Terrance / Jonathan/ Gwen **Original Mommie Helens Bakery** **Malaysia Bass age 13 member of E.S.T.E.E.M** **Oblenis Bass age 12 member of E.S.T.E.E.M** **Kastin Lawrence age 11 member of E.S.T.E.E.MThe LAB 909**	Let Champions know that we will be taking two pictures, one as they receive the award with local dignitaries. A picture with all our community champions. We are asking Veronica, (any DBH Deputy, David, Gwen, MH commissioner and any elected official be in the photo op. DBH PIO will do the official pictures
4:40 to 4:50	Presentation of our Champions for Community Resilience **Gwen**	Gwen, right before you present, please call up all the elected officials and simply state what office they are representing and have them stand to the side. Then call up Veronica DBH Deputy,) David, Gwen, MH commissioner.
4:50 to 5:00	Break/ Vendor Viewing Opportunity Drawing	Participants will get a chance to engage with various vendors and network as they get ready for the 2nd part of the Event. Opportunity Drawings will occur as well.

San Bernardino County Department of Behavioral Health's
Latino Awareness Sub-Committee's
2018 Hispanic Heritage Month Event
YOU ARE NOT ALONE:
Addressing anxiety & depression issues within the Latino community

Consulate of Mexico
293 N D St, San Bernardino, Ca

Event Report

Event Time: 9:00am to 2:00pm
Presenters/Key Note Speakers:

1. Invocation- Assemblymember Reyes Presents Community Heroes Welcoming-Lesford Duncan, DBH Cultural Competency Officer
2. Welcoming of Keynote speaker - DBH Cultural Competency Officer
3. Keynote Speaker Dr. Ciraico "Cid" Pinedo
4. Historical Overview- Arlahe from the Consulate of Mexico
5. Introduction of Panel Speakers by Xeneida Brown
6. Public Charge Presentation by TODEC
7. Panel: Suicide Issues Among Youth and School Resources
8. Panel Angel Acevedo Community Relations Lead from Bloomington Family Wellness Center/ Agusto from Victor Family Services
9. Opportunity Drawings by Xeneida Brown
10. Fontana High School Folklorico Dancers

CEU's: Were not available for this event

Panel Detailed Information: Subcommittee Panel Members for (ANIXETY CONCERNS AMONGST OUR COMMUNITY MEMBERS CONCERNING THE CURRENT CLIMATE THAT WE ARE IN)

Starter Questions:

1. How has/or how will/ the current political climate affect(ed) the state of Latino health?

2. Health providers: "are there any trends happening in the communities you service"?

3. How concerned should we be about the mental health – due to increase of ICE in some communities, and news/media coverage of persons being deported?

4. How are children being directly and indirectly affected by what is currently happening, seeing/hearing of family members being targeted/deported?

5. What are some ways parents/family members can help children cope?

Vendors that Participated:

Last Name	First Name	Email	Organization
Garnica	Lilliana	lgarnica@inlandrc.org	
Frausto	Lana	mfrausto@dbh.sbcounty.gov	DBH CORE
Becerra	Sandra	sbecerra@victor.org	Victor Community Support Services
Brown	Xeneida	xbrown@ieuw.org	211
Pineda Vásquez	Ana Leticia	asuntospoliticossb@minex.gob.gt	
Barajas	Alejandro	alejandro.barajas@caremore.com	
Caballero	Isaac	icaballero@ivdars.org	
Muro	David	dmuro@starsinc.com	
Gallegos	Luz	luzgallegos@todec.org	TODEC
Muro	Alfonso	pastormuro@yahoo.com	
Marin	Angel	amarin@borregomedical.org	Borrego Health
Lopez	Celina	celina.lopez@we-reachout.org	Reach Out
Fernandez	Jessica	jessica@fapinfo.org	
Mercado	Maro	fontana36@hotmail.com	Al-ANON
Baena	Lupita	maromercado@hotmail.com	
Lydia	La Mika	lamika.lydia@dbh.sbcounty.gov	Homeless Outreach and Support Team (HOST)

Attendees:

44 based on the sign in sheet;

Demographic Breakdown:

Gender

Male: 18

Female: 26

Blank/Not Stated:

Other: 0

Race/Ethnicity

American Indian or Alaskan Native:	0
Asian:	0
Black or African American:	4
Hispanic or Latino:	38
Hispanic/Latino and White:	0
Hispanic and Other:	0
Native Hawaiian or Other Pacific Islander:	0
White:	1
Other:	0
Blank/Not Stated:	0

Age Range

Under 16:	5

16 to 25:	11
26 to 59:	18
60 and over:	10
Blank/Not Stated:	0

How did you hear about the event?

Flyer:	5
Newspaper:	0
E-Mail:	14
Word of Mouth:	10
Other:	2
Subcommittee Member	2
Blank/Not Stated:	0

Affiliation

DBH Employee:	8
County Employee:	3
Community Member:	9
DBH Employee and Community Member:	0
Community Member and Other:	10
Volunteer:	4
Family Member	1
Blank/Not Stated:	1

Event Comment Debriefing

Number of Cards Submitted:

Tell Us What You Think: Event Cards

What was your favorite part of the event?

-

What could we have done differently to make the event better?

-

What other agencies, programs or topics would you like to see at future events?

-

Would you attend this event if it was offered again?

Comments:

-

HISPANIC HERITAGE CELEBRATION

Saturday,
October 13, 2018
9 a.m. - 2 p.m.

Consulate of Mexico
293 N D St, San Bernardino

First 50 to attend will receive a $5 gift card!

Free Event - Open to All!

Lunch will be provided.

- **Health Screenings**
- **Legal Immigration Assistance**
- **Cultural Performances**
- **Resource Tables**

Featured Speaker: Dr. Ciriaco "Cid" Pinedo
President & CEO, Children's Fund

This event is hosted by the San Bernardino County Department of Behavioral Health's Latino Awareness Subcommittee and the Consulate of Mexico for Hispanic Heritage Month.

Please R.S.V.P. via email to cultural_competency@dbh.sbcounty.gov.

This event qualifies for 3.0 DBH Cultural Competence training hours for DBH staff and contract providers.

For questions, interpretation services, or requests for disability-related accommodations, please call **(909) 388-0883 (7-1-1 for TTY users)** or email **Jessica.Cuevas@dbh.sbcounty.gov.** Please request accommodations at least 72 hours to the event.

SAN BERNARDINO COUNTY | Behavioral Health

YOU ARE NOT ALONE

CELEBRACIÓN DE LA HERENCIA HISPANA

Sábado,
13 de octubre de 2018
9 a.m. - 2 p.m.

Consulado de México
293 N D St., San Bernardino

¡Primeros 50 asistentes recibirán una tarjeta de regalo de $5!

Evento gratuito - ¡Abierto a todos!
Almuerzo será provisto.

* **Exámenes de salud**
* **Asistencia legal de inmigración**
* **Espectáculos culturales**
* **Mesas con recursos**

Presentador Destacado: Doctor Ciriaco "Cid" Pinedo
El Presidente y Director General, Fondo de Niños

Este evento es organizado por el Subcomité de Concienciación Latina del Departamento de Salud Mental del Condado de San Bernardino y el Consulado de México por el Mes de la Herencia Hispana.

Por favor R.S.V.P. vía correo electrónico a cultural_competency@dbh.sbcounty.gov

Este evento califica para 3.0 horas de entrenamiento de Competencia Cultural DBH para el personal de DBH y proveedores contratados.

Si tiene preguntas, servicios de interpretación o solicitudes de adaptaciones relacionadas con discapacidades, llame al **(909) 388-0883 (7-1-1 para usuarios de TTY)** o vía correo electrónica a **Jessica.Cuevas@dbh.sbcounty.gov.**
Por favor solicite acomodaciones al menos 72 horas del evento.

SAN BERNARDINO COUNTY | Behavioral Health

NO ESTAS SOLO

Program Agenda

Registration/Vendors/Health Screenings Food passports and drawing opportunity tickets distributed	9:00-9:30a
Viva Sana, Healthy Lifestyle Workshop by TODEC	9:20-9:30a
Welcome and Introduction of keynote speaker from Lesford Duncan, CCO	9:30-9:35a
Keynote Speaker Dr. Ciriaco "Cid" Pinedo	9:35-10:00a
Hispanic Heritage Overview by Arlahe Lizarraga from the Consulate of Mexico	10:00-10:05a
Panel, moderated by Xeneida Brown	10:05-10:50a
Public Charge Presentation by Luz Gallegos from TODEC	10:50-11:35a
Assemblymember Reyes Presents Community Heroes	11:35-11:50a
Opportunity Drawings by Xeneida Brown	11:50-12:00p
Fontana High School Folklorico Dancers	12:00-12:30p
Lunch/Vendors	12:30-2:00p

Department Diversity Committee Town Hall

All DBH staff are invited to engage in a Town Hall style forum to learn about the San Bernardino County Department of Behavioral Health Department Diversity Committee (DDC). Find out how the DDC supports the department's diversity goals and succession planning.

November 27, 2018

DBH Auditorium - 850 E. Foothill Blvd., Rialto CA

11:30 a.m.– 1:00 p.m.

Featured Presenters:

Veronica Kelley, LCSW, Director
San Bernardino County Behavioral Health

Lesford Duncan, MPH, Cultural Competency Officer
San Bernardino County Behavioral Health

Event will include:

Lunch
Introduction and Overview of Diversity Committee
Open Dialogue with the Director
Eligibility and Expectations for Prospective DDC Members

DBH staff please RSVP to cultural_competency@dbh.sbcounty.gov.

For questions, interpretation services, or requests for disability-related accommodations, contact Jonathan Buffong at (909) 386-8234 or email at Jonathan.Buffong@dbh.sbcounty.gov.
Please request accommodations at least 7 business days prior to the event.
Dial 7-1-1 for TTY users.

(PROJECT DATE NOVEMBER 14TH)

LOCATION TO BE DETERMINED

DIVERSITY DISABILITY COMMITTEE TOWN HALL BREAKDOWN

- DIVERSITY DISABILITY COMMITTEE TOWN HALL COMPONENTS
  1. Introduction to Department Diversity Committee
  2. Introduction to Veronica Kelley
  3. Overview and Open Questions
  4. Eligibility & Criterion to Serve on the Diversity Committee
  5. Expectations for Diversity Committee and Meeting Dates

- TIMELINE

12:00pm to 12:05pm	Introduction to Department Diversity Committee
12:05pm to 12:10pm	Introduction of Veronica Kelley
12:10pm to 12:45pm	Overview and Open Questions
12:45pm to 12:50pm	Eligibility & Criterion to Serve on the Diversity Committee
12:50pm to 1:00pm	Expectations for Diversity Committee and Meeting Dates

- INTRODUCTION TO DEPARTMENT DIVERSITY COMMITTEE TOWN HALL MEETING

The County of San Bernardino Vision Statement states "We envision a complete county that capitalizes on the diversity of its people, its geography and its economy to create a broad range of choices for its residents in how they live, work, and play." In addition one of the objectives of the County of San Bernardino Equal Employment Opportunity Policy is "to make a good faith effort to achieve diverse employment representation throughout job classes and salary grades in County service, as allowed by law."

A well organized, strategic diversity committee can play a major role in the success of a department's diversity initiative. When department leaders treat diversity as a value-added initiative diversity committees often become an integral component of the process.

- INTRODUCTION TO VERONICA KELLEY

Veronica A. Kelley, LCSW is the Director for the San Bernardino County Department of Behavioral Health and oversees the daily operations for both Mental Health and Substance Use Disorder Services. Veronica is a member of the Governing Board for the County Behavioral Health Directors Association of California (CBHDA) serving as the Co-Chair for the Substance Abuse Prevention & Treatment (SAPT) Committee.

She is a Professor at Mount St. Marys' College teaching in the undergraduate Social Work/Sociology/Gerontology and Film Department as well as an Adjunct Faculty in the Masters of Social Work Program at Loma Linda University Department of Social Work and Social Ecology. She earned her MSW from the University of Southern California and her BS in Psychology and Child Development from Mount Saint Mary's College in Los Angeles.

- OVERVIEW AND OPEN QUESTIONS

Potential starter questions:

1. With automated hiring and selecting processes and computer reviews, how do you avoid valuing educational milestones over other capacities in people?
2. When it comes to inclusion, how do you foster an environment where people who come from different backgrounds know you value their ideas?
3. Do you believe that we have been using our current succession plan process to the best ability, and if not, how do you see the Diversity Committee supporting any changes in course changes to our succession plan practices?
4. When you set out to hire candidates whose beliefs align with your mission, how do you avoid disqualifying people with different backgrounds?
5. Do we know of any of our sister county departments that are successfully increasing their hiring of Latino, API, African American and Native American males, and what are their strategies?

- ELIGIBILITY & CRITERION TO SERVE ON THE DIVERSITY COMMITTEE

Department Committee needs to be established with representation that reflects the diversity of the department and should include employees from as many levels of the department as possible.

Eligibility requirements to serve on the Diversity Committee include:

- *Candidates should receive and overall "meet" on the most current Work Performance Evaluation*
- *Candidates should not have received any disciplinary actions within the last 2 years*
- *Candidates can be supervisory, non-supervisory, non-bargaining and/or bargaining unit members.*

We are asking that our Diversity Committee members be enthusiastic about diversity and inclusion in their workplace. We encourage a diversified mix of genders, generations, ethnicities, learning styles, communication styles, and other dimension of diversity.

As a Diversity Committee Member the criteria to continued participation are:

- *Members must conduct themselves in a professional manner and adhere to County Policies and Personnel Rules*
- *Members should ensure the committee actions are aligned with the department goals and objectives*

- *Members are required to keep the Chairperson apprised of their activities on behalf of the Committee*
- *Members cannot take action on behalf of the Committee without prior approval*
- *Members may not sign contracts to obligate the County of San Bernardino in any way without proper approval and may not solicit donations on behalf of the department.*

➢ EXPECTATIONS FOR DIVERSITY COMMITTEE AND MEETING DATES

Training for Department Diversity Committee members on diversity in the workplace is provided by the County's EEO Office. Training material will cover the following topics:

- *Understanding the department's vison in relation to diversity and its connection to the mission of the department*
- *Clarifying terminology, such as diversity, inclusion and cultural competence*
- *Review of a case study for diversity that outlines the ways diversity can improve operations and enable employees to more effectively meet the needs of those being served*

What to expect in the meetings:

- *Monthly recognition of diversity accomplishments or historical moments*
- *Developing mentorship strategies for various staff and programs*
- *Constant recommendations for succession planning*
- *Review or conduct a workforce data analysis to identify trends, issues and challenges associated with diversity and inclusion for the department.*
- *Education department workforce and stakeholders on diversity management trends, issues and challenges*

Scheduled upcoming meetings: (Location to be Determined)

- *November 14th*
- *December 12th*
- *January 9th*
- *Feb 13th*
- *March 13th*
- *April 10th*

Public Relations and Outreach Events Fiscal Year 18/19

Date	Event	Location	City	No. of Participants	Target Population
7/9/2018	Breaking Cycles of Abuse for Young Children	Wong Kerlee Auditorium	Loma Linda	50	Community
7/20/2018	3rd Annual Senior Fair	Alta Loma Junior High School Gym	Rancho Cucamonga	300	Education
7/27/2018	Veterans	Frank A Gonzalez Community Center	Colton	100	Veterans
7/28/2018	Back Pack Giveaway and Health Fair	Bloomington Community Health Center	Bloomington	500	Community
7/28/2018	Treasure Your Health Wellness Fair	Lincoln Elementary	San Bernardino	250	Community
8/4/2018	Lighthouse of Restoration Back 2 school Community Event	VCSS Victorville Campus	Victorville	100	Community
8/7/2018	National Night Out	Fontana Park	Fontana	500	Law Enforcement
8/7/2018	National Night Out	Hesperia Civic Plaza Park	Hesperia	400	Law Enforcement
8/7/2018	National Night Out	Highland Police Station	Highland	500	Law Enforcement
8/7/2018	National Night Out	Rialto Police Department	Rialto	500	Law Enforcement
8/9/2018	Veterans Wellness Summit	California Baptist University	Riverside	750	Veterans
8/9/2018	LGTBQ FOCUSED	West Valley Detention Center	Rancho Cucamonga	300	Community
8/13/2018	Mondays with DCSS	DCSS	Loma Linda	100	Community
8/16/2018	San Bernardino Preschool Services 9th Annual Conference	Ontario Convention Center	Ontario	1000	Education
8/16/2018	Back to School and Community Night	Fontana High School	Fontana	300	Education
8/16/2018	Glen Helens Resource Fair	Glen Helen	San Bernardino	50	Community
8/27/2018	Mondays with DCSS	DCSS	Loma Linda	100	Community
8/28/2018	West Coast University Career Fair	WCU	Ontario	400	Education
9/8/2018	G.A.M.E Conference	Bob Murphey County Community Day School	Rialto	200	Education
9/8/2018	National Post 9/11 day of Service 2018 "Military Care Package Donations"	Fontana Community Senior Center	Fontana	400	Veterans
9/19/2018	Victorville Senior Citizens Club	Victorville Senior Citizens Club	Victorville	100	Seniors
9/19/2018	Children's Network	Ontario Convention Center	Ontario	800	Education
9/19/2018	Chaffey USD Parent Night	Chaffey USD	Ontario	200	Education
9/19/2018	Suicide Prevention Resource Fair	Kaiser High School	Fontana	600	Education
9/20/2018	Children's Network	Ontario Convention Center	Ontario	800	Community
9/22/2018	Hispanic Heritage Celebration	St John XXIII Church	Fontana	250	Community
9/22/2018	Community Block Party	MLK Jr Middle School	San Bernardino	200	Community
9/26/2018	Suicide Prevention Resource Fair	Fontana High School	Fontana	600	Education
9/27/2018	The S Word Documentary	Victor Valley College	Victorville	300	Education
9/27/2018	Suicide Prevention Resource Fair	A.B. Miller High School	Fontana	600	Education
9/29/2018	Recovery Happens	National Orange Show	San Bernardino	1000	Community
10/2/2018	Mental Health Awareness Fair	Montclair High School	Montclair	600	Education
10/3/2018	San Bernardino Project Connect - Homeless	New Beginnings United Methodist Church	San Bernardino	200	Community
10/3/2018	Disability Awareness Fair	San Bernardino Valley College	San Bernardino	400	Community
10/4/2018	Mental Health Awareness Fair	Colony High School	Ontario	400	Education
10/8/2018	Mental Health Awareness Fair	Chaffey High School	Ontario	400	Education
10/10/2018	Mental Health Awareness Fair	Valley View High School	Ontario	400	Education
10/12/2018	Mental Health Awareness Fair	Los Osos High School	Rancho Cucamonga	400	Education
10/12/2018	IEHP Diversity Awareness Presentation	IEHP	Rancho Cucamonga	30	Community
10/13/2018	Lets Move on the Trail Event	Pacific Electric Trail Amphitheatre	Fontana	100	Community
10/13/2018	Hispanic Heritage Celebration	Mexican Consulate	San Bernardino	100	Community
10/14/2018	Binational Health Fair	SAC Health System Parking Lot	San Bernardino	100	Community
10/16/2018	Mental Health Awareness Fair	Alta Loma High School	Rancho Cucamonga	400	Education
10/18/2018	Mental Health Awareness Fair	Etiwanda High School	Rancho Cucamonga	400	Education
10/23/2018	Mental Health Awareness Fair	Ontario High School	Ontario	400	Education
10/23/2018	Suicide Prevention Presentation	Heritage Intermediate School	Fontana	200	Education
10/24/2018	Kaiser Permanente	Fontana Kaiser Permanente Medical Center	Fontana	350	Community
10/25/2018	Mental Health Awareness Fair	Rancho Cucamonga High School	Rancho Cucamonga	400	Education
10/25/2018	Veteran Career Fair	Chaffey College	Fontana	200	Veterans
10/26/2018	Building a Generation Harvest Festival	Mentone Elementary School	Mentone	80	Education
10/26/2018	Clean Comedy in the Park	Miller Park	Fontana	100	Community
10/26/2018	14th Annual Senior Fair Health & Fitness Fair	LLU Drayson Center Upsahl Gym	Loma Linda	400	Community
10/26/2018	IEHP Diversity Fair	IEHP	Rancho Cucamonga	500	Community
11/2/2018	Fall Festival	Vermont Elementary School	San Bernardino	250	Education
11/2/2018	5th Resource Fair	West Valley Detention Center	Rancho Cucamonga	50	Law Enforcement
11/5/2018	Upland High School Parent Night SP	Upland Unified High School, Highlander Auditorium	Upland	50	Education
11/9/2018	Wellness Fair	San Bernardino Diocese	San Bernardino	300	Community
11/9/2018	Cal MediConnect Senior & Caregiver Resource and Health Fair	Fifth Street Senior Center	San Bernardino	125	Seniors
11/10/2018	Mental Health fair	Abundant Living Family Church	Rancho Cucamonga	30	Community
11/10/2018	Rancho Cucamonga Police Department Annual Open House and Crime Prevention Rally	10510 Civic Center	Rancho Cucamonga	900	Law Enforcement
11/13/2018	Mental Health fair	RC Family Family Resource Center	Rancho Cucamonga	200	Community
11/14/2018	Suicide Prevention Presentation	Joe Baca Middle School	Bloomington	50	Education
11/14/2018	Thanksgiving Luncheon	SB Recovery Center Project, Boon Friendship Baptist Church	San Bernardino	200	Community
11/15/2018	Wellness Fair	Glen Helen	San Bernardino	150	Community
11/15/2018	2018 MCCS Employee Wellness and Appreciation Picnic	US Marine Corps	Twentynine Palms	200	Veterans
12/14/2018	Honda Holiday Event	18028 Valley Blvd	Bloomington	159	Community
12/22/2018	Community Christmas Celebration	SOS Charity Services	San Bernardino	200	Community
1/8/2019	Poverty Awareness Service Fair	San Bernardino Government Center	San Bernardino	200	Community
1/9/2019	MHSA CPP	Sky Forest - Rim Family Services, Big Bear Community Healthcare District	Skyforest	5	Community
1/14/2019	MHSA CPP	Fontana Senior Center	Fontana	20	Community
1/16/2019	MHSA CPP	1st District DAC, Victor Community Holistic Campus	Victorville	25	Community
1/18/2019	MHSA CPP	Ontario Montclair School District Family Resource Center	Ontario	15	Community
1/18/2019	Fontana Resources at Work	Heritage Neighborhood Center	Fontana	30	Community
1/19/2019	San Bernardino Health Fair	Indian Springs High School	San Bernardino	20	Education
1/24/2019	Poverty Awareness Service Fair	Citi Link	Fontana	50	Community
1/24/2019	MHSA CPP	Consulate of Mexico	San Bernardino	20	Community
1/28/2019	MHSA CPP	5th District DAC, New Hope Family Life Center	San Bernardino	6	Community
2/8/2019	Black History Month	San Bernardino Diocese	San Bernardino	64	Community
2/15/2019	The Impact of Historical Trauma and Racism on Mental Health	CSU San Bernardino Theatre	San Bernardino	56	Community
2/16/2019	Community Health Fair	909 N. D	San Bernardino	54	Community
2/19/2019	Carmen Hernandez	Loma Linda	Loma Linda	2	Community
2/21/2019	MHSA CPP	Community Policy Advisory Committee (CPAC) CSBHS Auditorium	Rialto	45	Community

2/21/2019	MHSA CPP	Cultural Competency Advisory Committee (CCAC) CSBHS Auditorium	Rialto	26	Community
2/22/2019	LOVE IS LOVE	CHICCCAA Community Center	San Bernardino	70	Community
3/1/2019	Mental Health/SUDRS Material	West Valley Detention Center	Rancho Cucamonga	20	Law Enforcement
3/4/2019	Mental Health Awareness Fair	Citizens Bank Arena	Ontario	300	Community
3/6/2019	Foster Youth Homeless Summit	Riverside Convention Center	Riverside	300	Community
3/8/2019	Bridges Out of Poverty Resource Fair	Nuevo Amanacer (New Sunrise Church)	San Bernardino	60	Community
3/13/2019	When the Bough Breaks	Desert/Mountain Education Center	Apple Valley	80	Education
3/13/2019	Fontana Foster Youth Homeless Summit	DoubleTree Hotel	San Bernardino	300	Community
3/13/2019	Ontario-Montclair School District 2019 Annual Parent Leadership Conference	DoubleTree Hotel	Ontario	200	Education
3/16/2019	ARMC 5K	Arrowhead Medical Center	Colton	400	Community
3/21/2019	Resource Fair	Glen Helen Rehabilitation Center - Inmate Services Unit	San Bernardino	40	Community
3/23/2019	ILP Youth Fair	University of Redlands	Redlands	200	Education
3/27/2019	Health Fair	Fontana Adult School	Fontana	100	Community
3/27/2019	Health Fair Healthy RC	Central Park	Rancho Cucamonga	150	Community
3/30/2019	Community in Unity Wellness Fair	Rialto City Park	Rialto	100	Community
4/5/2019	B Well Mind Body Soul	Barstow Community College	Barstow	50	Community
4/6/2019	Educational Resource Fair	Oak Hill High School	Oak Hill	75	Education
4/8/2019	National Crime	San Bernardino Government Center Rotunda	San Bernardino	150	Community
4/9/2019	Children Are Our World-Children's Fund	San Manuel Stadium	San Bernardino	150	Community
4/13/2019	16th Annual Cap Resource Fair	Jack Bulick Park	Fontana	150	Community
4/13/2019	Veterans Partnering With Communities	Fontana Veterans Resource Center	Fontana	100	Veterans
4/14/2019	VIBE Festival of Wellness	University of Redlands - Orton Center	Redlands	250	Community
4/17/2019	IVRS Easter Event	IVRS	San Bernardino	100	Community
4/24/2019	Teen Mental Health Awareness	Colton High School	Colton		Education
4/27/2019	No Drugs America/No Drugs Kids Day 2019	Hesperia Civic Plaza Park	Hesperia	300	Community
5/1/2019	Free Health Registration Fair	Chaffey College - RC 5885	Rancho Cucamonga	350	Community
5/7/2019	Mindful 2019	CSU San Bernardino John M. Pfau Library Lawn	San Bernardino	50	Community
5/8/2019	Finding Hope in a Changing World	Diocese of San Bernardino	San Bernardino	100	Community
5/8/2019	Project Connect Barstow	Barstow Church of God in Christ	Barstow	63	Community
5/9/2019	2019 High Desert Mental Health Summit	High Desert Church	Victorville	250	Community
5/11/2019	Community Health & Resource Fair	Town of Yucca Valley Community Center	Yucca Valley	400	Community
5/13/2019	S Word Film Screening, Suicide Awareness Documentary	IEHP	Rancho Cucamonga	100	Community
5/16/2019	Mental Health Resource Fair	Glen Helen	San Bernardino	50	Community
5/16/2019	Community Conversations on Stress Management	City of Rancho Cucamonga	Rancho Cucamonga	100	Community
5/17/2019	Community Resource Fair	Desert Educational Service Center	Apple Valley	150	Community
5/18/2019	Compassionate Community Conference	Church on the Hill	Redlands	50	Community
5/18/2019	Health and Wellness Fair	VCSS Victorville Campus	Victorville	100	Community
5/18/2019	5th Annual Health Fair 2019 "With A Childs Heart"	New Hope Missionary Baptist Church	San Bernardino	200	Community
5/21/2019	May is Mental Health Month Awareness Event	San Bernardino Government Center Rotunda	San Bernardino	75	Community
5/24/2019	May is Mental Health Month Awareness Event	IEHP	Rancho Cucamonga	75	Community
5/31/2019	Pete Aguilar Annual Senior Fair	Rancho Cucamonga Family Sports Center	Rancho Cucamonga	50	Community
6/10/2019	2019 SBCUSD School Counseling Collaborative	CSU San Bernardino	San Bernardino	100	Education
6/18/2019	National Innovative Community Conference	Ontario Convention Center	Ontario	250	Community
6/19/2019	National Innovative Community Conference	Ontario Convention Center	Ontario	250	Community
6/21/2019	Fontana Health Fair	The Fontana Community Senior Center	Fontana	75	Community
6/29/2019	Outreach Party	Operation New Hope Center	San Bernardino	78	Community
6/30/2019	Community Health Fair	16th Street SDA Church	San Bernardino	86	Community

Date	Training Name	Agency Name	Location	Participants
6/27-28/2018	ASIST	San Bernardino County Superintend of Schools	San Bernardino County Superintend of Schools	30
1/10/19	MHFA	Cucamonga Christian fellowship Rancho Campus	11376 5th St. Rancho Cucamonga Ca 91730	24
1/29/19	MHFA	Copper Mountain College	6126 Rotary Way, Jousha Tree	30
2/12-13/2019	ASIST	DBH Admin	TAY Center Holloywood Room	30
3/2/19	MHFA	Cucamonga Christian fellowship	Grace Chapel 1595 Art Townsend Dr, San Bernardino CA	30
3/7/19	MHFA	IEHP	IEHP Campus Rancho Cucamong10801 Sixth Street	30
4/2/19	MHFA	IEHP	IEHP Campus Rancho Cucamong10801 Sixth Street	30
4/26/19	MHFA	San Bernardino Valley College	San Bernardino Valley College 701 S Mt. Vernon, San Bernardino	30
4/9/19	MHFA	Copper Mountain College	6126 Rotary Way, Jousha Tree	30
4/11-12/2019	ASIST	DBH Admin	303 E. Vanderbilt Way, San Bernardino	30
5/24/19	MHFA	Housing Authority Of SB	672 S. Waterman Ave, San Bernardino CA 92408	20
5/24/19	MHFA	Community	Ontario City Library 215 East C St. Ontario CA	30
6/13/19	MHFA	SBCUSD	Inland Career Education Center 1200 N E St San Bernardino CA	30

HISPANIC HERITAGE CELEBRATION

Saturday,
October 13, 2018
9 a.m. - 2 p.m.

Consulate of Mexico
293 N D St, San Bernardino

First 50 to attend will receive a $5 gift card!

Free Event - Open to All!

Lunch will be provided.

- **Health Screenings**
- **Legal Immigration Assistance**
- **Cultural Performances**
- **Resource Tables**

Featured Speaker: Dr. Ciriaco "Cid" Pinedo
President & CEO, Children's Fund

This event is hosted by the San Bernardino County Department of Behavioral Health's Latino Awareness Subcommittee and the Consulate of Mexico for Hispanic Heritage Month.

Please R.S.V.P. via email to cultural_competency@dbh.sbcounty.gov.

This event qualifies for 3.0 DBH Cultural Competence training hours for DBH staff and contract providers.

For questions, interpretation services, or requests for disability-related accommodations, please call **(909) 388-0883 (7-1-1 for TTY users)** or email **Jessica.Cuevas@dbh.sbcounty.gov.**
Please request accommodations at least 72 hours to the event.

SAN BERNARDINO COUNTY | Behavioral Health

YOU ARE NOT ALONE

CELEBRACIÓN DE LA HERENCIA HISPANA

Sábado,
13 de octubre de 2018
9 a.m. - 2 p.m.

Consulado de México
293 N D St., San Bernardino

¡Primeros 50 asistentes recibirán una tarjeta de regalo de $5!

Evento gratuito - ¡Abierto a todos!

Almuerzo será provisto.

* **Exámenes de salud**
* **Asistencia legal de inmigración**
* **Espectáculos culturales**
* **Mesas con recursos**

Presentador Destacado: Doctor Ciriaco "Cid" Pinedo
El Presidente y Director General, Fondo de Niños

Este evento es organizado por el Subcomité de Concienciación Latina del Departamento de Salud Mental del Condado de San Bernardino y el Consulado de México por el Mes de la Herencia Hispana.

Por favor R.S.V.P. vía correo electrónico a cultural_competency@dbh.sbcounty.gov

Este evento califica para 3.0 horas de entrenamiento de Competencia Cultural DBH para el personal de DBH y proveedores contratados.

Si tiene preguntas, servicios de interpretación o solicitudes de adaptaciones relacionadas con discapacidades, llame al **(909) 388-0883 (7-1-1 para usuarios de TTY)** o vía correo electrónica a **Jessica.Cuevas@dbh.sbcounty.gov.**
Por favor solicite acomodaciones al menos 72 horas del evento.

SAN BERNARDINO COUNTY | Behavioral Health

NO ESTAS SOLO

Inland Empire LGBTQ Resource Guide

2019/20

SAN BERNARDINO COUNTY
Behavioral Health

San Bernardino County, Department

SAN BERNARDINO COUNTY | Behavioral Health

LGBTQ Awareness Subcommittee

Vision

To increase a united San Bernardino County dedicated to the inclusion of all **LGBTQ** community members; acknowledging the **LGBTQ** community's strengths and needs, and to encourage and promote well-being, collaboration, affirmation and positive and productive access to services.

Mission

To increase **LGBTQ** awareness and representation; acknowledge and correct disparities; provide safer and more supportive spaces for providers and community members to communicate, share ideas, provide, and gather resources; and collaborate to push our vision forward with pride.

Meeting

Every fourth Tuesday of the month
12:30 p.m. — 2:00 p.m. 303 E. Vanderbilt Way
San Bernardino, CA 92415

For more information contact:

Maren Casada, mcasada@sbcda.org, 909-580-1443

Gustavo Hurtado, ghurt002@gmail.com

Jessica Cuevas, DBH Jessica.Cuevas@dbh.sbcounty.gov,
(909)388-0883 or dial 7-1-1 for TTY users

LGBTQ Subcommittee Email, lgbtqsubcommittee@gmail.com

Office of Cultural Competency (OCCES)
cultural_competency@dbh.sbcounty.gov

www.SBCounty.gov/DBH

TABLE OF CONTENTS

SECTION 1: San Bernardino County
SECTION 2: Riverside County
SECTION 3: Los Angeles County
SECTION 4: Orange County
SECTION 5: Faith Based Websites
SECTION 6: Legal Resources/Supportive CA Laws
SECTION 7: College and University list with Pride Centers/supports
SECTION 8: Online Resources
SECTION 9: Suggested Media, Books, Movies, other publications
SECTION 10: Safe Space, Gender Neutral Restroom Graphics

DEFINITIONS OF TERMS USED:

LGBTQ:

Lesbian – a self-identified woman that is attracted to other self-identified women

Gay – a self-identified man that is attracted to other self-identified men

Bisexual – a self-identified man or woman attracted to other self-identified men or women

Transgender – someone that does not identify with their biological sex at birth

Queer/Questioning – a "blanket" term for members of the LGBTQ community, non-descriptive/anyone questioning their orientation, gender identity, expression, etc.

SECTION 1: San Bernardino County

Reach Out, West End

Services: Youth programs, Parenting programs, Policy and Prevention, Inland Health Pathways Coalition. Culture and Climate Program: LGBTQ specific program that provides cultural competency training regarding LGBTQ populations; LGBTQ specific alcohol, tobacco, and other drug trends; Policy consultations; procedure implementation assistance; and more! Multi-sector: Uniquely designed for each need: for profit businesses, non-profit, social services, foster/adoptive/kinship school districts/sites (all levels), law enforcement agencies, and more!

Call to inquire and for a full list of services.

Locations: 1126 W. Foothill Blvd. Upland CA 91786

7255 Joshua Lane, Suite C, Yucca Valley CA 92284

Phone: 909-982-8641

Email: info@we-reachout.org

Website: www.we-reachout.org

Department of Behavioral Health

Services: Outpatient Mental Health, Therapeutic, Specialty Mental Health Services,Drug/Alcohol Services, Adult Care, Transitional Age Youth, Residential care, and more!

Location(s): Multiple Locations throughout San Bernardino County

Phone: General County Information please call Toll Free: (888) 818-8988

Website: http://www.sbcounty.gov/dbh/

Connolly Counseling & Assessment

Cristina Magalhaes, PhD (Specifically)

Services: Individual, couples, family, career counseling; addiction treatment, psychiatry, mobile services, private practice consultation, workshops.

Location(s): Below are the professional consultation locations:

Pasadena: 711 East Walnut Ave., Suite 201 Pasadena, CA 91101

Claremont: 201 W 4th Street, Suite 200 Claremont, CA 91711

West Los Angeles: 2001 S. Barrington Ave., West Los Angeles, CA 90025

Los Angeles: 633 West Fifth St., Suite 26067 Los Angeles, CA 90071

Phone: (626)-768-1083

Website: http://www.connollycounseling.com/

Award Counseling

Marche' Marshall MS, MFTI

Services: Inclusive and affirming individual and family therapy.

Location(s): 14075 Hesperia Rd, Suite 150 Victorville, CA 92395

Phone: (562) 234-0944

E-mail: MARSHEMARSHALL@GMAIL.COM

Creative Insights Counseling

Services: LGBTQIA Affirming therapy, children's therapy, blog, web-based therapy, college student therapy, couples and family therapy.

Location(s): 18 E. State Street, Suite 206, Redlands, CA 92373
409 Harvard Ave., Suite 101, Claremont CA 91711

Phone: (909) 240-7833

E-mail: drtraci@creativeinsightscounseling.com

Website: http://creativeinsightscounseling.com

District Attorney's Office, Victim Services

Services: This department of the District Attorney's office provides court assistance, victim advocacy,and access to victims of crime services, including helping those that have fallen victim to hate crimes due to real/perceived sexual orientation, gender identity, or expression.

Location(s): Victim Services Center Locations

San Bernardino Victim Services Center: 303 West 3rd Street San Bernardino, 92415
(909) 382-3846

Rancho Cucamonga: 8303 Haven Avenue, 4th Floor, Rancho Cucamonga, 91730
(909) 945-4241

Joshua Tree Victim Services Center: 6527 White Feather Road, Joshua Tree 92252
(760) 366-5740

Victorville Victim Services Center: 15371 Civic Dr., 1st Floor Victorville, 92392
(760) 552-6947

Arrowhead Regional Medical Center: 400 North Pepper Avenue Colton, 92424
(909) 580-1443

Transgender Suicide Hotline
Trans Lifeline: 877-565-8860

Domestic Violence/Relationship(s) Services:

Family Assistance Program

Services: Domestic violence services, court assistance, support groups, healthy relationships training, and more. "Fam Spot" is a drop in for youth ages 12-21, call below for more information.

Location(s):

15075 7th Street Victorville, CA

Phone: Outreach Office - (760) 843-0701

For 24-hour Domestic Violence support contact our hotline at: (760) 949-4357

Monday-Friday between the hours of 8:00 a.m. - 5:00 p.m.

Website: http://www.familyassist.org/

A branch of the Family Assistance Program:

FAM Spot 2**,** is a new drop in center in Yucca Valley, for youth between ages 12-21 who want a safe place to hang out, do homework, meet other youth and to find supportive services.

"FAM SPOT 2", Yucca Valley : 7255 Joshua Lane, Yucca Valley 92281

760-913-3438 Tuesday-Saturday 1-5p.m.

nicholas@familyassist.org Tamara@familyassist.org

Foothill AIDS Project
Services: Transportation, case management, housing, food assistance, health education and outreach, STD testing service in San Bernardino, and more!
Location(s): 233 West Harrison Avenue, Claremont, CA 91711
Phone: (909) 482-2066

HRC Fertility
John M. Norian, MD, FACOG
Location(s): 8112 Milliken Ave., Ste. 101-1, Rancho Cucamonga CA 91730
Phone: (909) 941-1120
Website: http://www.havingbabies.com

Inland Empire Immigrant Youth Coalition
Services: Advocacy group focused on the behalf of LGBTQ Undocumented Youth/ works to make the space as inclusive to LGBTQ folks and Women in the Inland Empire.
Website(s): https://www.facebook.com/The.IEIYC/ or http://www.ieiyc.org/
Phone: (909) 451-9902

Inland Region Equality Network
Services: Advocacy group focused on LGBTQ populations in the Inland Empire. Inland Region Equality Network, **s**triving to build strong, empowered and inclusive LGBTQ Communities by education, advocacy and grassroots movement.
Location(s): N/A
Phone: (909) 742-9092, Monday-Friday 9:00 a.m.-5:00 p.m.
Website: www.inlandregionequalitynetwork.org
Facebook: Inland Region Equality Network

Queer Resource Center of the Claremont Colleges
Services: Student services, coming out resources, internship information, scholarship information
Location(s): Pomona College, Queer Resource Center 395 E. 6th Street, Claremont, CA 91711
Phone: 909-607-1817
E-mail: QRCClaremont@gmail.com
Website(s): http://colleges.claremont.edu/qrc

Rainbow Pride Youth Alliance
Services: Resources and information, education, outreach, support groups, events
Support Groups:

Youth (12-18)
FCC San Bernardino (Rainbow Room)
3041 N. Sierra Way
San Bernardino, CA 92401
(909) 975-9381

Young Adult Group (18-25)
Mondays - 7:30 p.m.
FCC San Bernardino (Fireside Room)
3041 N. Sierra Way
San Bernardino, CA 92401
(909) 975-9381

Youth C.A.R.E Leadership, Support & Advocacy Group
FCC San Bernardino
3041 N. Sierra Way
San Bernardino, CA 92401

(909) 975-9381
Bi-Weekly 1 & 3rd Saturdays

SOURCE LGBTQI Youth Therapeutic Support Group (ages 12-18)
Weekly 3:30 p.m.

Safe Space Riverside @ FCC Riverside
3504 Mission Inn Blvd
Riverside, CA
Sponsored by the Lehman Center and FCC
(951) 358-4625
https://www.facebook.com/SafeSpaceRiverside/

Victorville Counseling
Mayada Marzouk LMFT
Services: private practice counseling, LGBTQ affirming, couples, families
Location(s): Victorville, CA
Phone: 951-333-7363 Call or Text
E-Mail: victorvillecounseling@gmail.com

Youth Shelter(s):

Our House
Services: Temporary, Teen runaway shelter for ages 12-17. Schooling and family-reunification oriented. Identified as LGBTQ affirming. Our House is a shelter for homeless youth who have either run away or been thrown out of their homes. Our House provides counseling and supportive services.
Location(s): 1387 Jasper Ave, Mentone California
Phone: 24 hours – Always open 909-335-2676
Website: http://www.familyassist.org/ Randi@familyassist.org

Medical Facilities

Borrego Health

There are many services provided and several locations. Services include but are not limited to HIV/AIDS testing and treatment, HEP C, PrEP/PEP, Trans Gender Health. MANY MORE Services are available.

Website: Borregohealth.org Phone number: (855) 436.1234

1970 University Avenue
Riverside, CA 92507
Tel: (951) 213.3450
Fax: (858) 634.6942

12520 Palm Drive
Desert Hot Springs, CA 92240-4559
Tel: (760) 676.5800
Fax: (858) 634.6949
www.borregohealthspecialty.org

HIV Prevention Program, Department of Public Health

The program offers free rapid HIV testing, provides information on PrEP, assists with linkage to specialty care, and offers resources on support services.

Multiple testing sites throughout San Bernardino County

Phone: 1 (800) 255-6560 Website: http://wp.sbcounty.gov/dph/programs/hiv-aids/hiv-prevention-2/

SECTION 2: Riverside County:

The County of Riverside Department of Public Health
Aaron T. Gardner, MA - Research Specialist
Services: Epidemiology and Program Evaluation
Location(s): Riverside University Health System – Public Health 4065 County Circle Dr. Riverside, CA 92503
Phone:Office: (951) 358-5557 Fax: (951) 358-5348
E-mail: Agardner@rivcocha.org
Website: www.rivcoph.org

Transgender Community Coalition
Thomi Clinton, Chief Executive Officer
Services: passionately advocating for the Transgender, Intersex, Queer, Gender Non-Conforming, and socially and politically under-represented members of our community.
E-mail: Thomi1xlinton@gmail.com
Website: www.TransCC.org

Central Counseling Services
Services: Specializes in Transgender care
Location(s): 6840 Indiana Ave., Suite 275 Riverside, 92506
Phone: (951) 778-0230 or Text (951) 323-2182
Website: http://www.centralcounselingservices.net/

PFLAG Temecula (Parents and Friends of Lesbians and Gays)
Services: Provides confidential peer support, education and advocacy
Location(s): Adult and Youth Support Groups:
The Ballroom at Temeku Hills, 41687 Temeku Dr. Temecula CA 92591
(call for information, usually 2nd and 4th Wednesdays of each month from 6:30-8:30pm)
Phone: (951) 878-8052
E-Mail: info@pflagtemecula.org
Website: www.pflagtemecula.org

PFLAG Riverside (Parents and Friends of Lesbians and Gays)
Services: Support Groups, resources and information, LGBTQ events

Location(s): St. George's Episcopal Church 950 Spruce St., Riverside, CA 92507
(Meetings every 2nd Sunday at 6:30pm)
Phone: (951) 500-6904
E-mail: pflag_riversideca@yahoo.com

Blue Tiger Recovery LLC
(Please call to verify meeting times and locations)
Services: Comprehensive treatment for: trauma, sex and love addiction, substance abuse, sexual abuse. Online counseling, LGBTQ, HIV/AIDS, and more!
Location(s): 4375 E. Calle De Ricardo, Suite B Palm Springs, CA 92264
Phone: (760) 534-3487
E-mail: info@BlueTigerRecovery.com
Website: http://bluetigerrecovery.com/

The Center – Palm Springs
Services: Counseling, food bank, health and wellness, job training, LGBTQ youth services/support groups, transgender support groups.
Location(s): 611 S. Palm Canyon Dr., Ste. 201, Palm Springs, CA 92264
Phone: (760) 416-7790
E-Mail: (use website to email) Website: https://thecenterps.org/

University of California Riverside, LGBT Resource Center
Services: Resources and information, Community outreach, LGBT advocacy, student support, LGBTQ support groups, Community Events
Location(s): 245 Costo Hall UCR, Riverside, CA 92521
Phone: 951-827-2267
Email: out@ucr.edu
Nancy Jean Tubbs, Director, nancy.tubbs@ucr.edu
Toi Thibodeaux, Program Coordinator, toi.thibodeaux@ucr.edu
Website: http://out.ucr.edu/transguide.html

Bienestar – (Multiple Locations: Riverside and LA County)
Services: Services for HIV positive Individuals only: Case Management, Housing Assistance, HIV Treatment Education, Mental Health Counseling, Healthy Relationships, Peer Support, Food Bank, HIV & STI Prevention & Education Programs for Gay & Bisexual men, Hermanos De Luna Y Sol, Comprehensive Risk Counseling Services, Popular Opinion Leader, Empowerment (youth 18 to 24 yrs. of age)(Support groups)
Programs for transgender women: Hermanas De Luna Y Sol, Comprehensive Risk Counseling Services, Popular Opinion Leader, Support Groups
Programs for Substance Users: Needle Exchange, Substance Abuse & Hepatitis C Prevention
Location(s): Headquarter Offices: 5326 East Beverly Blvd, Los Angeles, CA 90022
Also locations in: Coachella, East Los Angeles, El Monte / AHF Clinic, Hollywood, Long Beach, Pomona, South Los Angeles, San Fernando Valley (please call for more information)
Phone: (323) 727-7896

E-Mail: info@bienestar.org
Website: http://www.bienestar.org/

Youth Shelter(s)

Operation Safe House
Services: Temporary shelter for at risk teens, runaway teens, and youth victims of crime identified as affirming.
Location(s): 9685 Hayes Street, Riverside, CA 92503
Phone: (951) 351-4418
E-Mail: info@operationsafehouse.org
Website: http://operationsafehouse.org/

Sanctuary Palm Springs
Services: "Designed to meet the needs of young LGBTQ adults in Foster Care." LGBTQ specific Transitional Housing Program for ages 18-21 in foster care, non-minor dependents .
Location(s): 1301 N. Palm Canyon Suite 202, Palm Springs CA 92262
Phone: (760) 766-3500
E-Mail: juliesiri@sanctuarypalmsprings.org
Website: http://www.sanctuarypalmsprings.org/

SECTION 3: Los Angeles County

Los Angeles LGBT Center, LA Gender Center
Services: health, social services and housing, culture and education, leadership and advocacy, primary care HIV/AIDS specialty care, Transgender health care, HIV/STD testing and treatment, Mental health services, addiction recovery services, pharmacy
Location(s): McDonald/Wright Building, 1625 N. Schrader Blvd. Los Angeles, CA 90028-6213
Highland Annex, 1220 N. Highland Ave. Los Angeles, CA 90038
Mi Centro, 553 S. Clarence St. Los Angeles, CA 90033
Triangle Square, 1602 Ivar Ave. Los Angeles, CA 90028
West Hollywood 8745 Santa Monica Blvd., 2nd Floor West Hollywood, CA 90069
The Village at Ed Gould Plaza, 1125 N. McCadden Place Los Angeles, CA 90038
Phone: 323-993-7400 Website: http://www.lalgbtcenter.org/

PFLAG Los Angeles (Parents and Friends of Lesbians and Gays)
Services: Resources and information, support groups, LGBTQ events, support groups
Location(s): P.O. Box 24565, Los Angeles, CA 90024
Phone: 1.888.PFLAG 88 1 (888) 735-2488, (Pflag Espanol) 1-888-735-2488 x2
E-mail: info@pflagLA.org,
(South LA Satellite) SouthLA@pflagLA.org
Info@pflagEspanolSoCal.org
Website: www.pflagLA.org, http://pflagespanolsocal.com/

The Trevor Project
24 Hour Life Line, Call: 866-488-7386
Services: Suicide prevention, resources and information, LGBTQ education, anti-bullying, blog, events, support groups
Location(s): (Nationwide) PO Box 69232, West Hollywood, CA 90069
Phone: West Hollywood Office Phone: (310) 271-8845
E-mail: info@thetrevorproject.org
Website: http://www.thetrevorproject.org/ (Text and Online Chat availability)

Aids Project LA Health & Wellness: R3VNG
Services: HIV testing, education, and prevention for young African-American and Latino men who sleep with men between the ages of 18-24, medical and dental care, behavioral health services, insurance assistance
Location(s): 3743 S. La Brea Ave., Los Angeles, CA 90016
Phone: (323) 329-9910 Donta Morrison
E-mail: dmorrison@apla.org
Website: https://aplahealth.org/

Antioch University Los Angeles
Services: Education, Master of Arts in Psychology Program: LGBT Specialization in Clinical Psychology.
Location(s): 400 Corporate Pointe, Culver City CA 90230
Phone: 1 (800) 726-8462, (310) 578-1080
E-mail: admissions.aula@antioch.edu
Website: https://www.antioch.edu/los-angeles/

Los Angeles Bi Taskforce
Services: Resources and information, outreach, advocacy, events
Location(s): 1125 N. McCadden Place Los Angeles, CA 90038
Phone: 323-860-5837 (message only)
E-mail: labitaskforce@yahoo.com
Website: www.labicenter.org/

LGBT Health Clinic

Dr. Ward Carpenter, LA LGBT Center
Location: 1625 N. Schrader Blvd.,
Los Angeles CA 90028
Phone: (323) 993-7518
Website: healthservices@lagaycenter.org

St. John's Magnolia Place Health Center
Diana Feliz Olivia
Location: 808 W. 58th St.,
Los Angeles CA 90037
Phone: (323) 541-1600 ext. 1068
Email: drolivia@wellchild.org

St. Nicolas Medical Clinic (Tuesdays)
Location: 5520 Santa Monica Blvd., S 112,
Los Angeles CA 90038
Phone: (323) 860-9054

Hormone Doctors

Children's Hospital LA, up to age 21

Jo Olson MD
Location: 5000 Sunset Blvd,
4th Floor, Los Angeles CA 90027
Phone: (323) 361-2153

Dr. John Kowalczyk
Location: 1127 Wilshire Blvd.,
Los Angeles CA 90017
Phone: (213) 977-1176

Aarthi Arasu MD
Location: 3445 Pacific Coast Hwy
Suite 100, Torrance, CA 90505
Phone: (310)-542-6333
Website:
www.uclahealth.org/provider/aarthi-arasu-md

Kristen Vierregger, MD
Services: Transgender Hormone Therapy Treatment
Location(s): 8081 Stanton Ave, Buena Park 90620
Phone: 714-484- 8000
Website: http://www.metatranshormone.com/

Marki Knox MD
Location: 2121 Wilshire Blvd,
Santa Monica CA 90403
Phone: (310) 264-1777

Richard Horowitz MD
Location: 8635 W. 3rd St
Ste. 885, Los Angeles, CA 90048
Phone: (310) 358-7200
(requires letter from therapist)

Dorothea Spambalg MD
Location: 221 E. Walnut St, Pasadena CA 91101
Phone: (626) 577-0505
(Requires a letter from therapist for patients just starting hormones, not for patients already on hormones)

SECTION 4: Orange County

LGBT Center OC

Mental Health:
The LGBT Center OC has over 20+ MFT interns/associates available 7 days a week, with an appointment. All interns/associates are supervised by two LMFT's. Our mental health department provides individual counseling, couples counseling, letters for Hormone Replacement Therapy and Gender Affirming Surgeries, along with various therapy support groups. http://www.lgbtcenteroc.org/services/therapy/

Health Care:
We collaborate with all major insurances, including Medi-cal, in providing linkages to hormones services and to specialists and surgeons. We work with an entire network of primary care physicians, endocrinologists, plastic surgeons, urologists, etc. We collaborate with hospitals such as CHOC, UC Irvine Gender Diversity Program, UC Irvine Medical Center, St. Joseph's, Memorial Care, etc in ensuring complete LGBT affirming health care. If a client wishes to pay out of pocket, we work with several clinics who provide LGBT affirming medical care.
We now have a Medi-cal enrollment officer on-site once per week to sign up and help obtain coverage for this marginalized population. We work directly with Medi-cal and the Mexican Consulate to provide undocumented and documented immigrants with insurance coverage.
http://www.lgbtcenteroc.org/services/lgbtq-health/

HIV Prevention:
We provide free HIV testing at our Spurgeon location. All testing is confidential with results in as little as 20 minutes. We provide sex education, male and female condoms, as well as linkages to Mental Health, PrEP and PEP services. http://www.lgbtcenteroc.org/services/hiv-testing/

Legal Services:
We offer Name and Gender Change Clinics, Immigration Clinics and Discrimination Legal Services (housing, employment, etc.). We collaborate with the Mexican Consulate, UC Irvine School of Law, Chapman School of Law, Legal Aid Society of OC, Lavender Bar Association, plus 3 law firms who have offered free legal services to our community. On average, our legal team helps 25-30 clients per month.
http://www.lgbtcenteroc.org/legal-services/

Youth:
The LGBT Center OC has a comprehensive youth program where we have youth groups for trans kids from ages 3 - college age, a Rainbow Youth and InbeTWEENers Group, and young adult groups, along with groups in South County held at Shanti OC. We work with over 50 GSA's (Gay Straight Alliances) throughout Orange County and hold and attend youth events and conferences throughout the year.
http://www.lgbtcenteroc.org/services/youth/

Transgender:
Trans*itions Health and Wellness is the largest Transgender Health Program in Orange County. It exists to help guide community members, and their families, on the transition process while linking them to medical care and support groups. Trans*itions also provides medical and cultural competency training to medical facilities and businesses throughout the Orange County area. It is spearheaded by a wonderful committee that includes community members, physicians, and mental health professionals who plan transgender based events and programming. We meet the 1st and 3rd Monday of the month at our Spurgeon location. We plan events such as Trans Pride, Trans Day of Remembrance, Trans Day of Visibility, etc. We also go over the various trans support groups and status updates and develop additional programming as needed by the community.
http://www.lgbtcenteroc.org/services/transitions/

Immigration Services:
The LGBT Center OC provides education, resources and referrals to low-income and indigent, HIV-affected, documented and undocumented immigrants/migrants. We work with immigrants and refugees in accessing services and legal support for obtaining lawful immigrant or citizenship status in Orange County. At the local, statewide and national levels, we work with LGBTQ, immigrant rights and social justice advocates to fight for the dignity and rights of immigrants and refugees.
http://www.lgbtcenteroc.org/services/immigrationresources/

Policy and Advocacy:
We are committed to garnering full equality for our family –the LGBT people. We fight against specific incidents of discrimination and work to create policy and support legislation that moves the LGBT agenda forward. http://www.lgbtcenteroc.org/advocacy/

SECTION 5: Faith Based Websites

(Please note: the sub-committee cannot speak to affirmative nature of any of the following digital resources)

Affirmation (Methodists)
www.umaffirm.org

Dignity (Catholic)
www.dignitylosangeles.org

Evangelicals Concerned
www.ecwr.org

Evangelicals Concerned Pasadena
wwww.ecpasadena.org

Fortune Families (Catholic)
www.fortunefamilies.org

Inclusive Orthodoxy
www.inclusiveorthodoxy.org

Informed Conscience
www.informedconscience.com

Integrity (Episcopalian)
www.integrityusa.org

Lutherans Concerned
www.lcna.rg

Metropolitan Community Church, LA www.mccla.org

More Light Presbyterians
www.mlp.org

New Ways Ministries (Catholic)
www.newwaysministries.org

Presbyterian Church of Mount Kisko www.pcmk.org

Rainbow Baptists
www.rainbowbaptists.org

Institute for Judaism and Sexual Orientation at Hebrew Union College www.huc.edu/ijso

Conservative Judaism
www.keshetrabbis.org

Orthodox Judaism GayJews.org
www.members.tripod.com/~djs28/

SECTION 6: Legal

Human Rights Campaign
Services: Blog, resources and information, legal help, advocacy, events, volunteer opportunities
Location(s): (Nationwide) Los Angeles, San Diego, Palm Springs
Phone: Toll-Free: (800) 777-4723
Website: http://www.hrc.org/

Lambda Legal
Services: Legal representation, advocacy, policy
Western Regional Office
Location(s): 4221 Wilshire Boulevard, Suite 280 Los Angeles, CA 90010-3512
Phone: 213-382-7600
Website: http://www.lambdalegal.org/

ACLU (American Civil Liberties Union)
Services: Legal advice, legal representation, policy, advocacy
Location(s): So Cal Office, Los Angeles: 1313 West Eighth St., Los Angeles, CA 90017
Phone: 213.977.9500
Website: www.aclusocal.org

Supportive Laws in California

AB 537 – California Student Safety and Violence Prevention Act 2000, https://lgbtrc.usc.edu/files/2015/05/AB-537.pdf

SB 1234 – Hate Crime Law
http://www.leginfo.ca.gov/pub/03-04/bill/sen/sb_1201-1250/sb_1234_bill_20040922_chaptered.html
AB 1266 – Students Equal Access
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201320140AB1266

AB 827- CA Safe Place to Learn Act
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160AB827

AB 329- All-inclusive Sexual Education
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160AB329

AB 1732- Single-Stall Restrooms
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160AB1732

AB 1586- Equal Access to Health Insurance
http://leginfo.ca.gov/pub/05-06/bill/asm/ab_1551-1600/ab_1586_cfa_20050502_102634_asm_comm.html

SB 777- California Students Civil Rights Act
http://www.leginfo.ca.gov/pub/07-08/bill/sen/sb_0751-0800/sb_777_bill_20071012_chaptered.html

California Fair Employment and Housing Act
http://www.dfeh.ca.gov/files/2016/09/CAamendedFEHAregsEmployers20160401Final.pdf

AB 887- Transgender Protection in Employment, Housing, Schools, etc….
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201120120AB887

SECTION 7: COLLEGE/UNIVERSITY SUPPORTS

CSU Campus Centers

CSU Fullerton - ASI LGBT/Queer Resource Center
CSU Los Angeles - Gender & Sexuality Resource Center
CSU Northridge - Pride Center
Cal Poly Pomona - Pride Center
CSU Sacramento - Pride Center
CSU San Bernardino - Pride Center
Fresno State University - Cross Cultural & Gender Center
San Diego State University - Pride Center
San Francisco State University - Queer & Trans Resource Center
San José State University - LGBT Resource Center
Cal Poly SLO - Pride Center
CSU San Marcos - LGBTQA Pride Center

The California State University System

CSU Bakersfield
CSU Channel Islands
CSU Chico
CSU Dominguez Hills
CSU East Bay
CSU Fresno
CSU Fullerton
Humboldt State University
CSU Long Beach
CSU Los Angeles
California Maritime Academy
CSU Monterey Bay
CSU Northridge

Cal Poly Pomona
CSU Sacramento
CSU San Bernardino
San Diego State University
San Francisco State University
San José State University
Cal Poly San Luis Obispo
CSU San Marcos
Sonoma State University
CSU Stanislaus
UC Campus Centers
UC Berkeley - Gender Equity Resource Center
UC Davis - LGBTQIA Resource Center
UC Irvine - LGBT Resource Center
UCLA - LGBT Campus Resource Center
UC Merced - Women's Programs and LGBTQ+ Initiatives (Office of Student Life)
UC Riverside - LGBT Resource Center
UC San Diego - LGBT Resource Center
UC San Francisco - LGBT Resource Center
UC Santa Barbara - Resource Center for Sexual & Gender Diversity
UC Santa Cruz - Cantú Queer Center

The University of California System
UC Berkeley
UC Davis
UC Irvine
UC Los Angeles
UC Merced
UC Riverside
UC San Diego
UC San Francisco
UC Santa Barbara
UC Santa Cruz

Queer Resource Center of The Claremont Colleges:
Mailing Address: Pomona College, Queer Resource Center,
395 E. 6th Street, Claremont, CA 91711
Email: QRCClaremont@gmail.com
Phone: 909-607-1817
Fax: 909-607-0904
Campus Location: Walton Common

Section 8: Online Resources:

www.helppro.com
(therapist finder search engine)

www.glbtnearme.org
(national GLBT Resource Database)

www.RADremedy.org
(national LGBTQ services database)

www.heathyplace.com
(LGBT online support groups)

www.lgbt.foundation/get-support
(online support, information, resources)

www.emptyclosets.com
(LGBTQ online support groups, forums, blogs)

www.welcomingresources.org
(resource for faith based communities about LGBTQ)

www.fenwayhealth.org/the-fenway-institute/education/

www.Genderspectrum.org

Legal

www.nclr.org
www.Aclu.org
www.Lambdalegal.org
www.HRC.org
www.Transgenderlawcenter.or

School Based

www.Welcomingschools.org
www.GLSEN.org

Anti Bullying

www.TheTrevorProject.org
www.Stopbullying.gov
www.Stompoutbullying.org
www.Itgetsbetter.org
www.GLSEN.org
www.Pacer.org (for differently abled)
www.Glaad.org
www.Nobully.org

SECTION 9: Suggested Books, Movies, Media

BOOKS

Faith Based:

"What We Wish We Had Known" The *Blue Book* from Mount Kisco Presbyterian Church. www.pcmk.org

Is the Homosexual My Neighbor Letha Dawson Scanzoni and Virginia Ramey Mollenkot?

God vs. Gay: The Religious Case for Equality Jay Michaelson Beacon Press 2011

What the Bible Really Says about Homosexuality Daniel A. Helminiak (A Catholic Priest) Alsmo Square Press 2000

Born Gay: The Psychobiology of Sex Orientation Glenn Wilson and Qazi Rahman Peter Own Publishers 2005

Just Love: A Framework for Christian Sexual Ethics Margaret Farley Continuum 2006

Our Daughters and Sons a publication of National PFLAG www.pflag.org

Why You Can Disagree and Remain a Faithful Catholic Phillip S. Kaufman Crossroads 1995

Evolution's Rainbow: Diversity, Gender, and Sexuality in Nature and People Joan Rough garden University of California Press 2004

Same-Sex Family Books for Children

Mommy, Mama, and Me and Daddy, Papa, and Me By: Leslea Newman

Keesha and Her Two Moms Go Swimming By: Monica Bey-Clarke and Cheril N. Clarke

ABC: A Family Alphabet Book By: Bobbie Combs

The Different Dragon By: Jennifer Bryan

The Family Book By: Todd Parr

King and King By Linda de Haan and Stern Nijland. 2004. (32 pgs.) Gr. 2-5.

Mommy's Family By: Nancy Garden. 2004. (32 pgs.) Gr. K-3.

In Our Mothers' House By: Patricia Polacco. 2009. (48 pgs.) Gr. 1-6.

Antonio 's Card/La Tarjeta de Antonio By: Rigoberto Gonzalez 2005. (32 pgs.) Gr. 2-5.

And Tango Makes Three By: Justin Richardson and Peter Parnell. 2005. (32 pgs.) Gr. K–2

A Tale of Two Daddies By: Vanita Oelschlager. 2010. (32 pgs.) Gr. 1-4.

Information and Suggested Practices (publications)

The Transgender Child: A Handbook for Families and Professionals By: Rachel Pepper and Stephanie A. Brill

The Transgender Teen By: Lisa Kenney and Stephanie A. Brill

First, Do No Harm: Reducing Disparities California Dept. of Public Health Report

GLSEN Model District Policy on Trans and non-conforming students:
http://www.glsen.org/article/transgender-model-district-policy

Schools in Transition: A Guide for Supporting Transgender Students in K12 Schools
https://www.genderspectrum.org/staging/wp-content/uploads/2015/08/Schools-in-Transition-2015.pdf

Movies:

BULLY (2012)

Cyberbully (2011)

Out.com "The 10 Best LGBT Films Every Straight Person Should See":

The Adventures of Priscilla, Queen of the Desert
Boys Don't Cry
Brokeback Mountain
Hedwig and the Angry Inch
The Kids Are Alright
Longtime Companion
Maurice
Milk
My Beautiful Laundrette
Weekend
Imagine Me and You
Blue is the Warmest Color

Complex.com "...LGBT Movies That Everyone Should See":

Laurence Anyways (2012)
My Own Private Idaho
Go Fish (1994)
Mysterious Skin (2004)
Circumstance (2011)
The Crying Game (1992)
A Single Man (2009)
Paris Is Burning (1990)
Philadelphia (1993)
Angels in America (2003)
Pariah (2011)
All about My Mother (1999)
Happy Together (1997)
But I'm a Cheerleader (1999)
The Children's Hour (1961)
The Birdcage (1996)

Documentaries:

*El Canto del Colibr*i, Directed by Marco Castro-Bojorquez
*Gender Revolutio*n – National Geographic
The Trans List - HBO

Videos:

https://www.youtube.com/watch?v=rl7RLbt_OOE (Dads of Transgender Children)

(Anti-Bullying General)

https://www.youtube.com/watch?v=ltun92DfnPY (To This Day)

https://www.youtube.com/watch?v=begg0NKhiK8 (music video from BULLY movie)

https://www.youtube.com/watch?v=OcgAF8GcBIw (Take A Stand - Anti Bullying Video)

https://www.youtube.com/watch?v=o7nxbULcaH4 (Defeat The Label Anti Bullying Video)

https://www.youtube.com/watch?v=AcZmrp-3yCs (STOP BULLYING! a short Film)

https://www.youtube.com/watch?v=Fg8wxcepAxM (Anti-Bullying Elementary School Video, Dunsford)

https://www.youtube.com/watch?v=stqswTez1bw What Have We Done- Anti-Bullying Short Film (ages 13+)

https://www.youtube.com/watch?v=lrJxqvalFxM Stand Up! Don't Stand for Homophobic Bullying

https://www.youtube.com/watch?v=ek3-QOypj4M Bullying/ LGBT Awareness

https://www.youtube.com/watch?v=NUOBNoPjJZU Anti-Gay Bullying

https://www.youtube.com/watch?v=CnOJgDW0gPI (graphic nature) If heterophobia was actually real

THANK YOU TO OUR COMMUNITY PARTNERS!

SAN BERNARDINO COUNTY

Behavioral Health
Office of Cultural Competence and Ethnic Services

Cultural Competency has CLAS!!!

Presented by: Antonette Harris and Jonathan Buffong

www.SBCounty.gov

Learning Objectives

- By the end of this training you will:
  - Have a clearer understanding about the Office of Cultural Competency and Ethnic Services within the DBH system of care.
  - Learn what cultural and linguistic resources are available for consumers and staff.
  - Understand the importance of providing culturally and linguistically appropriate services.
  - Review CLAS standards and implementation practices.
  - Introduction to ongoing OCCES training content.

Icebreaker

What Cultures can you relate to?
What culture do you want to know more about?

Cultural Competence

Culture:

"Any group that shares beliefs, values or norms."

Office of Cultural Competence and Ethnic Services (OCCES)

OCCES has oversight for embedding and integrating the tenets and philosophy of cultural competency across every program in DBH .

Adult and Older Adult Services
Children Services
24-Hour and Emergency Services
Substance Use Disorder and Recovery Services
Criminal Justice Services
Medical Services
Program Support Services
Administrative Services

State Cultural Competency Plan Criteria

Criterion	
I	Commitment to Cultural Competence
II	Updated Assessment of Service Needs
III	Strategies and Efforts for Reducing Racial, Ethnic, Cultural and Linguistic Mental Health Disparities
IV	Client/Family Member/Community Committee: Integration of the Committee Within The County Mental Health System
V	Culturally Competent Training Activities
VI	County's Commitment To Growing a Multicultural Workforce: Hiring and Retaining Culturally and Linguistically Competent Staff
VII	Language Capacity
VIII	Adaptation of Services

Why Cultural Competence?

- Services are not quality if they are not culturally competent.
- To ensure that appropriate assessment, diagnosis, and treatment are provided to culturally diverse communities.
- To respond to current and changing County of San Bernardino demographics.
- All funding streams have cultural/ linguistic mandates attached to them
- It is the RIGHT thing to do!!

Why Cultural Competence

It's the law!

- State: WIC Section 4341, 5600.2*, 5600.3,* 5600.9*, 5802.(a)(4)ASOC, 5807(HR),5813.5(d)(3)Funding, 5822(d) & (i)HR/Training, 5840(b),(b)(4) & (e) PEI, 5848PEI, 5855.(f)CSOC,5965.(b)SOC,5878.1 AB,14683(b) mngd care, 14684(h)
- CA Government Code (CGC) 7290-7299.8- Dymally Alatorre Bilingual services Act, CCR, Title 9, MHSA
- Federal: Title VI- Civil Rights Act of 1964, Exec Order 13160, Title 42

Intergovernmental Agreement (IA) Cultural Competence Requirement

THE CONTRACTOR SHALL *NOT* RELY ON AN ADULT OR MINOR CHILD ACCOMPANYING THE LIMITED-ENGLISH-PROFICIENT BENEFICIARY TO INTERPRET OR FACILITATE COMMUNICATION EXCEPT UNDER THE CIRCUMSTANCES DESCRIBED IN WIC SECTION 14029.91 (A)(1)(D).

IX. PURSUANT TO WIC 14029.91(E)(1), THE CONTRACTOR SHALL MAKE INTERPRETATION SERVICES AVAILABLE FREE OF CHARGE AND IN A TIMELY MANNER TO EACH BENEFICIARY. THIS INCLUDES ORAL INTERPRETATION AND THE USE OF AUXILIARY AIDS (E.G. TTY/TDY AND AMERICAN SIGN LANGUAGE) AND SERVICES, INCLUDING QUALIFIED INTERPRETERS FOR INDIVIDUALS WITH DISABILITIES

Why Cultural Competence?

Well… because its in your contract

12 (c)	Provide proof Contractor is maintaining copy of DBH Cultural Competency Plan.
13 (c)	Provide proof of an internal standing committee that addresses the cultural needs of diverse populations or proof of participation in existing cultural committee in the community (e.g., Cultural Competency Advisory Committee).

Why Cultural Competence ?

14 (c)	Provide proof of Admin staff attending at least two (2) hours of cultural competency training per year; four (4) hours for clinical staff.
15 (c)	Provide proof of documented capacity to offer services in threshold language or contracted interpretation and translation services.
16 (c)	Provide proof of written organizational procedure to determine if staff is multilingual, and to determine competency level(s).

Cultural Competence Continuum

CULTURAL COMPETENCE CONTINUUM: VIDEO

Continuum of Cultural Competency

Continuum of Cultural Competency

Cultural Destructiveness	Cultural Incapacity	Cultural Blindess	Cultural Pre-Competence	Cultural Competence	Cultural Proficiency
Forced assimilation, subjugation, rights and privileges for dominant groups only.	Racism, maintain stereotypes, unfair hiring practices.	Differences ignored, "treat everyone the same", only meet needs of dominant groups.	Explore cultural issues, are committed, assess needs of organization and individuals.	Recognize individual and cultural differences, seek advice from diverse groups, hire culturally unbiased staff.	Implement changes to improve services based upon cultural needs.

Cultural Competency Advisory Committee (CCAC)

CCAC acts in an advisory capacity to the Cultural Competency Officer and the OCCES to ensures that DBH is embedding and integrating the tenets and philosophy of Cultural Competence.

Cultural Competency Advisory Committee & Thirteen (13) Culture-Specific Awareness Subcommittees.

Collaboration and Partnership.

Subcommittees

- **African American Awareness Subcommittee**
  - 3rd Monday of the Month. 2:00-3:30p.m. Rotating location: Young Visionaries and Valley Star
  - Yearly Black History Month Event - February

- **Asian/Pacific Islander Awareness Subcommittee**
  - 2nd Friday of the month. 10:00-11:30a.m. Asian-American Resource Center

- **Consumer and Family Member Awareness Subcommittee**
  - 4th Monday of the month. 10:00-11:30a.m. Pathways to Recovery Clubhouse-Fontana

- **Co-Occurring Substance Abuse Awareness Subcommittee**
  - 3rd Thursday of the month. 3:00-4:30p.m. Uplift Family Services

Subcommittees

- **Disabilities Awareness Subcommittee – Inland Empire Disabilities Collaborative**
  - 3rd Tuesday of the month. 9:30-11:30a.m. San Bernardino Valley College – Business Building

- **Latino Awareness Subcommittee**
  - 4th Thursday of the month. 10:00-11:30a.m. Consulate of Mexico in San Bernardino
  - Yearly National Hispanic Heritage Month Event – September/October

- **LGBTQ Awareness Subcommittee**
  - 4th Tuesday of the month. 12:30-2:00p.m. DBH Admin Building
  - Yearly LGBTQ Focused Resource Event - February

- **Native American Awareness Subcommittee**
  - 3rd Tuesday of the month. 2:00-3:30p.m. Native American Resource Center
  - Yearly Native American Heritage Month Event - November

Subcommittees

- **Older Adult Awareness Subcommittee**
  - 4th Thursday of the month. 10:00-11:30a.m. Sterling Inn - Victorville

- **Spirituality Awareness Subcommittee**
  - 2nd Tuesday of the month. 1:00-2:30p.m. DBH Admin Building
  - Yearly National Day of Prayer for Behavioral Health Recovery and Understanding - October

- **Transitional Age Youth (TAY) Awareness Subcommittee**
  - 3rd Wednesday of the month. 11:00-12:00p.m. TAY One Stop Center- San Bernardino

- **Veteran's Awareness Subcommittee**
  - 1st Monday of the month. 3:00-4:30p.m. DBH Admin Building

- **Women's Awareness Subcommittee**
  - 4th Wednesday of the month. 1:00-2:30p.m. DBH Admin Building

OCCES

Cultural Competency Trainings

Cyberbullying
Deaf Sensitivity
Gang Culture
Generational Trainings
Group Facilitator Training
Implicit Bias
Parent Grooming
Safe Zone
Shaken Tree
Trans Awareness
Un Momento Por Favor
Us+Them=We – Recovery, Resiliency, and Transformation
Veteran's Training – PTSD and TBI

OCCES Language Services

Providers below are recommended if interpreter services are required. It ***is*** a contract requirement to render linguistically appropriate services.

Contractor	Contact Information
Asian American Resource Center	(909) 383-0164 aarctranslations@gmail.com
Carmazzi Global Solutions	(888) 452-6543 (in-person interpreter) (888) 549-8957 (over the phone interpreter) orderinterpreter@carmazzi.com
Global Ready, LLC	(800) 201-1202, ext. 2 sbc@globalready.com
Hanna Interpreting Services, LLC	(855) 777-8007 (in-person interpreter) (855) 586-6616 (over the phone interpreter) info@hannais.com
Interpreters Unlimited, Inc.	(800) 726-9891 (in-person interpreter) (888) 810-0171 (over the phone interpreter) info@iugroup.com

Cultural Proficiency

Requires…

- Changed perspective
- Empathy
- Open-mindedness
- Willingness to be uncomfortable
- Understanding requirements
- Accessing appropriate resources

The National CLAS Standards

CLAS: Culturally and Linguistically Appropriate Services

The National CLAS Standards are a set of 15 action steps intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health care organizations to implement culturally and linguistically appropriate services.

Standard 1

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

STANDARD 1: PURPOSE

- The purposes of providing effective, equitable, understandable, and respectful quality care and services are:
- To create a safe and welcoming environment at every point of contact that both fosters appreciation of the diversity of individuals and provides patient- and family-centered care
- To ensure that all individuals receiving health care and services experience culturally and linguistically appropriate encounters
- To meet communication needs so that individuals understand the health care and services they are receiving, can participate effectively in their own care, and make informed decisions
- To eliminate discrimination and disparities

STANDARD 2

Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.

STANDARD 2: PURPOSE

- To ensure the provision of appropriate resources and accountability needed to support and sustain initiatives
- To model an appreciation and respect for diversity, inclusiveness, and all beliefs and practices
- To support a model of transparency and communication between the service setting and the populations that it serves

STANDARD 3

Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.

STANDARD 3: PURPOSE

- To create an environment in which culturally diverse individuals feel welcomed and valued
- To promote trust and engagement with the communities and populations served
- To infuse multicultural perspectives into planning, design, and implementation of CLAS
- To ensure diverse viewpoints are represented in governance decisions
- To increase knowledge and experience related to culture and language among staff

STANDARD 4

Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

STANDARD 4: PURPOSE

- To prepare and support a workforce that demonstrates the attitudes, knowledge, and skills necessary to work effectively with diverse populations
- To increase the capacity of staff to provide services that are culturally and linguistically appropriate
- To assess the progress of staff in developing cultural, linguistic, and health literacy competency
- To foster an individual's right to respect and nondiscrimination by developing and implementing education and training programs that address the impact of culture on health and health care

STANDARD 5

Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.

STANDARD 5: PURPOSE

- To ensure that individuals with limited English proficiency and/or other communication needs have equitable access to health services
- To help individuals understand their care and service options and participate in decisions regarding their health and health care
- To increase individuals' satisfaction and adherence to care and services
- To improve patient safety and reduce medical error related to miscommunication
- To help organizations comply with requirements such as Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; and other relevant federal, state, and local requirements to which they may need to adhere

STANDARD 6

Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

STANDARD 6: PURPOSE

- To inform individuals with limited English proficiency, in their preferred language, that language services are readily available at no cost to them
- To facilitate access to language services
- To help organizations comply with requirements such as Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; and other relevant federal, state, and local requirements to which they may need to adhere

STANDARD 7

Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

STANDARD 7: PURPOSE

- To provide accurate and effective communication between individuals and providers
- To reduce misunderstanding, dissatisfaction, omission of vital information, misdiagnoses, inappropriate treatment, and patient safety issues due to reliance on staff or individuals that lack interpreter training
- To empower individuals to negotiate and advocate, on their own behalf, for important services via effective and accurate communication with health and health care staff
- To help organizations comply with requirements such as Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; and other relevant federal, state, and local requirements to which they may need to adhere

STANDARD 8

Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

STANDARD 8: PURPOSE

- To ensure that readers of other languages and individuals with various health literacy levels are able to access care and services
- To provide access to health-related information and facilitate comprehension of, and adherence to, instructions and health plan requirements
- To enable all individuals to make informed decisions regarding their health and their care and services options
- To offer an effective way to communicate with large numbers of people and supplement information provided orally by staff members
- To help organizations comply with requirements such as Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; and other relevant federal, state, and local requirements to which they may need to adhere

STANDARD 9

Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.

STANDARD 9: PURPOSE

- To make CLAS central to the organization's service, administrative, and supportive functions
- To integrate CLAS throughout the organization (including the mission) and highlight its importance through specific goals
- To link CLAS to other organizational activities, including policy, procedures, and decision-making related to outcomes accountability

STANDARD 10

Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.

STANDARD 10: PURPOSE

- To assess performance and monitor progress in implementing the National CLAS Standards
- To obtain information about the organization and the people it serves, which can be used to tailor and improve services
- To assess the value of CLAS-related activities relative to the fulfillment of governance, leadership, and workforce responsibilities

STANDARD 11

Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.

STANDARD 11: PURPOSE

- To accurately identify population groups within a service area
- To monitor individual needs, access, utilization, quality of care, and outcome patterns
- To ensure equal allocation of organizational resources
- To improve service planning to enhance access and coordination of care
- To assess and improve to what extent health care services are provided equitably

STANDARD 12

Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area

STANDARD 12: PURPOSE

- To determine the service assets and needs of the populations in the service areas (needs assessment)
- To identify all of the services available and not available to the populations in the service areas (resource inventory and gaps analysis)
- To determine what services to provide and how to implement them, based on the results of the community assessment
- To ensure that health and health care organizations obtain demographic, cultural, linguistic, and epidemiological baseline data (quantitative and qualitative) and update the data regularly to better understand the populations in their service areas

STANDARD 13

Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.

STANDARD 13: PURPOSE

- To provide responsive and appropriate service delivery to a community
- To ensure that services are informed and guided by community interests, expertise, and needs
- To increase use of services by engaging individuals and groups in the community in the design and improvement of services to meet their needs and desires
- To create an organizational culture that leads to more responsive, efficient, and effective services and accountability to the community
- To empower members of the community in becoming active participants in the health and health care process

STANDARD 14

Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.

STANDARD 14: PURPOSE

- To facilitate open and transparent two-way communication and feedback mechanisms between individuals and organizations
- To anticipate, identify, and respond to cross-cultural needs
- To meet federal and/or state level regulations that address topics such as grievance procedures, the use of ombudspersons, and discrimination policies and procedures

STANDARD 15

Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

STANDARD 15: PURPOSE

- To convey information to intended audiences about efforts and accomplishments in meeting the National CLAS Standards
- To learn from other organizations about new ideas and successful approaches to implementing the National CLAS Standards
- To build and sustain communication on CLAS priorities and foster trust between the community and the service setting
- To meet community benefits and other reporting requirements, including accountability for meeting health care objectives in addressing the needs of diverse individuals or groups

For further questions: 909-386-8223 or cultural_competence@dbh.sbcounty.gov

References

https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/specialtopics/emergencypre/omh_diversitytoolkit.pdf

https://thinkculturalhealth.hhs.gov/clas/standards

(Cross, Bazron, Dennis, & Isaacs, 1989)

• = power point

County of San Bernardino
Department of Behavioral Health

SAN BERNARDINO COUNTY Behavioral Health

SIGN IN SHEET

Training: SAPN CLAS Standards Presentation
Date: July 10, 2019 10:00 am- 12:00 pm
Location: County of San Bernardino Health Services (CSBHS) 850 E Foothill Blvd., Rialto CA 92376 (Auditorium)

(Please print legibly)

	Last Name	First Name	Email	Signature Sign-In	Sign-out
1	Allen	Kathy	Kallen@dbh.sbcounty.gov		
2	Carroll	Penny	pcarroll@dbh.sbcounty.gov		
3	CHIDELLA	RAJ	RCHIDELLA@VARP.org		
4	Fields	John	johnafields@mhsinc.org		
5	Hightower	Shanice	Shanice.Hightower@dbh.sbcounty.gov		
6	Block	David	David.R.Block@dbh.sbcounty.gov		
7	Martinez	Laura	Lmartinez@sb-court.org		
8	Belford	Alyce	Alyce.Belford@dbh.sbcounty.gov		
• 9	Chagolla	Daniel	dchagolla@cedarhouse.org		
10	Williams	Stephanie	stephanie.williams@dbh.sbcounty.gov		
11	Parker	Shavona	shavona.parker@dbh.sbcounty.gov		
12	Ortega	Alexis	alexis.ortega@mhsinc.org		
13	Portons	Erica	eportons@dbh.sbcounty.gov		
14					
15					
16					
17					

07/10/2019
OCCES

County of San Bernardino
Department of Behavioral Health

SAN BERNARDINO COUNTY Behavioral Health

SIGN IN SHEET

Training: SAPN CLAS Standards Presentation
Date: July 10, 2019 10:00 am- 12:00 pm
Location: County of San Bernardino Health Services (CSBHS) 850 E Foothill Blvd., Rialto CA 92376 (Auditorium)

(Please print legibly)

	Last Name	First Name	Email	Signature Sign-In	Sign-out
18	Hicks	Matthew	matthewhicks@mhsinc.com		
19	Holer	Sarah	sarah.holer@mhsinc.org		
20	Julian	Ruth	rjulian@varpinc.org		
21	Mergener	Lois	lmergener@dbhs.sbcounty.gov		
22	Smith	Kathleen	ksmith@cedarhouse.org		
23	Loupe	Christine	cfrench@aegistreatmentcenters.com		
24	Boyer	Sarah	sboyer@publicstrategies.org		
25	Miller	BRENDA	bmiller@mhsinc.org		
26					
27					
28					
29					
30					
31					
32					
33					
34					

07/10/2019
OCCES

County of San Bernardino
Department of Behavioral Health

SAN BERNARDINO COUNTY Behavioral Health

SIGN IN SHEET

Training: SAPN CLAS Standards Presentation
Date: July 10, 2019 10:00 am- 12:00 pm
Location: County of San Bernardino Health Services (CSBHS) 850 E Foothill Blvd., Rialto CA 92376 (Auditorium)

(Please print legibly)

	Last Name	First Name	Email	Signature Sign-In	Sign-out
35	Swink	Shannon	sswink@dbh.sbcounty.gov	Shannon Swink	Shannon Swink
36	CARRILLO	[illegible]	jcarrillo@cedarhouse.org	[illegible]	[illegible]
37	Yaori	Kevin	kevin.Yaori@aegistreatmentcenters.com	[illegible]	[illegible]
38	Valles	Jose "Ernie"	Jose.Valles@DBH.sbcounty.gov	[illegible]	[illegible]
39	CASTILLO	LUIS	luis.castillo@dbh.sbcounty.gov	[illegible]	[illegible]
40	Smith	Robert	rsmith@varpinc.org	R. Smith	R. Smith
41	Montgomery	Victoria	vmontgomery@mhsinc.org	Victoria Montgomery	Victoria Montgomery
42	Emoud	Jeanell	Jemoud@mhsinc.org	[illegible]	[illegible]
43					
44					
45					
46					
47					
48					
49					
50					
51					

07/10/2019
OCCES

County of San Bernardino
Department of Behavioral Health

SAN BERNARDINO COUNTY Behavioral Health

SIGN IN SHEET

Training: SAPN CLAS Standards Presentation
Date: July 10, 2019 10:00 am- 12:00 pm
Location: County of San Bernardino Health Services (CSBHS) 850 E Foothill Blvd., Rialto CA 92376 (Auditorium)

(Please print legibly)

	Last Name	First Name	Email	Signature Sign-In	Sign-out
52	Darrett	Goleania	goleania.darrett@dbh.sbcounty.gov		
53	Deroian	Liana	liana.Deroian@dbh.sbcounty.gov		
54	Smith	Catherine	global		
55	LOPEZ	Gabriela	glopez@mhsinc.org		
56	RUSSELL	CARL	CRUSSELL@MHSINC.ORG		
57	Crawford	Jeron	jeron.crawford@dbh.sbcounty.gov		
58	BOSCH	Mayra	mayrab@fapinfo.org		
60	Alsina	Jennifer	jennifer.alsina@dbh.sbcounty.gov		
61	Dishaw	SEAN	sdishaw@varpinc.org		
62	Jenkins	Erin	egenkins@dbh.sbcounty		
63	Masdeu	Andrea	andrea.masdeu@dbh_sbcounty		
64	Joseph	Enas	ejoseph@dbh.sbcounty.gov		
65	Robles	Jessica	Jessicamarie.robles@CCprograms.com		
66	Almaraz	Gina	galmaraz@varpinc.org		
67					
68					
69					

07/10/2019
OCCES

County of San Bernardino
Department of Behavioral Health

SAN BERNARDINO COUNTY Behavioral Health

SIGN IN SHEET

Training: SAPN CLAS Standards Presentation
Date: July 10, 2019 10:00 am- 12:00 pm
Location: County of San Bernardino Health Services (CSBHS) 850 E Foothill Blvd., Rialto CA 92376 (Auditorium)

(Please print legibly)

	Last Name	First Name	Email	Signature Sign-In	Sign-out
70	ARROYO	MARIA	MARROYO@DBH.SBCOUNTY.GOV	Maria Arroyo	Maria Arroyo
71	MacLean-Rodriguez	Faith	fmclean@DBH.SBcounty.gov	Faith MacLean Rodriguez	Faith MacLean Rodriguez
72	Kennedy	Mark	mkennedy@dbh.sbcounty.gov	Mark Kennedy	Mark Kennedy
73	STAR	KEITH	KSTAR@TARZANATC.ORG		
74	Mattazaro	Shelly	SMattazaro@varpinc.org	Shelly Mattazaro	Shelly Mattazaro
75	Fee	Connie	Constance.Fee@dbh.sbcounty.gov	Connie Fee	Connie Fee
76	Cordova	Alexander	acordova@dbh.sbcounty.gov		
77	Harris	Donald	dharris@dbh.sbcounty.gov	Donald Harris	
78	KITOO	ANSELM	ANSELM.KITOO@MHSINC.ORG		Donald Harris
79	CASTILLO	LUIS	luis.castillo@dbh.sbcounty.gov		
80					
81					
82					
83					
84					
85					
86					

07/10/2019
OCCES

Cultural Competency Officer

Class Code: 03409

Bargaining Unit: Management

COUNTY OF SAN BERNARDINO
Established Date: Apr 4, 2006
Revision Date: Jan 3, 2009

SALARY RANGE

$39.55 - $54.49 Hourly
$3,164.00 - $4,359.20 Biweekly
$6,855.33 - $9,444.93 Monthly
$82,264.00 - $113,339.20 Annually

DEFINITION:

Under general direction, plan, implement, monitor and evaluate Behavioral Health's cultural and linguistics healthcare and outreach services and programs; coordinate and promote quality and equitable care to racial and ethnic populations; develop, coordinate, and facilitate the implementation of the Cultural Competency Plan including a Training and Education Program; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification responsible for administering, implementing, maintaining and evaluating all direct services for the Cultural Competency Program and supervising and training program staff. This position reports to the Director of Behavioral Health.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

1. Plan, assign, review, and evaluate the work of assigned staff. Prepare and sign performance evaluations; hire staff and recommend and implement disciplinary actions.

2. Plan, develop, implement and monitor a culturally and linguistic healthcare and outreach program; develop and implement translation and interpretation services.

3. Develop and implement strategies to achieve a culturally competent system of care for the implementation of the Mental Health Services Act (MHSA).

4. Develop and manage the implementation of the department's cultural competency plan.

5. Participate in the monitoring of county and service contractors to ensure service delivery complies with local and State mandates as they affect underserved populations.

6. Identify local and regional cultural behavioral health needs of ethnically and culturally diverse populations as they impact county systems of care; make recommendations to department management.

7. Develop budgets for Mental Health Services Act outreach activities such as training, staffing and supplies.

8. Maintain an on-going relationship with community organizations, planning agencies, and the community at large.

9. Provide vacation and temporary relief as required.

cmp: 04-04-06

REPRESENTATION UNIT:

Management

SALARY RANGE:

70

MINIMUM REQUIREMENTS:

EDUCATION: A Master's or Doctoral degree in Social Work, Marriage Family Therapy, Psychology, Behavioral or Health Science, Public/Business Administration, Education, or Ethnic/Cultural/Gender Studies.

AND

EXPERIENCE: Two (2) years of professional-level experience as an administrator, coordinator, or lead worker with primary responsibility for planning and developing cultural competency/diversity plans at an organizational level, OR two (2) years of experience as a professional trainer, high school instructor, or college educator in the field of cultural competency/ethnic studies.

Cost Centers:	2006, OCCES	
Contracts:		

cal Year 2018-19 Office of Cultural Competence & Ethnic Services Expenditure Summ

Lesford Duncan, Cultural Competency Officer

OBJECT CODE NO.	DESCRIPTION	FY18/19 BUDGET
1000s	Salaries and Benefits	683,180
1000	SALARIES AND BENEFITS	683,180
2035	Phone Company Services (Isf Only)	250
2037	Comnet Charges (Isf Only)	-
2038	Comnet Long Dist (Isf Only)	-
2043	Elec Eqp Maint (Isf Only)	-
2044	Comnet Special Svcs (Isf Only)	-
2070	Food	700
2075	Memberships	150
2080	Publications	5,000
2115	Computer Software Expense	1,637
2125	Inventoriable Equipment	-
2130	Noninventoriable Equipment	-
2135	Special Dept Expense	150
2181	Cellular Phones - Outside	700
2305	General Office Expense	2,200
2323	Courier & Printing (Isf Only)	500
2330	Postage Reimburseable	100
2340	Shredding - Outside Services	85
2350	Printing - Outside Vendors	150
2355	Advertising	500
2400	Prof & Specialized Services	100
2419	Real Estate Service - Service Charges	400
2444	Security Services	7,000
2815	Kitchen & Dining	250
2835	General Household Expenses	30
2857	Interpreter Fees	24,000
2925	Vehicle Charges (Isf Only)	9,072
TOTALS	200 SERIES	52,974
2410	Data Processing	
TOTAL 241	SERIES	-
TOTAL CONTRACT PROVIDERS		-
2940	Private Mileage	2,600
2941	Conference/Training/Seminar Fees	100
2942	Hotel	700
2943	Meals	500
2945	Air Travel	2,000
2946	Other Travel	500
2948	Motor Pol Daily Rental	100
TOTAL 294	SERIES	6,500
TOTAL 300	SERIES	-
TOTAL 400	SERIES	-
5010	Salaries & Bene Transfers Out	
5012	Servs & Supply Transfers Out	
TOTALS	500 SERIES	-
TOTAL	EXPENSES	742,654

Notes:

1. Includes Security, Lab Service, Medical Waste
2. Contract provider payments are not posted by service dates - refer to the Payment Sum

Agenda: Consumer & Family Members Awareness Subcommittee

Meeting Information

Date: Monday February 25, 2019
Time: 1:00 a.m. – 2:30 a.m.
Place: Pathways To Recovery Clubhouse
17053 E. Foothill Blvd., Fontana, CA 92335

Discussion Topics

The table below identifies the topics and discussion leaders.

Topic	Discussion Leader
Welcome/Introductions	Greg Nyx
Cultural Activity	Lauretta
Review Meeting Minutes	Greg Nyx
Stakeholder Comment Form	MHSA Staff
Discussion of Cultural Training • Recovery Resilience and Transformation	Lauretta Ross
Discussion of Future Trainings/Events • Diversity Film	Jonathan Buffong/ Subcommittee
Other Business/Announcements:	All
Reminder in March we will go back to our regular time of 10:00am- 11:30am	Lauretta
Adjournment	Greg Nyx

Next Meeting

Date: March 25, 2019

Committee Contact

Lauretta Ross
Phone Number: (909) 388-0818
Email: LRoss@dbh.sbcounty.gov

Agenda: Consumer & Family Members Awareness Subcommittee

Meeting Information

Date: Monday April 22, 2019
Time: 10:00 a.m. – 11:30 a.m.
Place: Pathways To Recovery Clubhouse
17053 E. Foothill Blvd., Fontana, CA 92335

Discussion Topics

The table below identifies the topics and discussion leaders.

Topic	Discussion Leader
Welcome/Introductions	Greg Nyx
Cultural Activity	Jonathan
Review Meeting Minutes	Greg Nyx
Stakeholder Comment Form	MHSA Staff
Discussion of Cultural Training • Recovery Resilience and Transformation	Jonathan Buffong Subcommittee
Discussion of Future Trainings/Events • Diversity Film	Jonathan Buffong/ Subcommittee
Other Business/Announcements:	All
Adjournment	Greg Nyx

Next Meeting

Date: April 22, 2019

Committee Contact

Lauretta Ross
Phone Number: (909) 388-0818
Email: LRoss@dbh.sbcounty.gov

Cultural Competence Advisory Committee
Consumer and Family Members
Awareness Sub-Committee
March26, 2018
1:00PM -2:30PM

Minutes

Attendees: Please refer to sign-in roster.

Lauretta welcomed everyone and self-introductions were made.

1) Minutes from February 26, 2018 were reviewed and approved
2) Upcoming Events /Trainings-
   A. Inland Empire Health Disability Expo- Faith spoke about her experience at the Expo
   B. 2018 Call for Artwork- Cynthia passed out flyers and submission forms reminding committee members of the deadline to get their artwork in for the Annual Art Exhibit. One member said if anyone wanted to do some artwork he could facilitate an art class.

3) Old Business:
   A. Client Culture Training- "Recovery, Resiliency and Wellness"
      a) We are looking at June or July for this training to take place.
   B. Co-chair
      a) We are taking nominations for the Co-Chair position. If you know someone or you yourself are interested in this position please contact Lauretta Ross at (909)388-0818 or email me at LRoss@dbh.sbcounty.gov

   C. Evening With The Stars
      b) Discussed were the possible added Consumers awards. Claudia Silva, Mental Health Education Consultant from Department of Behavioral Health's Community Outreach and Engagement Program stated that she would reach out to Chair Chris Massa for any information.

Next Meeting: April 23, 2018

SAN BERNARDINO COUNTY

Department of Behavioral Health
Office of Cultural Competence and Ethnic Services

Training: Consumer & Family Members Awareness Subcommittee
Date: April 22, 2019.
Location: Pathways To Recovery Clubhouse 17053 E. Foothill Blvd., Fontana, CA 92335
Time: 10:00 a.m. – 11:30 a.m

(Please print legibly)

	Last Name	First Name	Work Phone #	Signature	Email
1	Blewins	Raymond		Raymond Blewins	RayBlewsy@gmail.com
2	Simmedan	April		April Simmedan	April Simmedan36@gmail.com
3	Recencer	Patrick		Patrick R.	Patrick recenca@gmail.com
4	Davis	Deondray		[illegible]	
5	Becerra	Sandra	(909) 522 4656	Sandra L. Becerra	sbecerra@victor.org
6	Crim	MONA	909 580 3705	[illegible]	mcrim@dbh.sbcounty.gov
7	Ikeda	Faith		Faith Ikeda	
8	Griffey	Linda Marie		Linda Marie Griffey	global
9	Clouthier	Kristin	909 387 7000	K. [illegible]	Kristin.Clouthier@DBH.sbcounty.gov
10	Morrell	Teri	909-252-4002	Teri Morrell	teresa.morrell@dbh.sbcounty.gov
11	Buttong	Jonathan	951-377-6434	[illegible]	jbuttong@dbh.sbcounty.gov
12	Rea	Maria		Maria Rea	
13					
14					
15					
16					

09/24/2016

SAN BERNARDINO COUNTY

Department of Behavioral Health
Office of Cultural Competence and Ethnic Services

Training: Consumer & Family Members Awareness Subcommittee
Date: April 22, 2019.
Location: Pathways To Recovery Clubhouse 17053 E. Foothill Blvd., Fontana, CA 92335
Time: 10:00 a.m. – 11:30 a.m

Please print legibly

	Last Name	First Name	Work Phone #	Signature	Email
17	Blevin	Ray	909-436-6538	[illegible]	
18	McLemore	Stacy	745-3723	[illegible]	
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					

09/24/2016

SAN BERNARDINO COUNTY | Behavioral Health

Cultural Competency Advisory Committee By-Laws

Article I

Mission Statement:

To advocate for the development, implementation and evaluation of high quality, culturally/linguistically attuned, behavioral health services capable of meeting the diverse needs of all cultural groups in San Bernardino County.

Article II

Philosophy:

The members of the Cultural Competency Advisory Committee (CCAC) believe that persons of all cultural backgrounds have the right to receive quality behavioral health services, regardless of age, creed, gender identity, sexual orientation, ethnicity, socio-economic status, disability or nationality.

Article III

Values:

Diversity
Transparency
Respect
Community Input
Education and Training
Equity
Inclusion

Article IV

Objectives:

The members of the CCAC are committed to:

a) Promoting equitable distribution of behavioral health services utilizing multi-lingual, multi-cultural staff.
b) Promoting equal access to behavioral health services.
c) Advocating the equitable and efficient use of resources in the behavioral health system.
d) Promoting community inclusion and input.
e) Promoting community awareness about behavioral health issues.
f) Advancing cultural attunement through participation in joint efforts to improve the policies and effectiveness of behavioral health services for all cultural groups.
g) Promoting research on behavioral health needs and interventions and promising practices with culturally diverse communities.
h) To work towards cultural attunement and cultural competency as defined as "a set of congruent practice, skills, attitudes, policies and structures which come together in a system, agency or among professionals to work effectively with diverse populations."(*Cross, et al, 1989, cited in DHCS Information Notice 03-04*)

Revised: October 2018
Adopted: October 18, 2018

SAN BERNARDINO COUNTY | Behavioral Health

Cultural Competency Advisory Committee By-Laws

Article V

Subcommittee Structure:

The CCAC will have functional subcommittees that would include having an approved work plan by the CCAC with standard goals and objectives. Subcommittees will be created on an as needed basis. The subcommittees are expected to respond to and act on various issues and projects that the CCAC will be involved in and provide the CCAC with an update and progress of their work. The Subcommittee Chairs and Co-Chairs are to have active participation at the CCAC monthly meetings.

Subcommittee Chairs and Co-Chairs are responsible for leading their subcommittee in the following:

- Regularly attending monthly CCAC meetings as well as Subcommittee Chair Meetings
- Developing, implementing and monitoring a subcommittee work plan (including relevant goals, objectives, and timeframes) annually
- Developing events, trainings, and programs that help to advance the subcommittee work plan, and facilitating collaboration with other subcommittees where applicable
- Maintaining and growing a diverse subcommittee membership that is representative of the community and its respective cultural group
- Reviewing Department of Behavioral Health programs, services, policies and procedures and providing relevant feedback to the Office of Cultural Competence and Ethnic Services (OCCES) and the Cultural Competency Officer (CCO)
- Maintaining regular communication with the members of the subcommittee on topics related to behavioral health, behavioral health programs and services, relevant events, disparities, gaps in services, and strategies for promoting equitable access to behavioral health care
- Recording, or assigning a member to record, meeting minutes/notes for distribution and reporting out to appropriately to the CCAC
- Voting on candidates for CCAC Chair and Co-Chair (one vote per Subcommittee)

Article VI

Section I. Participation and Composition

1. Participation will be open-ended
2. Participants will include: diversity of community members, consumers, family members, private practice providers, contractors, primary care providers, faith based organizations/individuals, community based agencies, representatives from various Department of Behavioral Health programs, elected members, community leaders, and other interested individuals.
4. The Cultural Competency Advisory Committee will be comprised of sixteen (16) active voting members, including one (1) voting member from each subcommittee, the CCAC chair and co-chair, and the Cultural Competency Officer.
5. Staff from the Office of Cultural Competence and Ethnic Services (OCCES) will be responsible for the orientation of new members.
6. The Cultural Competency Advisory Committee will promote a mission statement letting community members, community based organizations and agencies know the importance of attending CCAC meetings and actively participating in the execution of our objectives.

7. CCAC meetings will also be an appropriate forum to discuss issues or concerns raised by community as they relate to the delivery of behavioral health services, access, equity, and cultural competency.

Section II. Voting

1. Subcommittee Chair or Co-Chair (1) is responsible for voting on business conducted through the CCAC. In the event that the Subcommittee Chair or Co-Chair cannot attend a CCAC meeting where a vote will take place, they will assign one subcommittee member, by email to the CCO, to vote on behalf of the Subcommittee.
2. At least three (3) nominations will be submitted for the Cultural Competency Excellence Award in order for the CCAC to vote on a quarterly basis. Voting for this award will be extended beyond Subcommittee Chairs and Co-Chairs to include all present at the meeting where voting is taking place or all CCAC members that can cast their vote online.
3. Voting may be conducted in-person at a CCAC meeting or via an online method of communication (survey, poll, tracking tool etc).

Article VIII

Interaction of the CCAC with San Bernardino County Department of Behavioral Health (DBH):
The CCAC will establish direct channels of communication with the staff of the DBH Office of Cultural Competence and Ethnic Services (OCCES), and the Cultural Competency Officer (CCO). The CCAC will interact closely with and advise the CCO to share pertinent information and research data regarding the special needs of the target populations in the community. Likewise, information will flow from the CCO to the CCAC to ensure their active participation in the planning of behavioral health service delivery, development of policies and procedures, and outreach and engagement of the diverse communities of San Bernardino County.

Article IX

Officers:
The officers of the CCAC shall consist of a Chairperson and a Vice-Chairperson, who shall be elected annually, each on alternating years. The Chair shall not be a DBH employee; however, in the event of unprecedented situations where no other non-DBH CCAC members have applied for or shown interest in becoming the Chair, then a DBH employee, by vote can serve as the Chairperson. The Chair shall appoint a nominating committee to present nominations for the election of new officers at the October monthly meeting. The new Chair and Vice-Chair shall assume duties in January.
The Chair and Vice-Chair will be responsible for initiating a CCAC Strategic Plan based on CCAC input and the needs of the community, resulting in a final report on the activities of the past year due to the Cultural Competency Officer at the end of the calendar year.

Article X

Meetings:
Cultural Competency Advisory Committee meetings shall be held monthly. The time and place will be announced prior to the adjournment of the current meeting.

Section I. Special Meetings

Special meetings may be held by giving 48 hours notice of the purpose to all participants.

SAN BERNARDINO COUNTY | Behavioral Health

Cultural Competency Advisory Committee By-Laws

Section II. Quorum

One third (1/3) of all active Subcommittee Chairs/Co-Chairs present will serve as the quorum to conduct business and vote on an issue or election.

Article XI

Adoption and Amendment:

These by-laws shall become operative upon their approval by a majority of the participants of the Cultural Competency Advisory Committee. Amendments to the proposed by-laws may be introduced and voted upon by members at the Cultural Competency Advisory Committee meeting at which the vote adoption shall be taken, so long as the amendments are mailed (postal or email) to all members at least one week in advance of the meeting.

SAN BERNARDINO COUNTY | Behavioral Health

CULTURAL COMPETENCY ADVISORY COMMITTEE

Annual Report

2018-2019

Submitted: 11/21/19

Cultural Competency Advisory Committee (CCAC)

The Cultural Competency Advisory Committee (CCAC) serves an advisory group to the Department of Behavioral Health (DBH) to ensure that Cultural Competency is embedded as a critical component in the planning and delivery of Behavioral Health Services. The CCAC strives to ensure that every aspect of behavioral health is represented. Membership is comprised of DBH staff, DBH contracted providers, community partners, and clients and family members. The CCAC has thirteen subcommittees that focus on the behavioral health needs of San Bernardino County residents.

CCAC Update

Chair: Wandalyn Lane, Valley Star Children and Family Services
Co-Chair: Xeneida Brown, Inland Empire United Way
Number meetings held: 12, September and October meetings were held in collaboration with the Community Policy Advisory Committee.

Subcommittee Updates

Subcommittee Name: African American Awareness Subcommittee
Committee Chair: Gwen Rodgers of Uplift Family Services
Number of Subcommittee meetings held: 9, Dark in January and (April MSHA Summit)

Goals: a.) Provide cultural awareness to community which will reduce stigma and discrimination to the African American population.
b.) Develop a partnership with education and health systems to increase behavioral health practices among our youth and young adults.

Method: Conduct cultural awareness trainings for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness. Provide a community event bringing San Bernardino County Stakeholders that help to increase behavioral health wellness in the African American community.

Outcome: The African American Awareness Subcommittee put on the Black History Month Celebration which was held on February 8, 2019 from 3pm to 7pm at San Bernardino Catholic Diocese. The theme was "BREATHE! ANXIETY…TOGETHER WE CAN HANDLE IT!". The event was sponsored by the Department of Behavioral Health's African American Awareness Subcommittee of the Cultural Competency Advisory Committee. Vendors included Young Visionaries, Valley Star Community Services, IEHP, Molina Healthcare of CA, Inland Empire Father Involvement, Clay Counseling Solutions, SB Valley College, SEVENs Camp, LLC; and the Inland Family Community Health Clinic. Ninety-two people attended. The Juneteenth event held on Saturday, June 15th at Anne E. Shirrills Park that the subcommittee supported, 124 individuals attended the event.

Subcommittee Name: Asian Pacific Islander Awareness Subcommittee
Committee Chair and Co-Chair: Sue Abito and Christina Tran
Number of Subcommittee meetings held: 10 Dark during November and December

Goals: a.) Provide awareness to the community about the behavioral health needs of the Asian Pacific Islander community.
b.) Increase Subcommittee attendance and engagement with Asian Pacific Islander stakeholders.

Method: Conduct cultural awareness trainings for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness in the Asian Pacific Islander community.

Outcome: The Asian Pacific Islander Committee presented "Critical Conversations" where it used different media clips to highlight mental health issues associated with the API community. The lively discussions and thought-provoking questions related the information to not only the Asian Americans and Pacific Islanders but how they could explore and connect to other cultures, including their own. The focused clips were about a new generation of Asian-American women fighting to normalize mental health treatment, Asian-American Women's Mental Health and Pacific Islander Mental Health.

Subcommittee Name: Consumer and Family Members Awareness
Committee Chair and Co-Chair: Greg Nyx PFA III, Clubhouse Expansion
Number of Subcommittee meetings held: 10, Dark in December and May

Goals: a.) Improve access and quality of services to consumers and family members.
b.) Increase membership**.**

Method: Provide awareness training for the consumer, DBH treatment and contract providers.

Outcome: A time change of monthly meetings occurred and proved to have an increase in attendance and membership. Committee planned a client culture awareness training 'Recovery, Resilience, and Wellness". The training took place September 11, 2019.

Subcommittee Name: Co-Occurring and Substance Use Awareness
Committee Chair and Co-Chair: None. The contact person is Toni Harris**,** MHEC**-** OCCES
Number of Subcommittee meetings held: 10, Dark in November and December

Goal: To educate the community and contract providers on issues unique to the co-occurring population.

Methods: 1) Collecting information from members regarding the issues of concern in their community.
2) Supporting the Recovery Happens event and sharing information and resources.

Outcome: Provided training on sex trafficking, educating participants of potential signs of sex trafficking and resourced on the subject. Committee members voiced a need for more awareness on this topic.

Subcommittee Name: Disabilities Awareness Subcommittee
Committee Chair and Co-Chair: Inland Empire Disabilities Collaborative
Number of Subcommittee meetings held:
Goal: a.) Promote universal access to people with disabilities.
Method: Gather relevant information from advocates, organizers and seniors in order to champion disability awareness in all areas of society.

Outcome: The Disabilities Subcommittee is in the process of merging with the Inland Empire Disabilities Collaborative (IEDC). IEDC brings together over 900 service providers, professionals and advocates from regional organizations that serve people with disabilities and seniors. Their mission is to promote equal opportunity, universal access, and full participation of people with disabilities in all aspects of life.

Subcommittee Name: Latino Awareness Subcommittee
Committee Chair and Co-Chair: Carmina Pineda-Blindness Support Services, Benjamin Carranza-TODEC
Number of Subcommittee meetings held: 10, Dark in November and December

Goals: a.) Increase awareness of Latino issues in mental health.
b.) Reduce stigma of mental illness among Latinos.
Method: 1.) Provide culturally sensitive education material to Latino population.
2.) Provide culturally specific resources to Latino population.

Outcome: The Hispanic Heritage Month Celebration was held on October 13, 2018 from 9-2p at the Consulate of Mexico in San Bernardino. The theme was "You Are Not Alone: Addressing Anxiety and Depression Issues within the Latino Community". The event was sponsored by the Department of Behavioral Health's Latino Awareness Subcommittee of the Cultural Competency Advisory Committee. Activities included a panel, folklorico dancers, and keynote speaker Dr. Ciraico "Cid" Pinedo, the President and CEO of Children's Fund. Some of the vendors were: Victor Community Support Services, TODEC, Reach Out, and Borrego Health. There were 44 people in attendance, according to our sign-in sheets.

Subcommittee Name: LGBTQ Awareness Subcommittee
Committee Chair and Co-Chair: Maren Casada- San Bernardino District Attorney's Office, Gustavo Hurtado- Rainbow Pride Youth Alliance
Number of Subcommittee meetings held: 10, Dark in November and December

Goals: a.) Increase sub-committee membership in person and online.
b.) Increase awareness; reduce stigma(s) regarding LGBTQ populations in multiple sectors.
c.) Improve access and quality of services to LGBTQ populations and consumers.
d.) Provide LGBTQ specific and/or affirming services guide to the Inland Empire.
Method: 1.) Skype/Zoom/other program to make meetings digitally accessible to distance members.
2.) Organize one day symposium training and/or 3 part training track event.
3.) Training, outreach, networking; present LGBTQ mental health information at various sites for various sectors.
4) Continue compiling lists or providers, screening for affirmation/services, organize into a guide with OCCES & PIO approval – send to print and share online access.

Outcome: The LGBTQ Subcommittee started using Facebook Live in order to make the monthly meetings digitally accessible. Each new subcommittee member is asked to fill out a consent to record form, or given the option to not be in front of the camera. The Resource Guide has also been updated and was sent over to the Public Relations Office for review in November. The LGBTQ subcommittee supported the first Gender Health Conference that took place on August 29, 2019 at UCR. The conference included multiple speakers and workshops all focusing on the LGBTQ community. There were over 200 people in attendance. Dr. Toni D'Orsay provided DBH with a Trans Awareness Training on March 14, 2019. There were 62 attendees and the overall training evaluation was 4.6. The first Love is Love Event took place on February 22, 2019 from 4-7p at CHICCCAA (Chicano Indigenous Community for Culturally Conscious Advocacy & Action) Community Center. Activities included Keynote Speaker Dr. Toni D'Orsay, a panel of speakers, and comedian Laura Hernandez. Some of the vendors included Borrego Health, Planned Parenthood, El Sol, Rainbow Pride Youth Alliance, and Foothill AIDS Project. There were 78 attendees.

Subcommittee Name: Native American Awareness Subcommittee
Committee Chair and Co-Chair: Marcelina Shackelford and Julie Andrews
Number of Subcommittee meetings held: 9 Dark during November, December and May

Goal(s): a.)Create training and learning opportunities for San Bernardino Stakeholders to understand how historical trauma affects our current behavioral health.
b.)Provide Community events bringing San Bernardino County Stakeholders that help to increase behavioral health wellness in the Native American community.

Method: 1.)Conduct Native American awareness training for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness.
2.)Provide community conferences, workshops and training bringing San Bernardino County Stakeholders that help to increase behavioral health wellness in the Native American community.

Outcome: The Native American Awareness Subcommittee put on the Historical Trauma in Native American Communities event on November 29, 2018 at the Double Tree by Hilton Hotel Ontario Airport at 222 N. Vineyard Avenue, Ontario, CA from 8:30-4:00 p.m. This event was attended by 220 individuals. The panel members for (HISTORICAL TRUAMA IN NATIVE AMERICANS) included Eduardo Duran PhD Psychological Consultation and Services, J. Carlos Rivera Executive Director at White Bison, Inc., Kim Marcus PhD Psychology Addiction Specialist, Head Counselor & Cultural Director at Noli, Gerald Clarke Jr. M.F.A. in Studio Arts is an Assistant Professor at the University of California, Riverside in the Department of Ethnic Studies and Julia Bogany a Community Health Worker and Tongva Tribal Council member and Cultural Consultant were all on

hand to answer and present on Historical Trauma. We also had a viewing of the film Wellbriety Movement: Journey of Forgiveness in July that had 56 individuals in attendance.

Subcommittee Name: Older Adult Awareness
Committee Chair and Co-Chair: Niesha Woodbury-DAAS and Josue Becerra Gonzalez-DAAS
Number of Subcommittee meetings held: 9, Dark in May (MHSA Summit), November and December

Goals: a.) Increase awareness of mental health services.
b.) Increase accessibility of mental health services.
c.) Reduce the sigma of seeking mental health services.

Methods: 1.) Support events for the older adult community and their support systems.
2) Facilitate communication between providers to increase awareness of additional services.

Outcome: In May, committee members supported the MHSA Summit where there was a workshop specifically geared towards the needs and activities of the older adult population. Community members attended a presentation providing information and resources regarding the Trans community. The presentation covered topics of substance use, housing, safety, terminology and communication skills.

Subcommittee Name: Spirituality Awareness Subcommittee
Committee Chair and Co-Chair: Jessica Headley
Number of Subcommittee meetings held: 9 Dark during November, December and May

Goals: a.)Provide awareness to the community about the importance spirituality plays in behavioral health recovery.
b.) Increase subcommittee attendance and engagement with spirituality and faith based stakeholders.

Method: Conduct cultural awareness event off the National Day of Prayer of Mental Illness and Recovery.

Outcome: The Mental Illness Awareness Week features the National Day of Prayer for Behavioral Health Recovery and Understanding. The National Day of Prayer for Behavioral Health Recovery and Understanding is an annual activity put together by the subcommittee to raise awareness of the role of spirituality in behavioral health. The Day of Prayer event was held on October 16th. We had 86 individuals attend this event. This was an opportunity to show support for one another through prayer and understanding. Activities honored resiliency and unity in showing support for those on the path to recovery.

Subcommittee Name: Transitional Age Youth Awareness Subcommittee
Committee Chair and Co-Chair: TAY Advisory Panel President
Number of Subcommittee meetings held: 9 Dark in November, December, May
Goals: a.) Provide awareness to the community about the behavioral health needs of the Transitional Age Youth.
b.) Increase awareness; reduce stigma(s) regarding LGBTQ populations in multiple sectors.
Method: Conduct cultural awareness opportunities and trainings for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness.

Outcome: The Transitional Age Youth subcommittee focused on events, training and opportunities for job employment, educational advancement, and mental wellness. The subcommittee also focused on resume-building workshops, job fairs, presentation building workshops and LGTBQ awareness trainings. At each of these subcommittee meetings, 10-20 individuals were in attendance. The Transitional Age Youth subcommittee supported the Native American, African American, Latino, Spirituality and Asian Pacific Islander events and trainings.

Subcommittee Name: Veteran Awareness Subcommittee
Committee Chair and Co-Chair: Minette Obrien
Number of Subcommittee meetings held: 12 meetings were held
Goals: a.) Provide cultural awareness to community which will reduce stigma and discrimination to the veteran population.
b.) Increase awareness; reduce stigma(s) regarding veteran populations in multiple sectors.
Methods: 1.) Conduct cultural awareness training for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness.
2.) Provide community event bringing San Bernardino County Stakeholders that help to increase behavioral health wellness in the veteran community.

Outcome: The Veterans Subcommittee supported the VA Loma Linda Mental Health and Clay Hunt SAV ACT SUMMIT on August 30th. Community stakeholders learned more about the mental health and women veterans, homelessness, sexual trauma, Clay Hunt and substance use. The subcommittee has also developed a Military Veterans 101 cultural competency training that they will be providing for the community.

Subcommittee Name: Women's Awareness Subcommittee
Committee Chair and Co-Chair: Xeneida Brown – 211, Janet Egan – San Bernardino County, Children and Family Services
Number of Subcommittee meetings held: 10, Dark in April and December

Goals: a.) Increase awareness of women's issues in mental health.
b.) Provide a Mental Health training/Film focused on groups and individuals that provide services for women.

Method: 1.) Recruit women to offer personal testimonial regarding their experiences with mental health related issues.
2.) Provide educational trainings regarding women's mental health issues (domestic violence, maternal mental health, human trafficking).
3.) Partner with other subcommittees on collaborative events.

Outcome: In July, the Women's Subcommittee had Dr. Anthoula Poulakos from DBH's Research and Evaluation attend and discuss women's disparities and engagement in San Bernardino County. Dr. Poulakos led a discussion and brainstorming session for all attendees to apply new strategies within their own organization. In November, the Women's Subcommittee partnered with the Veteran's Subcommittee to focus on Veteran women sexual assault. The short film "The Assault" was shown and led to a group discussion on the effects of sexual assault towards veteran women and women.

Cultural Competency Advisory Committee–Subcommittees

Cultural Competency Advisory Committee (CCAC)
3rd Thursday of the month from 1 - 2:30 p.m.
County of San Bernardino Health Services (CSBHS) - Auditorium
Contact: cultural_competency@dbh.sbcounty.gov or (909) 386-8223 *for TTY users dial 7-1-1*

African American Awareness Subcommittee
3rd Monday of the month
2 -3:30 p.m.
Rotating location. Please contact for details.
Contact email:
Jonathan.Buffong@dbh.sbcounty.gov

Asian Pacific Islander Awareness Subcommittee
2nd Friday of the month
10 -11:30 a.m.
Asian-American Resource Center
Contact email:
Jonathan.Buffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee
4th Monday of the month
10 -11:30 a.m.
Pathways To Recovery Clubhouse-Fontana
Contact email: LRoss@dbh.sbcounty.gov

Co-Occurring and Substance Abuse Awareness Subcommittee (COSAC)
3rd Thursday of the month
3 - 4:30 p.m.
Uplift Family Services
Contact email: Tharris@dbh.sbcounty.gov

Dates and Times: Subject to Change

Disabilities Awareness Subcommittee
Has merged with Inland Empire Disabilities Collaborative
3rd Tuesday of the month
9:30 - 11:30 a.m.
Contact email:
Jessica.Cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee
4th Thursday of the month
10 - 11:30 a.m.
Consulate of Mexico in San Bernardino
Contact email:
Jessica.Cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee
4th Tuesday of the month
12:30 - 2 p.m.
DBH Administration
Contact email:
Jessica.Cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee
3rd Tuesday of the month
2 - 3:30 p.m.
Native American Resource Center
Contact email: LRoss@dbh.sbcounty.gov

Older Adults Awareness Subcommittee
4th Thursday of the month
10 - 11:30 a.m.
Sterling Inn-Victorville
Contact email: Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee
2nd Tuesday of the month
1 - 2:30 p.m.
DBH-Administration
Contact email:
Jonathan.Buffong@dbh.sbcounty.gov

Transitional Age Youth (TAY) Awareness Subcommittee
3rd Wednesday of the month
11 a.m. - noon
TAY One Stop Center– San Bernardino
Contact email:
Jonathan.Buffong@dbh.sbcounty.gov

Veterans Awareness Subcommittee
1st Monday of the month
3 – 4:30 p.m.
DBH Administration
Contact email:Jonathan.Buffong@dbh.sbcounty.gov

Women's Awareness Subcommittee
4th Wednesday of the month
1 – 3 p.m.
DBH Administration
Contact email:
Jessica.Cuevas@dbh.sbcounty.gov

Culture Specific Subcommittees, 2015 NACo Award Winner

Subcomités del Comité Consultivo de Competencia Cultural

Comité Consultivo de Competencia Cultural
Tercer jueves de cada mes de la 1 - 2:30 p.m.
County of San Bernardino Health Services (CSBHS) - Auditorio
Información: cultural_competency@dbh.sbcounty.gov o (909)386-8223
Para usuarios de TYY marque 7-1-1

Subcomité de Concientización de Afroamericanos
Tercer lunes de cada mes
2 - 3:30 p.m.
Para los detalles, por favor envían correo electrónico.
Información: Jonathan.Buffong@dbh.sbcounty.gov

Subcomité de Concientización de Asiáticos/ Isleños del Pacifico
Segundo viernes de cada mes
10 -11:30 a.m.
Asian-American Resource Center
Información: Jonathan.Buffong@dbh.sbcounty.gov

Subcomité de Concientización de Consumidores y Miembros de Familias
Cuarto lunes de cada mes
10 – 11:30 a.m.
Pathways to Recovery Clubhouse
Información: LRoss@dbh.sbcounty.gov

Subcomité de Concientización de Diagnostico Dual y Drogadicción (COSAC)
Tercer jueves de cada mes
3 - 4:30 p.m.
Uplift Family Services
Información: Tharris@dbh.sbcounty.gov

Fechas y horarios-sujetos a cambiar

Subcomité de Concientización de Discapacidades
En Associacion con
Inland Empire Disabilities Collaborative
Información: Jessica.Cuevas@dbh.sbcounty.gov

Subcomité de Concientización Latino
Cuarto jueves de cada mes
10 -11:30 a.m.
Consulado de México en San Bernardino
Información: Jessica.Cuevas@dbh.sbcounty.gov

Subcomité de Concientización de LGBTQ
Cuarto martes de cada mes
12:30 - 2:00 p.m.
DBH Administración
Información: Jessica.Cuevas@dbh.sbcounty.gov

Subcomité de Concientización de Nativos Americanos
Tercer martes de cada mes
2 -3:30 p.m.
Native American Resource Center
Información: Jonathan.Buffong@dbh.sbcounty.gov

Subcomité de Concientización de Adultos Mayores
Cuarto jueves de cada mes
10 - 11:30 a.m.
Sterling Inn-Victorville
Información : Tharris@dbh.sbcounty.gov

Subcomité de Concientización de Espiritualidad
Segundo martes de cada mes
1 - 2:30 p.m.
DBH Administración
Información: Jonathan.Buffong@dbh.sbcounty.gov

Subcomité de Concientización de Jóvenes en Edad de Transición (TAY)
Tercer miércoles de cada mes
11 a.m. - mediodía
TAY One Stop Center – San Bernardino
Información: Jonathan.Buffong@dbh.sbcounty.gov

Subcomité de Concientización de Veteranos
Primer lunes de cada mes
3 – 4:30 p.m.
DBH Administración
Información: Jonathan.buffong@dbh.sbcounty.gov

Subcomité de Concientización de Mujeres
Cuarto miércoles de cada mes
1 – 2:30 p.m.
DBH Administración
Información: Jessica.Cuevas@dbh.sbcounty.gov

ACHIEVEMENT AWARD winner
NACo National Association of Counties
The Voice of America's Counties
Culture Specific Subcommittees, 2015 NACo Award Winner

Cultural Competency Advisory Committee (CCAC)

Work Plan

	Goals	Objectives	Measure	Person Responsible	Method	Completion Date	Completion Criteria
Women's Awareness Subcommittee							
1	a) Increase awareness of women's issues in mental health b) Provide a Mental Health training/Film focused on groups and individuals that provide services for Women.	1) Address women's access to services. 2) Reduce stigma regarding women and mental health related issues. 3) Provide Training on Mental Health and their unique needs.	Yes	Subcommittee	1) Recruit women to offer personal testimonial regarding their experiences with mental health related issues. 2) Provide educational trainings regarding women mental health issues (domestic violence, maternal mental health, human trafficking) 3) Partner with other subcommittees on collaborative events	Ongoing	1) Complete sign in sheet, training evaluations and comment cards. 2) Provide resources at trainings that are geared towards the specific topics that are being presented.
Transitional Aged Youth Awareness Subcommittee							
2	a) Increase outreach in the community through events and activities geared toward educating the community on behavioral health services for the TAY community and how to access those services.. b) Educate the TAY community on issues relating to their population.	1) Provide culturally specific resources/presentations to TAY Center consumers. 2) Coordinate and promote annual TAY events. 3) Provide the TAY education on healthy lifestyles, completing educational goals, and future employment.	Yes	Subcommittee	1) Collaborate with community partners to educate TAY on issues that directly affect their mental health (STD's and mental health, physical and healthy lifestyles). 2) Provide educational events geared towards overcoming obstacles. 3) Partner with other subcommittees on collaborative events.	Ongoing	1) Bring educational trainings in-house to TAY Centers. 2) Complete event sign in sheets and event evaluations. 3) Promote conversation with youth about physical health, mental health and healthy lifestyles.
Veteran's Awareness Subcommittee							
3	a) Increase awareness of Veterans issues in mental health. b) Provide Mental Health First Aid (MHFA) trainings focused on groups and individuals that provide services for Veterans.	1) Provide educational trainings for providers and DBH staff. 2) Coordinate MHFA training to veteran's subcommittee.	Yes	Subcommittee	1) Recruit Veteran's to offer personal testimonial regarding their experiences with mental health related issues. 2) Develop trainings specific to Post Traumatic growth, brain injury, military sexual trauma, and women veterans.	Ongoing	1) Completed sign in sheets and event evaluations and comment cards. 2) Provide resources at trainings that are geared towards the specific topics that are being presented.
Asian/Pacific Islander Awareness Subcommittee							
4	a) Educate community on issues related to the API population, the API culture, and how to access behavioral health services. b) Increase education and access to behavioral health services through community outreach within the API community.	1) Collaborate on mental health care events. 2) Reduce cultural stigmas associated with mental health care issues (pamphlet).	Yes	Subcommittee	1) Gather resources for the development of a community resource guide that will increase access to culturally appropriate services. 2) Increase cultural awareness through education and outreach activities in the API community to reduce mental health stigma.	Ongoing	1) Complete sign in sheets and training evaluations. 2) Compile resources and make available through CCAC, OCCES, and the API Subcommittee.
LGBTQ Awareness Subcommittee							

Cultural Competency Advisory Committee (CCAC)

Work Plan

	Goals	Objectives	Measure	Person Responsible	Method	Completion Date	Completion Criteria
5	a) Increase sub-committee membership in person and online b) Increase awareness, reduce stigma(s) regarding LGBTQ populations in multiple sectors c) Improve access and quality of services to LGBTQ populations/consumers d) Provide LGBTQ specific and/or affirming services guide to the Inland Empire	1) Create a digital learning space for members who cannot attend in person, utilize technology to increase impact 2) Host 1-2 community based LGBTQ education events 3) Educate service providers about the mental health needs and potential outcomes of LGBTQ populations through training provision 4) Collect, assess, organize, and share an Inland Empire LGBTQ Resource Guide	Yes	Subcommittee	1) Skype/Zoom/other program to make meetings digitally accessible to distance members 2) One day symposium training 3) Training, outreach, networking; present LGBTQ mental health information at various sites for various sectors 4) Continue compiling lists or providers, screening for affirmation/services, organize into a guide with OCCES & PIO approval – send to print and share online access.	Ongoing	1) Sign in sheets/attendance records of each sub-committee meeting 2) Complete sign in sheets and evaluations 3) Disperse resource guides to DBH clinics, various offices and community partners.
Co-Occurring Substance Abuse Awareness Subcommittee							
6	a) Increase awareness of Co-Occurring issues in mental health. b) Educate the community and service providers on issues unique to the Co-occurring populations.	1) Provide resources to individuals with Co-Occurring Substance Abuse. 2) Identify and disperse information regarding Co-Occurring Substance Abuse information into the community.	Yes	Subcommittee	1) Provide resources to individuals with Co-Occurring Substance Abuse. 2) Disperse information at the yearly recovery happens event.	Ongoing	1) Compile resources and make available through CCAC, OCCES, and the COSAC Subcommittee. 2) Disperse resource material to DBH, clinics and community partners.
Disabilities Awareness Subcommittee							
7	a) Improve access and quality of services to consumers with disabilities. b) Provide trainings on Self-Advocacy and Disability Sensitivity for DBH staff, contractors and community.	1) Provide resources to individuals with disabilities. 2) Coordinate disability sensitive training and Self Advocacy training to service providers.	Yes	Subcommittee	1) Provide resources to individuals with disabilities. 2) Provide cultural sensitive educational opportunities for providers.	Ongoing	1) Complete sign in sheet and training evaluation. 2) Provide resources at training to participants.
Latino Awareness Subcommittee							
8	a) Increase awareness of Latino issues in mental health. b) Reduce stigma of mental illness among Latinos.	1) Provide resources to the Latino community, providers and DBH staff. 2) Coordinate annual Hispanic Heritage Month Celebration. 3) Coordinate annual event (Binational) for consumers and community members.	Yes	Subcommittee	1) Provide culturally sensitive education material to Latino population. 2) Provide culturally specific resources to Latino population.	Ongoing	1) Completed sign in sheets, event evaluations and comment cards. 2)) Provide resources at trainings that are geared towards the specific topics that are being presented.
Native American Awareness Subcommittee							

Cultural Competency Advisory Committee (CCAC)

Work Plan

	Goals	Objectives	Measure	Person Responsible	Method	Completion Date	Completion Criteria
9	a) Improve access and quality of services to Native American consumers. b) Provide cultural awareness to community which will reduce stigma and discrimination of the Native American community. c) Educate the community on issues relating to the Native American population (historical trauma).	1) Coordinate annual Native American Heritage Month Celebration. 2) Coordinate events for consumers and community members. 3) Provide resources to the Native American community. 4) Develop specific cultural humility training on historical trauma 5) Generate outcome tools designed to measure impact of various trainings.	Yes	Subcommittee	1) Conduct cultural awareness training to the consumers, DBH staff and the community, geared towards reducing stigma. 2) Provide awareness to consumers and community members. 3) Provide information to the community about DBH services and education on mental illness.	Ongoing	1) Complete sign in sheets and training evaluations. 2) Provide resources at trainings to participants. 3) Disperse resource guides to DBH clinics, various offices and community partners.
Spirituality Awareness Subcommittee							
10	a) Increase awareness and cultural learning among DBH staff and contract providers on issues relating to spirituality, focusing specifically on the role of spirituality in behavioral healthcare. b) Increase awareness in the community relating to the intersections between spirituality and behavioral health.	1) Provide resources and learning opportunities (specifically skills building and other opportunities to expand understanding – Diversity Film Series, Panel Events, etc.) to DBH staff and contract providers, 2) Provide resources and educational opportunities to community members and leaders within faith-based organizations 3) Increase and diversify subcommittee participants in the subcommittee	Yes	Subcommittee	1) Provide skills Learning through training (including role play), create and strategically distribute document addressing legal inquiry and permission regarding spirituality in behavioral health care, as well as differences between religion and spirituality, collect and strategically distribute data on the dimensionality of consumers including spiritual make-up of who we serve, host panel events, 2) provide recommendations to Diversity Film Series, coordinate National Day of Prayer, continue inviting community partners to subcommittee meetings (including clergy, laity and other strategic stakeholders – specifically consumers)	Ongoing	1) Complete sign-in sheets and evaluations in order to address in-depth topics.
African American Awareness Subcommittee							
11	A) Improve access and quality of services to African American consumers. B) Provide technical assistance to San Bernardino County Churches that target the African American population in San Bernardino County to support and improve their behavioral health ministries	1) Develop event to honor African American Mental Health Awareness Week. 2) Develop strategies on how to reduce stigma of mental health in African American community. 3) Provide Training on Mental Health and Substance Abuse Disorder trainings to leaders within the African American Churches.	Yes	Subcommittee	1) Conduct cultural awareness training for the consumers, DBH staff and the community, geared towards reducing stigma and cultural awareness. 2) Disperse information at the yearly African American Mental Health Awareness Week. 3) Identify Faith Based Groups that focus on the African American population that include behavioral health ministries.	Ongoing	1) Complete sign in sheet, training evaluations and comment cards. 2) Provide resources at trainings to participants. 3) Disperse resource guides to DBH clinics, various offices and community partners.
Consumer and Family Members Awareness Subcommittee							
12	a) Improve access and quality of services to Consumers and family members. b) Increase membership	1) Provide in-depth education trainings and increase awareness of needs to consumers and family members. 2) Bring awareness to community and family members to reduce stigma	Yes	Subcommittee	1) Provide awareness training for the consumer, DBH treatment and contract providers. 2) Provide resources to individuals with mental health issues. 3) Host family night	Ongoing	1) Complete sign in sheet, training evaluations and comment cards. 2) Provide resources at trainings to participants.
Older Adults Awareness Subcommittee							

Cultural Competency Advisory Committee (CCAC)

Work Plan

	Goals	Objectives	Measure	Person Responsible	Method	Completion Date	Completion Criteria
13	a) Increase awareness of mental health services. b) Increase accessibility of mental health services. c) Reduce the stigma of seeking mental health services	1) Identify and disperse information on whole health services 2) Engage local providers and encourage increased provider participation in local health fairs 3) Coordinate the implementation of a health fair	Yes	Subcommittee	1) Develop a resource guide 2) Collaborate with local faith-based and community organizations to disseminate information and provide health fairs 3) Facilitate communication between providers to increase awareness of additional services	Ongoing	1) Complete sign in sheet, training evaluations and comment cards. 2) Provide resources at trainings to participants. 3) Disperse resource guides to DBH clinics, various offices and community
Subcommittee Collaborative							
14	To build awareness on a multi-cultural dimension on target issues.	1) Develop awareness training on stigma and discrimination. 2) Provide resources specific to mental health awareness.	Yes	All-Subcommittees	1) Obtain individual subcommittee buy-in. 2) Recruit key note speakers and panel members.	Ongoing	1) Complete sign in sheet and training evaluation. 2) Provide resources at training to participants.

Agenda
Cultural Competency Advisory Committee
February 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, February 21, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • CCAC Excellence Award Winner-Ted Peterson	Wandalyn Lane
OCCES Report • Black History Month Event-BREATHE	Jonathan Buffong
Topic: MHSA Annual Updates fiscal year 2019/20	Adan Gomez/Sonia Rubio
Presentation: Infant-Toddler Success Making Hope Happen Foundation	Dr. Laura Kamptner, Ruby Foster and Erin Brinker
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, March 21, 2019
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
July 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, July 19, 2018
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
CCO Report • By-Laws for Cultural Competency Advisory Committee • Work Plans-Subcommittee's • Grand Opening	Lesford Duncan
Presentation: IRC 101 **Inland Regional Center (IRC)**	CJ Cook, MBA Lilliana Garnica
Presentation: Advocacy **California Pan-Ethnic Health Network (CPEHN)**	Carolina Valle, MSW Mihae Jung, MSW
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, August 16, 2018
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
Julio 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 19 de julio del 2018
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito
Introducciones	Todos
Informe del CCO • Estatuto del Comité Consultivo de Competencia Cultural • Proyectos de Trabajo de Sub-Comites • Grand Opening	Lesford Duncan
Presentation: IRC 101 **Inland Regional Center (IRC)**	CJ Cook, MBA Lilliana Garnica
Presentaciones: Advogacía **California Pan-Ethnic Health Network (CPEHN)**	Carolina Valle, MSW Mihae Jung, MSW
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 16 de agosto del 2018
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
August 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, August 16, 2018
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
Chair Report • CCAC Quarterly Excellence Award Nominations	Sue Abito
CCO Report • Review of By-Laws for Cultural Competency Advisory Committee	Lesford Duncan
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, September 20, 2018
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
Agosto 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 16 de agosto del 2018
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito
Introducciones	Todos
Informe del Presidente • Nominaciones para el Premio de la Excelencia de Competencia Cultural	Sue Abito
Informe del CCO • Revision de Estatuto del Comité Consultivo de Competencia Cultural	Lesford Duncan
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 20 de septiembre del 2018
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a: cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
September 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place

Date: Thursday, September 27, 2018
Time: 12:30-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics

The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
Chair Report • CCAC Quarterly Excellence Award was presented to Lydia Snyder Morongo TANF	Sue Abito
CCO Report • Continue Review of By-Laws for Cultural Competency Advisory Committee	Lesford Duncan
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place

Date: Thursday, October 18, 2018
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
septiembre 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 27 de septiembre del 2018
Hora: 12:30-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito
Introducciones	Todos
Informe del Presidente • Premio de la Excelencia de Competencia Cultural fue presentando a Lydia Snyder de Morongo TANF	Sue Abito
Informe del CCO • Revision de Estatuto del Comité Consultivo de Competencia Cultural	Lesford Duncan
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 18 de octubre del 2018
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
October 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, October 18, 2018
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
Chair Report • CCAC Quarterly Excellence Award nominations-Award to be presented in November 1st at BHC meeting • Nomination for New Chair and Co-Chair for CCAC	Sue Abito
CCO Report • Voting to Adopt revised By-Laws for Cultural Competency Advisory Committee • Guidelines for CCAC and DBH Collaboration	Lesford Duncan
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, November 15, 2018
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
octubre 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 15 de octubre del 2018
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito
Introducciones	Todos
Informe del Presidente • Nominaciones para el premio de la Excelencia de Competencia Cultural. Premio al ganador será presentado el 1 de noviembre • Nominaciones para presidente y vicepresidente para el Comité Consultivo de Competencia Cultural	Sue Abito
Informe del CCO • Revision de Estatuto del Comité Consultivo de Competencia Cultural	Lesford Duncan
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 15 de noviembre del 2018
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
November 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, November 15, 2018
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Sue Abito Wandalyn Lane
Introductions	All
Chair Report • Review Minutes from October 18, 2018 • Voting for Cultural CCAC Quarterly Excellence Award nominations-available through survey monkey • Elections for CCAC Chair and Co-Chair	Sue Abito Subcommittee Member
Presentations • Barriers to Accessing Mental Health Services for Women • Queen of Hearts Therapeutic Riding Center, Services provided to veterans	Janet Egan and Xeneida Brown Robin Kilcoyne
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, Diciembre 20, 2018 Annual Potluck and Cultural Showcase
Time:12:30- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
noviembre 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 15 de noviembre del 2018
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Sue Abito Wandalyn Lane
Introducciones	Todos
Informe del Presidente • Revisión de las actas de la reunión del 18 de octubre del 2018 • Vota para el premio de la Excelencia de Competencia Cultural. Vote por medio de Survey Monkey • Eleccion para presidente y vicepresidente para el Comité Consultivo de Competencia Cultural	Sue Abito
Presentaciones: • Barriers to Accessing Mental Health Services for Women • Queen of Hearts Therapeutic Riding Center, Services provided to veterans	Janet Egan and Xeneida Brown Robin Kilcoyne
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 20 de diciembre del 2018 "Potluck" anual y muestra cultural
Hora: 12:30 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competence Advisory Committee
CCAC Annual Potluck and Cultural Showcase
December 2018

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, December 20, 2018
Time: 12:30 - 2:30 p.m.
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Topic	Times
Blessing: Singing Bird	12:30 pm
Welcome: Susan Abito, CCAC Chair and Cultural Competency Officer Team	12:30pm
Dismissal for Food William I. Long, Option House Inc. (Saxophonist)	12:45pm
C.H.O.R.D.S.	1:00pm
Group Activity	1:05pm
Club House Performance	1:15pm
Don Charbonau	1:25pm
C.H.O.R.D.S	1:30pm
TAY – Wendell	1:35pm
Group Activity	1:40pm
Club House Performance	1:50pm
TAY-Amanda M.	1:55pm
C.H.O.R.D.S.	2:00pm
TAY-NEO	2:05pm
Cultural Competency Award	2:10pm
Don Charbonau	2:20pm
Closing Comments	2:30pm

Next Meeting date, time, and place
Date: Thursday, January 17, 2018
Time: 12:30- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
"Potluck" Anual y muestra cultural
diciembre 2018

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión
Fecha: jueves, 20 de diciembre del 2018
Hora: 12:30 -2:30 p.m.
Lugar: Servicio de Salud del Condado de San Bernardino-Auditorio (CSBHS)

Tema
Bendicion: Singing Bird
Welcome: Susan Abito, CCAC Chair y Grupo de Competencia Cultural
Comida William I. Long, Option House Inc. (Saxophonista)
C.H.O.R.D.S.
Actividad en grupo
Presentación Club House
Don Charbonau
C.H.O.R.D.S
TAY-Wendell
Actividad en grupo
Presentación Club House
TAY-Amanda M.
C.H.O.R.D.S.
TAY-NEO
Premio de Competencia Cultural
Don Charbonau
Comentarios finales

Fecha, hora, y lugar de la próxima reunión
Fecha: tuesday, 17 de enero del 2019
Hora: 1:00 – 2:30 P.M.
Lugar: Servicios de Salud del Condado de San Bernardino – Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
January 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, January 17, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • Nominations for Cultural CCAC Quarterly Excellence Award	Wandalyn Lane
OCCES Report • Upcoming Events • CCAC Needs Assessment	Toni Harris
Presentation The Open Door	Desiree Gomez
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, February 21, 2019
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
enero 2019

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 17 de enero del 2019
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Wandalyn Lane Xeneida Brown
Introducciones	Todos
Informe del Presidente • Nominaciones para el premio de la Excelencia de Competencia Cultural.	Wandalyn Lane
Informe de la Oficina de Competencia Cultural y Servicios Étnicos • Eventos siguientes • Evaluación de Necesidades-CCAC	Toni Harris
Presentación The Open Door	Desiree Gomez
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 21 de febrero del 2019
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
February 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, February 21, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • CCAC Excellence Award Winner-Ted Peterson	Wandalyn Lane
OCCES Report • Black History Month Event-BREATHE	Jonathan Buffong
Topic: MHSA Annual Updates fiscal year 2019/20	Adan Gomez/Sonia Rubio
Presentation: Infant-Toddler Success Making Hope Happen Foundation	Dr. Laura Kamptner, Ruby Foster and Erin Brinker
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, March 21, 2019
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
febrero 2019

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 21 de febrero del 2019
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Wandalyn Lane Xeneida Brown
Introducciones	Todos
Informe del Presidente • Ganador del premio de la Excelencia de Competencia Cultural Ted Peterson	Wandalyn Lane
Informe de la Oficina de Competencia Cultural y Servicios Étnicos • Evento anual de historia afroamericana. RESPIRA	Jonathan Buffong
Informe: Ley de Servicios de Salud Mental, MHSA Actualización Anual para el año fiscal 2019/20	Adan Gomez/Sonia Rubio
Presentacion: Infant-Toddler Success Making Hope Happen Foundation	Dr. Laura Kamptner, Ruby Foster and Erin Brinker
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 21 de marzo del 2019
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
March 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, March 21, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics
The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • Review of Minutes from February 21, 2019	Wandalyn Lane
OCCES Report • LGBTQ subcommittee- LOVE IS LOVE	Jonathan Buffong
Topic: • Symposium on Race Relations and Social Justice: Dismantling Systems of Racism and Exclusion for a Better I.E. • Planned Parenthood Presentation	April Clay Ed.D., LMFT., PPS Amanda Van Brunt, MPH, CHES Program Specialist Planned Parenthood
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, April 18, 2019
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
marzo 2019

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión
Fecha: Jueves, 21 de marzo del 2019
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión
La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Wandalyn Lane Xeneida Brown
Introducciones	Todos
Informe del Presidente • Revisión de las actas de la reunión del 21 de febrero del 2019	Wandalyn Lane
Informe de la Oficina de Competencia Cultural y Servicios Étnicos • Evento LGBTQ LOVE IS LOVE	Jonathan Buffong
Presentacíon: • Symposium on Race Relations and Social Justice: Dismantling Systems of Racism and Exclusion for a Better I.E. • Planned Parenthood Presentation	April Clay Ed.D., LMFT., PPS Amanda Van Brunt, MPH, CHES Program Specialist Planned Parenthood
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión
Fecha: jueves, 18 de abril del 2019
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a:
cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
April 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, April 18, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • CCAC Mixer	Wandalyn Lane
OCCES Report • Evening with the Stars, May mental health month	Jonathan Buffong
Topic/Presentation: • The Importance of Identifying our Frameworks	Jessica Headley
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, May 16, 2019 (Mixer)
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

Orden del Día:
Comité Consultivo de Competencia Cultural
abril 2019

Para: Comité Consultivo de Competencia Cultural

Fecha, hora y lugar de la reunión

Fecha: Jueves, 18 de abril del 2019
Hora: 1:00-2:30 PM
Lugar: Servicio de Salud del Condado de San Bernardino- Auditorio (CSBHS)

Temas de discusión

La tabla siguiente identifica los temas para discutir y los líderes de discusión.

Tema	Líder de discusión
Bienvenida	Wandalyn Lane Xeneida Brown
Introducciones	Todos
Informe del Presidente • El Mezclador de CCAC	Wandalyn Lane
Informe de la Oficina de Competencia Cultural y Servicios Étnicos • Tarde Con Las Estrellas, Mes de salud mental de Mayo	Jonathan Buffong
Presentacíon: • La importancia de identificar nuestros marcos	Jessica Headley
Actualizaciones de los Subcomités del Comité Consultivo de Competencia Cultural	Personal de la Oficina de Competencia Cultural y Servicios Étnicos (OCCES por sus siglas en inglés)
Anuncios	Todos

Fecha, hora, y lugar de la próxima reunión

Fecha: jueves, 16 de mayo del 2019
Hora: 1:00 - 2:30PM
Lugar: Servicio de Salud del Condado de San Bernardino - Auditorio

Para métodos alternativos de comunicación, por favor mande un correo electrónico a: cultural_competency@dbh.sbcounty.gov

Agenda
Cultural Competency Advisory Committee
May 2019

To: Cultural Competence Advisory Committee

Meeting date, time, and place
Date: Thursday, May 16, 2019
Time: 1:00-2:30 PM
Place: County of San Bernardino Health Services-Auditorium (CSBHS)

Discussion topics The table below identifies the topics to be discussed and discussion leaders.

Topic	Discussion Leader
Welcome	Wandalyn Lane Xeneida Brown
Introductions	All
Chair Report • CCAC Mixer	Wandalyn Lane
OCCES Report • Evening with the Stars, May mental health month	Jonathan Buffong
Topic/Presentation: • Get to Know Each Other Activities	Wandalyn Lane
Cultural Competency Advisory Committee-Subcommittee Updates	Office of Cultural Competence and Ethnic Services (OCCES) Staff
Community Calendar and Announcements	All

Next Meeting date, time, and place
Date: Thursday, June 20, 2019
Time:1:00- 2:30 PM
Place: County of San Bernardino Health Services – Auditorium

For alternative communicative methods please email: cultural_competency@dbh.sbcounty.gov

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, July 19, 2018
1:00- 2:30 PM
CSBHS-Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Gregory B Johnson	EVC Inc.		gregevc@gmail.com
Michelle Chubb	EVC Inc		mchubb evc@gmail.com

CCAC 10.20.17

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, July 19, 2018
1:00- 2:30 PM
CSBHS-Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Colleen Williams	SBCUSD		colleen-williams@sbcusd.k12.ca.us
MARISELA SOTO	VICTOR COMMUNITY SUPPORT SERVICES		m.soto@victor.org
April Hamilton	[illegible]		[illegible]
Hannah Allen	Hearts & Lives		hallen@heartsandlives.org
Sue Abito			

CCAC 10.20.17

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, July 19, 2018
1:00- 2:30 PM
CSBHS-Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Noemi Mai	UUSD		noemi.mai@uplandunified.com
CJ Cook	IRC		Ccook@inlandrc.org
Laurette Ross	DBH-OCFH		LRoss@dbh.sbcounty.gov
William Long	Option House		wilong@optionhouseinc.org
MARK SORANSO	OMSD		—
Jackie Yi	CHAISR		jyi@chaisr.org
Annette Byrn	DBH		global
Claudia Harris	DAAS		global County
Wanda Lane	Valley Star		wlance@starsinc.com
Liliana Garnica	Inland Regional Center		lgarnica@inlandrc.org
Wendy Holmquist	DAAS		wendy.holmquist@hss.sbcounty.gov
Sarah Hanger	DBH-WET		global
Chris Morris	DBH-OCCS		global
Jamesia Brown	OCCS		global
Donia Bates	Rt 3		
MANUEL GONZALEZ	RSE	MG	
Robby Plavajka	Valley Star Comm Services		rplavajka@starsinc.com
Rose Bomentre	SBCUSD		rose.bomentre@sbcusd.com
Chike Nwokike	VCSS Victorville		cnwokike@victor.org

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, September 27, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
1	Hannah Allen	Hearts & Lives		hallen@heartsandlives.org
2	Sandra Robles	Trinity Youth Svcs A.V.		srobles@trinityys.org
3	Wanda Lane	Valley star		wlane@star-sinc.com
4	Lydia Snyder	Morongo Tribal TANF		lsnyder@morongo-nsn.gov
5	Marla Torres-Aguilar	Morongo Tribal TANF		maguilar@morongo-nsn.gov
6	Chike Nwokike	VCSS Victorville		cnwokike@victor.org
7				
8				
9				
10				
11				
12				
13				
14				
15				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
	Tacita Hargrove	Young Visionaries	Tacita Hargrove	Thargrove213@wyla-ie.org
	Donald Harris	DBH - SUDRS	Donald Harris	dharris2@dbh.sbcounty.gov

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
16	Jessica Cuevas	DBH OCCES		jessica.cuevas@dbh.sbcounty.gov
17	Kerry McLaughlin	DBH OCCES		global
18	Chris Martin	DBH OCCES		global
19	Shannier Ford	Valley Star		sford@starsinc.com
20	Donna Villasana	DBH		
21	Clare Miranda	SBCSS		clare.miranda@sbcss.net
22	Mattie Bryan	DBH		global
23	Luis Martinez	DBH		global-
24	Amanda Vann	Ywla		amanda@ywla-ie.org
25	Lorna Lizo	Ywla		
26	Yenuda Brown	211		
27	Mariseca Soto	VCSS-WSB		msoto@victor.org
28	Jasmine Alfaro	VCSS		jasmine.alfaro@victor.org
29	William Long	Option House		wlong@optionhouseinc.com
30				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, October 18, 2018
1:00 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
1	Unette Chagen	DBH-CCZCMS		global
2	MARK SORENSEN	CMSD - FRC		-
3	Aaron Sculln	Rim Family Services		asculln@rimfamilyservices.org
4	Lauretta Ross	DBH - OCFM	Lauretta Ross	global
5	Tacita Hargrove	Young Visionaries	Tacita Hargrove	thargrove213@yvyla-ie.org
6	Donald Harris	DBH-SUDRS	Donald Harris	dharris@dbh.sbcounty.gov
7	MARISELA SOTO	VICTOR COMMUNITY SS		MSOTO@victor.org
8	CHRISTINA TRAN	AARC		christinatran.aarc@gmail.com
9	Chike Nwokike	VCSS		cnwokike@victor.org
10	Alice Varela	Support Kids In Progress		avarela@SKIPwithus.org
11	Nina Vice	Young Visionaries		
12	Clare Miranda	SBCSS		clare.miranda@sbcss.net
13	Melinda Lincoln	DBH CWC	Melinda Lincoln	melinda.lincoln@dbh.sbcounty.gov
14				
15				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
16	Tierra Patterson	Trinity Youth Services		tpatterson@trinityys.org
17	Janet Egan	CFS		9/0
18	Jackie Yi	CHAISR		JYi@chaisr.org
19	Xenida P	211		
20	Jessica Cuevas	OCCES		
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

November 15, 2018 1:00-2:30 p.m.

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
1	William Long	Option House	William Long	wlong@optionhouseinc.com
2	Urette O'Brian	DBH		Global
3	Jenelle B	211		[illegible]
4	Caroline Reyna	VCSS	Caroline Reyna	caroline.reyna@vcfcr.org
5	Hannah Allen	Hearts & Livos		hallen@heartsandlives.org
6	Clare Miranda	SBCSS		clare.miranda@sbcss.net
7	Cesar Martinez	DDCR		Cesar.Martinez@DBH.gov
8	Wanda Lane	Valley STAR		wlane@starsinc.com
9	Angela Cervantes	Valley STAR		acervantes@starsinc.com
10	[illegible]	CFS		Global
11	Manuel Gomez	DBH- R&E	MGomez	mgomez@dbh.sbcounty.gov
12	Gustavo Hurtado	RiYA (LGBTQ+ Job)		ghurt02@gmail.com
13	Lauretta Ross	DBH- OCCA	Lauretta Ross	lross@dbh.sbcounty.gov
14	Donald Harris	DBH- SUDRS	Donald	dharris@dbh.sbcounty.gov
15	Jessica Cuevas	DBH - OCCES		jessica.cuevas@dbh.sbcounty.gov

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

November 15, 2018 1:00-2:30 p.m.

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
	Christopher Chavez	VSCS (Valley Star)	Chavez	Chavez@starsinc.com
	Luis Martinez	DBH JTP	[illegible]	Luis.Martinez@DBH.SBcounty
	Lesford Duncan	DBH	[illegible]	Global
	Tiena Patterson	Trinity Youth Services	[illegible]	Tpatterson@trinityys.org
	Kerry McLaughlin	DBH	[illegible]	Global
	JACKIE DIAZ	DBH- CIT	[illegible]	Global
	CHRISTINA TRAN	AHRC	[illegible]	Christinatran.aarc@gmail.com
	ROBIN KILCOYNE	Queen of Hearts Therapeutic Ranch Center, Inc	[illegible]	rkilcoyne@queenofheartsranch.com
	Toni Harris	OCCES	[illegible]	Global

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
16	Jackie Yi	CHAISR		JYi@chaisr.org
17	Xeneida B	211		
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER [illegible]

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
	Aaron M Scullin	Rim Family Services	[illegible]	ascullin@rimfamilyservices.org
	Manuel Gomez	DBH - R&E	M Gomez	mgomez@dbh.sbcounty.gov
	Alejandra Orta Segura	Dignity Health	[illegible]	alejandra.orta-segura@dignityhealth.org
	Wandalyn Lane	Valley Star	[illegible]	wlane@starsinc.com
	Noemi Reyes	Dignity Health	Noemi Reyes	noemi.reyes@dignityhealth.org
	Robby Plavajka	Valley Star	[illegible]	rplavajka@starsinc.com
	Lauretta Ross	DBH	Lauretta Ross	Global
	Jamesia Brown		[illegible]	
	Sue Abitz	DBH WET	[illegible]	
	MARISELA SOTO	VICTOR COMMUNITY SUPPORT SERVICES	[illegible]	msoto@victor.org

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

November 15, 2018 1:00-2:30 p.m.

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
	Philip Macias			macias.philip65@gmail
	Lydia Smyda	Morongo TANF		
	Melissa Dual	" "		
	Chris William	vet's on Deck		navivetondeck@yahoo.
	Merida Sara	DBH		

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
	Linette Byrd	DBH		global
	Mark Sorensen	OMSD		
	Donia Brooks	DBH	Donia Brooks	dbrooks@dbh.sbcounty.gov
	Kerry McLaughlin	DBH		global
	Susana Marquez	IEHP		Marquez-s@IEHP.org
	Craig Morton	DBH		global
	Donald Harris	DBH	Donald Harris	dharris@dbh.sbcounty.gov
	Clare M. Miranda	SBCSS-Student Services Counseling Center		clare.miranda@sbcss.net
	Toni Hanks	OCCES		global
	Stuart Egan	CFS		Global
	Chike Nwokike	VCSS NV		cnwokike@victor.org
	Brenna Leslie	Valley SPW		

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

CCAC Annual Potluck and Cultural Showcase
Thursday, December 20, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
1	Michael Anderson	Clubhouse Ontario		MANDERSON@DBH.sbcounty.gov
2	William Wong	Option House		wlong@optionhouseinc.com
3	Ricardo Alvarez	DBH - Access Unit		Ricardo.Alvarez@dbh.sbcounty.gov
4	Amanda Sidlik	TAY Center	Amanda Sidlik	
5	Russell Davis	Tay center		
6	Elliott Hayes	Tay center	Elliott Hayes	
7	Kali Ross	TAY center	Kali Ross	
8	Breana Ward	TAY center	Breana Ward	
9	Nestor Lopez	TAY Center		nlopez.1049@gmail.com
10	Cynthia Yanez	TAY center		
11	Amir Rashead	TAY Center	Amir Rashead	A.Rashead7719@sbccd.edu
12	Maribel Gutierrez	TAY		
13	Vincent Chuang	AAPIC	Vincent Chuang	vchuang@alumni.ucla.edu
14	Hsin Tzu Chen	AAPIC		hsintzuchen@yahoo.com

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

CCAC Annual Potluck and Cultural Showcase
Thursday, December 20, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
15	Colove Santellan	Tay center		
16	Omeda [illegible]	Tay Center		
17	Windell [illegible] e	Tay center		
18	Elisa Marie	Tay center		
19	Dazhane Wright	TAY Center		
20	Cristina M. Tana	TAY Center		
21	Patrae Costo	Harris House SBH		
22	Wanda Lance	Valley STAR		wlance@starsinc.com
23	Laureta Ross	DBH-OCFA		Global
24	Martha Kar	TAY Center		
25	Virginia Byford	Volunteer		
26				
27	Karen delos Reyes	COMPLIANCE		
28	Shue Xiong	Compliance		Global
29				

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

CCAC Annual Potluck and Cultural Showcase
Thursday, December 20, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
30	Clint Lewis	Clubhouse	Clint Lewis	Global
31	Carmen Dawson	TAY Center	[illegible]	Carcigas2@Gmai
32	Basil Lapias Thompson	TAY Center	Basil [illegible]	[illegible]
33	Michael Gonzalez	Team House Recovery	Michael Gonzalez	
34	Kerry McLaughlin	DBH.	[illegible]	global.
35	LaKeth Washington	Medical Care	[illegible]	global
36	Sarah Hayes	DBH	[illegible]	Global
37	Melinda Arnum	DBH-CEQC	Melinda Arnum	marnum@dbh.sbcounty.gov
38	Junior Ortega	CFS	[illegible]	global
39	Brenna Leslie	Valley Star	[illegible]	bleslie@starsinc.com
40	Treasa Harris	Harris Transitional Youth	Treasa Harris	HTY6006@gmail.com
41	Danny Contreras	DBH TEST	[illegible]	
42	Donald Harris	DBH - SUDRS	Donald Harris	global
43				

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

CCAC Annual Potluck and Cultural Showcase
Thursday, December 20, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
56	Steven Taylor	TAY		
57	Garrett B.	TAY		
58	Cheryl Placide	TAY		
59	Adriana Vera	DBH/OCES		
60	Imelda Flores	VCSS		imares@victor.org
61	Clare Miranda	SBCSS-SECC		clare.miranda@sbcss.net
62	Lilliana Garnica	FRC		lgarnica@
63	Tierra Patterson	TYS		TPatterson@trinityyouthservices.org
64	Aaron Scullin	Rim Family Services		ascullin@rimfamilyservices.org
65				
66				
67				

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

CCAC Annual Potluck and Cultural Showcase
Thursday, December 20, 2018
12:30 PM – 2:30 PM

#	Name	Agency or DBH Program	Signature	E-Mail- Please Print
80	Manuel Gomez	R&E (DBH)	MGomez	mgomez@dbh.sbcounty.gov
81				
82				
83				
84				
85				

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, May 16, 2019
1:00- 2:30 PM
CSBHS Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Lauzette Ross	Office of Cultural Competence Family Affairs	Lauzette Ross	LRoss@dbh.sbcounty.gov
WINTER KOIFMAN	HARBAGE CONSULTING FER OFFICES		WINTER@HARBAGE CONSULTING.COM
Jim Adams	Trinity Youth Services		jadams@trinityys.org
April Hamilton	DMCC Desert Mirage Children Center	April Hamilton	april.hamilton@uhelp.org
Aaron Scullin	Rim Family Services		ascullin@rimfamilyservices.org
Joscelyn Field	Rim Family Services		jfield@rimfamilyservices.org
Michele Hunt	Rim Family Services		mhunt@rimfamilyservices.org
Jessica Cuevas	OCCES		
Wanda Lane	Valley Star	Wanda Lane	wlane@starsinc.
Tom Harris	OCCES		global
Sheila Swanson	DBH EMPSERV	S Swanson	
Kristy Ruiz	DBH CCICMS	Kristy Ruiz	global
Anna Garcia	United Way 211		annalizethgarcia@gmail.com
Iris Garcia	Community Health Association Inland Southern Region	Iris Garcia	igarcia@chaisr.org

Kristy Ruiz kristy.ruiz@dbh.sbcounty.gov

CCAC 3.21.19

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Jessica Flores	Sexual Assault Services		JFLORES.VOC@gmail.com
[illegible]	OMSD		
Liliana Garnica	Inland Regional Center		Lgarnica@inlandrc.org
Melinda Arcum	DBH CWIC	Melinda Arcum	marcum@dbh.sbcounty.gov
Clare Miranda	SBCSS		
Brian Hermosillo	DBH R&E		brian.hermosillo@dbh.sbcounty.gov
Hannah Allen	EIIS Promotores		hallen@healthsandiego.org
Donald Harris	DBH	Donald H	(Globa)
Iris Garcia	Community Health Assoc. Inland Southern Region (CHAISR)		igarcia@chaisr.org.
April Hamilton	DMCC	April Hamilton	april.hamilton@cahelp.org
Wandiga Lane	Valley Star		wlane@starsinc.org
[illegible]	DBH		bzuelke@dbh
T Harris	DBH OCCES		
Jessica Cuevas	DBH OCCES		

CCAC ~~3.21.19~~
4/18/19

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, April 18, 2019
1:00- 2:30 PM
CSBHS Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Manuel Gomez	DBH- R&E	M Gomez	mgomez@dbh.sbcounty.go
Aaron M Scullin	Rim Family Services	[illegible]	ascullin@rimfamilyservices

CCAC ~~3.21.19~~
4/18/19

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Thursday, June 20, 2019
1:00- 2:30 PM
CSBHS Auditorium

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Kristy Ruiz	CCICMS	Kristy	Global
Minette Bryan	DBH		global
MARISELA SOTO	VCSS-WSB		msoto@victor.org
Carmen Perryman	OMSD		Carmen.Perryman@omsd.net
Christina Tran	AARC		
Clare Miranda	SBCSS		clare.miranda@sbcss.net
Hannah Allen	Hearts & Lives		hallen@heartsandlives.org
Julian Ellison	CIT		
Jacqueline Fonville	DHCC		Jacqueline.Fonville@cahelp.org
Patricia Verdugo	WET		Global

SAN BERNARDINO COUNTY

County of San Bernardino
DEPARTMENT OF BEHAVIORAL HEALTH
Office of Cultural Competence and Ethnic Services
Cultural Competence Advisory Committee

ATTENDANCE ROSTER

Name	Agency or DBH Program	Signature	E-Mail- Please Print
Wandalyn Lane	VS	[illegible]	wlane@esterginc.com
Lauretta Ross	OCFA	Lauretta Ross	Global
Jeremy A Sargent	DBH	[illegible]	Global
Hannah Chuapoco	Trinity Youth Services	[illegible]	hchuapoco@trinityys.org
Michele' Arias	VCSS Victorville Campus	[illegible]	marias@victor.org

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

Online Adobe Connect

Morning Session
Monday, Feb. 12, 2018
10 - 11:30 a.m.

Evening Session
Tuesday, Feb. 13, 2018
5:30 - 7:30 p.m.

Facilitated by Michelle Dusick, MHSA Administrative Manager
US/CAN Toll Free: 1-877-820-7831 Passcode: 947294
To join the meeting: https://sbcdbh.adobeconnect.com/r27ghe8cjj8/

Both sessions: Behavioral Health Training Institute, 1950 S. Sunwest Lane, Suite 200, San Bernardino

If you have never attended an Adobe Connect meeting, please test your connection before the meeting by visiting:
https://sbcdbh.adobeconnect.com/common/help/en/support/meeting_test.htm

These special community stakeholder engagement meetings will focus on the positive impact of the Mental Health Services Act (MHSA) in DBH as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

MHSA (Proposition 63) was passed by California voters in 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.

For questions, concerns, interpretation services or requests for disability-related accommodations, contact (909) 386 - 8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov.
Request accommodations at least 7 business days prior to the event.

PIO app 2/8/18

¡Únase al Departamento de Salud Mental** (DBH por sus siglas en inglés) **para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

Adobe Connect en línea

sesión de la mañana
lunes, 12 de febr., del 2018
10 - 11:30 a.m.

sesión de la tarde
martes, 13 de febr., del 2018
5:30 - 7:30 p.m.

Reunión facilitada por la Gerente Administrativa de MHSA
Michelle Dusick

US/CAN Linea Gratuita: 1-877-820-7831 Código de acceso: 947294
Únase a la reunión: https://sbcdbh.adobeconnect.com/r27ghe8cjj8/

Ambas sesiones: Behavioral Health Institute, 1950 S. Sunwest Lane, San Bernardino

Si antes nunca ha asistido a una reunión de Adobe Connect, pruebe su conexión:
https://sbcdbh.adobeconnect.com/common/help/en/support/meeting_test.htm

Estas reuniones comunitarias, para partes interesadas, se centrarán en el impacto positivo de La Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) en El Departamento de Salud Mental incluyendo planificación de programas de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

La Ley De Servicios de Salud Mental (Proposición 63) fue pasada por votantes de California en noviembre del 2004 para aumentar servicios de salud mental para niños y adultos. La Ley es financiada por un pago de impuesto de 1% en ingreso personal que sobrepasa un millón de dólares por año.

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, comuníquese al (909) 386-8223 (marque 7-1-1 si usted es usuarios TTY) email cultural_competency@dbh.sbcounty.gov. Solicite estos acomodos por lo menos 7 días laborales previos al evento.

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

Thursday, March 15, 2018

Cultural Competency Advisory Committee (CCAC) Meeting

1 - 2:30 p.m.

County of San Bernardino
Health Services - Auditorium
850 E. Foothill Blvd.,
Rialto, CA 92376

These special community stakeholder engagement meetings will focus on the positive impact of the Mental Health Services Act (MHSA) in DBH as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

MHSA (Proposition 63) was passed by California voters in 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.

For questions, concerns, interpretation services or requests for disability-related accommodations, call (909) 386 - 8223 (7-1-1 for TTY users) or cultural_competency@dbh.sbcounty.gov.
Please request accommodations at least 7 business days prior to the event.

PIO app 2 8 18

¡Únase al Departamento de Salud Mental (DBH por sus siglas en inglés) para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

jueves, 15 de marzo del 2018

Comité Consultivo de Competencia Cultural (CCAC)

1 - 2:30 p.m.

County of San Bernardino
Health Services - Auditorium
850 E. Foothill Blvd.,
Rialto, CA 92376

Estas reuniones comunitarias, para partes interesadas, se centrarán en el impacto positivo de La Ley de Servicios de Salud Mental (MHSA, por sus siglas en inglés) en El Departamento de Salud Mental incluyendo planificatción de programs de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

La Ley De Servicios de Salud Mental (Proposición 63) fue pasada por votantes de California en noviembre del 2004 para aumentar servicios de salud mental para niños y adultos. La Ley es financiada por un pago de impuesto de 1% en ingreso personal que sobrepasa un millón de dólares por año.

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, por favor comuníquese con Office of Cultural Competency al (909) 386-8223; marque el 7-1-1 si usted es usuarios TTY; también puede ir a: cultural_competency@dbh.sbcounty.gov. Por favor solicite estos acomodos por lo menos 7 días laborales previos al evento.

Please join the Department of Behavioral Health (DBH) for a Mental Health Services Act Stakeholder Engagement!

Cultural Competency Advisory Committee Sub-Committee Meetings

These community stakeholder engagements will focus on the Mental Health Services Act (MHSA) Annual Update and Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

Asian Pacific Islander Awareness Subcommittee **Friday, Feb. 9, 2018** Asian American Resource Center 1133 South E Street, San Bernardino 10 - 11:30 a.m.	**Spirituality Awareness Subcommittee** **Tuesday, Feb. 13, 2018** Victor Community Support Services 1053 N. D Street, San Bernardino 3 - 4:30 p.m.	**Native American Awareness Subcommittee** **Tuesday, Feb. 20, 2018** Native American Resource Center 11980 Mt. Vernon Ave., Grand Terrace 2 - 3:30 p.m.
Disabilities Awareness Subcommittee **Wednesday, Feb. 21, 2018** DBH Administration 303 E. Vanderbilt Way, San Bernardino 9 - 10:30 a.m.	**Transitional Age Youth Awareness Subcommittee** **Wednesday, Feb. 21, 2018** One Stop TAY Center 780 Gilbert St., San Bernardino 11 a.m. - 12 p.m.	**Co-Occurring and Substance Abuse Subcommittee** **Thursday, Feb. 15, 2018** Uplift Family Services 572 North Arrowhead Ave, San Bernardino 3 - 4:30 p.m.
Consumer & Family Member Awareness Subcommittee **Monday, Feb. 26, 2018** Pathways to Recovery Clubhouse 17053 E. Foothill Blvd. Fontana 1 - 2:30 p.m.	**LGBTQ Awareness Subcommittee** **Tuesday, Feb. 27, 2018** Department of Behavioral Health Administration 303 E. Vanderbilt Way, San Bernardino 12:30 - 2 p.m.	**Women's Awareness Subcommittee** **Wednesday, Feb. 28, 2018** DBH Administration 303 E. Vanderbilt Way, San Bernardino 1 - 2:30 p.m.
Veteran's Awareness Subcommittee **Monday, Feb. 5, 2018** DBH Health Administration 303 E. Vanderbilt Way, San Bernardino 3 - 4:30 p.m.	**Latino Awareness Subcommittee** **Thursday, Feb. 22, 2018** Consulate of Mexico in San Bernardino — Lobby 293 North D Street, San Bernardino 10 - 11:30 a.m.	**African American Awareness Subcommittee** **Monday, Feb. 12, 2018** Valley Star Community Services 1585 South D Street Suite 101, San Bernardino 2 - 3:30 p.m.
	Older Adult Awareness Subcommittee **Thursday, Feb. 22, 2018** Victor Community Support Services, 15400 Cholame Rd., Victorville 2:30- 4 p.m.	

For questions, concerns, interpretation services or requests for disability-related accommodations call (909) 386-8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov. Request accommodations at least 7 business days prior to the event.

MHSA (Proposition 63) was passed by California voters in November 2004 to expand mental health services for children and adults.
The Act is funded by a 1% tax surcharge on personal income over $1 million per year.

SAN BERNARDINO COUNTY
Behavioral Health

¡Únase al Departamento de Salud Mental (DBH por sus siglas en inglés) para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

Coaliciones y Subcomités del Comité Consultivo de Competencia Cultural

Estas reuniones comunitarias para las partes interesadas se centrarán en la actualización anual de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) y Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

Subcomité de Concientización de Asiáticos/Isleños del Pacifico **viernes, Febr., 9, 2018** Asian American Resource Center 1133 South E Street, San Bernardino 10 - 11:30 a.m.	**Subcomité de Concientización de Espiritualidad** **martes, 13 de febr., del 2018** Victor Community Support Services 1053 N. D Street, San Bernardino 3 - 4:30 p.m.	**Subcomité de Concientizacion de Nativos Americanos** **martes, 20 de febr., del 2018** Native American Resource Center 11980 Mt. Vernon Ave., Grand Terrace 2 - 3:30 p.m.
Subcomité de Concientización de Discapacidades **miércoles, 21 de febr., del 2018** Administración de DBH 303 E. Vanderbilt Way, San Bernardino 9 - 10:30 a.m.	**Subcomité de Concientización de Jóvenes en Edad de Transición** **miércoles, 21 de febr., del 2018** One Stop TAY Center 780 Gilbert St., San Bernardino 11 a.m. - 12:00 p.m.	**Subcomité de Concientización de Diagnostico Dual y Drogadicción** **jueves, 15 de febr., del 2018** Uplift Family Services 572 North Arrowhead Ave, San Bernardino 3 - 4:30 p.m.
Subcomité de Concientización de Consumidores y Miembros de Familias **lunes, 26 de febr., del 2018** Pathways to Recovery Clubhouse 17053 E. Foothill Blvd. Fontana 1 - 2:30 p.m.	**Subcomité de Concientización de LGBTQ** **martes, 27 de febr., del 2018** Administración de DBH 303 E. Vanderbilt Way, San Bernardino 12:30 - 2 p.m.	**Subcomité de Concientización de Mujeres** **miércoles, 28 de febr., del 2018** Administración de DBH 303 E. Vanderbilt Way, San Bernardino 1 - 2:30 p.m.
Subcomité de Concientización de Veteranos **lunes, 5 de febr., del 2018** Administración de DBH 303 E. Vanderbilt Way, San Bernardino 3 - 4:30 p.m.	**Subcomité de Concientización Latino** **jueves, 22 de febr., del 2018** Consulado de México en San Bernardino—Sala de Espera 293 North D Street, San Bernardino 10 - 11:30 a.m.	**Subcomité de Concientización de Afroamericanos** **lunes, 12 de febr., del 2018** Valley Star Community Services 1585 South D Street Suite 101, San Bernardino 2 - 3:30 p.m.
	Subcomité de Concientización Adultos Mayores **jueves, 22 de febr., del 2018** Victor Community Support Services 15400 Cholame Road, Victorville 2:30 - 4p.m.	

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad comuníquese al (909) 386-8223 (marque el 7-1-1 si usted es usuarios TTY) email a cultural_competency@dbh.sbcounty.gov. Solicite estos acomodos por lo menos 7 días laborales previos al evento.

La Ley de Servicios de Salud Mental (Proposición 63) fue pasada por votantes de California en noviembre del 2004 para aumentar servicios de salud mental para niños e adultos. La Ley es financiada por un pago de impuesto de 1% en ingresos personal que sobrepasa un millón de dólares por año.

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

Clubhouses

These community stakeholder engagements will focus on the Mental Health Services Act (MHSA) Annual Update as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

Friday, Feb. 2, 2018
11:00 - 11:30 a.m.
Serenity Clubhouse
12625 Hesperia Rd. Suite B
Victorville, CA 92392

Friday, Feb. 9, 2018
11:00 - 11:30 a.m.
Amazing Place
2940 Inland Empire Blvd.
Ontario, CA 91764

Monday, Feb. 12, 2018
9:30 - 10:00 a.m.
Santa Fe Social Club
56020 Santa Fe Trail Suite M
Yucca Valley, CA 92284

Tuesday, February 20, 2018
10:00 - 10:30 a.m.
"Our Place" Clubhouse
24950 Redlands Blvd. Suite 1
Loma Linda, CA 92354

Wednesday, February 28, 2018
11:00 - 11:30 a.m.
Pathways to Recovery
17053 E. Foothill Blvd.
Fontana, CA 92335

For questions, concerns, interpretation services or requests for disability-related accommodations, call (909) 386 - 8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov. Please request accommodations at least 7 business days prior to the event.

MHSA (Proposition 63) was passed by California voters in November 2004 to expand mental health services for children and adults. The Act is funded by a 1% tax surcharge on personal income over $1 million per year.

¡Únase al Departamento de Salud Mental** (DBH por sus siglas en inglés) **para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

Clubhouses (por sus siglas en ingles)

Estas reuniones comunitarias para las partes interesadas se centrarán en la actualización anual de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) incluyendo planificatción de programs de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

viernes, 2 de febrero del 2018
11:00 - 11:30 a.m.
Serenity Clubhouse
12625 Hesperia Rd. Suite B
Victorville, CA 92392

viernes, 9 de febrero del 2018
11:00 - 11:30 a.m.
Amazing Place
2940 Inland Empire Blvd.
Ontario, CA 91764

lunes, 12 de febrero del 2018
9:30 - 10:00 a.m.
Santa Fe Social Club
56020 Santa Fe Trail Suite M
Yucca Valley, CA 92284

martes, 20 de febrero 2018
10:00 - 10:30 a.m.
"Our Place" Clubhouse
24950 Redlands Blvd. Suite 1
Loma Linda, CA 92354

miércoles, 28 de febrero del 2018
11:00 - 11:30 a.m.
Pathways to Recovery
17053 E. Foothill Blvd.
Fontana, CA 92335

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, por favor comuníquese con Office of Cultural Competency al (909) 386-8223; marque el 7-1-1 si usted es usuarios TTY; también puede ir a: cultural_competency@dbh.sbcounty.gov. Por favor solicite estos acomodos por lo menos 7 días laborales previos al evento.

La Ley de Servicios de Salud Mental (Proposición 63) fue pasada por votantes de California en noviembre del 2004 para aumentar servicios de salud mental para niños e adultos. La Ley es financiada por un pago de impuesto de 1% en ingresos personal que sobrepasa un millón de dólares por año.

PIO app 2.8.18

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

District Advisory Committee Meetings

These community stakeholder engagements will focus on the Mental Health Services Act (MHSA) Annual Update as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

First District

Wednesday, Feb. 21, 2018
11 a.m. - 12 p.m.
Victor Community Support Services
15400 Cholame Road
Victorville, CA 92392
Contact: Tanya Levell (760) 955-8340

Second District

Thursday, Feb. 8, 2018
2 - 3 p.m.
Mariposa Community Counseling
2940 Inland Empire Boulevard
Ontario, CA 91764
Contact: Karina Alvarez (909) 458-1381

Third District

Tuesday, Feb. 13, 2018
11 a.m. - 12 p.m.
Phoenix Community Counseling Center
820 East Gilbert Street
San Bernardino, CA 92415
Contact: Tammy Dickey (909) 387-7219

Fourth District

Thursday, Feb. 8, 2018
2:00 - 3:00 p.m.
Mariposa Community Counseling
2940 Inland Empire Boulevard
Ontario, CA 91764
Contact: Karina Alvarez (909) 458-1381

Fifth District

Monday, Feb. 26, 2018
5:30 - 7:30 p.m.
New Hope Family Life Center Auditorium
1505 W. Highland Avenue
San Bernardino, CA 92411
Contact: Crista Wentworth (909) 421-4606

For questions, concerns, interpretation services or requests for disability-related accommodations, call (909) 386 - 8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov. Please request accommodations at least 7 business days prior to the event.

MHSA (Proposition 63) was passed by California voters in November 2004 to expand mental health services for children and adults.

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

PIO app 2/8/18

***¡Únase al Departamento de Salud Mental** (DBH por sus siglas en inglés) para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!*

Reunión de Comité Consultiva de Distrito

Estas reuniones comunitarias para las partes interesadas se centrarán en la actualización anual de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) incluyendo planificatción de programs de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

Primer Distrito

miércoles, 21 de febrero del 2018
11:00 a.m. - 12:00 p.m.
Victor Community Support Services
15400 Cholame Road
Victorville, CA 92392
Contacto: Tanya Levell (760) 955-8340

Segundo Distrito

jueves, 8 de febrero del 2018
2:00 - 3:00 p.m.
Mariposa Community Counseling
2940 Inland Empire Boulevard
Ontario, CA 91764
Contacto: Karina Alvarez 909-758-1381

Tercer Distrito

martes, 13 de febrero del 2018
11:00 a.m. - 12:00 p.m.
Phoenix Community Counseling Center
820 East Gilbert Street
San Bernardino, CA 92415
Contacto: Tammy Dickey 909-387-7219

Cuarto Distrito

jueves, 8 de febrero del 2018
2:00 - 3:00 p.m.
Mariposa Community Counseling
2940 Inland Empire Boulevard
Ontario, CA 91764
Contacto: Karina Alvarez 909-758-1381

Quinto Distrito

lunes, 26 de febrero del 2018
5:30 - 7:30 p.m.
New Hope Family Life Center Auditorium
1505 W. Highland Avenue
San Bernardino, CA 92411
Contacto: Crista Wentworth 909-421-4606

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, por favor comuníquese con Office of Cultural Competency al (909) 386-8223; marque el 7-1-1 si usted es usuario TTY; también puede ir a: cultural_competency@dbh.sbcounty.gov. Por favor solicite estos acomodos por lo menos 7 días laborales previos al evento.

La Ley de Servicios de Salud Mental (Proposición 63) fue pasado por votantes de California en noviembre de 2004 para aumentar servicios de salud mental para niños y adultos. La Ley es financiada por un pago de impuesto de 1% en ingreso personal que sobrepasa un millón de dólares por año.

PIO app 2/8/18

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

Family Resource Centers

These community stakeholder engagements will focus on the Mental Health Services Act (MHSA) Annual Update as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

Thursday, Feb. 8, 2018
8:30 - 9:30 a.m.
Victor Community Support Services
15400 Cholame Road
Victorville, CA 92395

Monday, Feb. 12, 2018
9 - 10 a.m.
Rim Family Services
28545 Highway 18
Skyforest, CA 92385

Friday, Feb. 16, 2018
11 a.m - 12 p.m.
Ontario Montclair School District
1556 S. Sultana Avenue
Ontario, CA 91761

Monday, Feb. 16, 2018
9 - 10 a.m.
Pacific Clinics
58945 Business Center Dr. Suite D
Yucca Valley, CA 92284

Thursday, Feb. 22, 2018
9 - 10 a.m.
Victor Community Support Services
1908 Business Center. Suite 220
San Bernardino, CA 92410

For questions, concerns, interpretation services or requests for disability-related accommodations, call (909) 386 - 8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov. Please request accommodations at least 7 business days prior to the event.

MHSA (Proposition 63) was passed by California voters in November 2004 to expand mental health services for children and adults. The Act is funded by a 1% tax surcharge on personal income over $1 million per year.

¡Únase al Departamento de Salud Mental** (DBH por sus siglas en inglés) **para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

Centro de Recursos de Familia

Estas reuniones comunitarias para las partes interesadas se centrarán en la actualización anual de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) incluyendo planificatción de programs de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

jueves, 8 de febrero del 2018
8:30 - 9:30 a.m.
Victor Community Support Services
15400 Cholame Road
Victorville, CA 92395

lunes, 12 de febrero del 2018
9:00 - 10:00 a.m.
Rim Family Services
28545 Highway 18
Skyforest, CA 92385

viernes, 16 de febrero del 2018
11:00 a.m - 12:00 p.m.
Ontario Montclair School District
1556 S. Sultana Avenue
Ontario, CA 91761

lunes, 16 de febrero del 2018
9:00 - 10:00 a.m.
Pacific Clinics
58945 Business Center Dr. Suite D
Yucca Valley, CA 92284

jueves, 22 de febrero del 2018
9:00 - 10:00 a.m.
Victor Community Support Services
1908 Business Center. Suite 220
San Bernardino, CA 92410

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, por favor comuníquese con Office of Cultural Competency al (909) 386-8223; marque el 7-1-1 si usted es usuarios TTY; también puede ir a: cultural_competency@dbh.sbcounty.gov. Por favor solicite estos acomodos por lo menos 7 días laborales previos al evento.

La Ley de Servicios de Salud Mental (Proposición 63) fue pasada por votantes de California en noviembre del 2004 para aumentar servicios de salud mental para niños e adultos. La Ley es financiada por un pago de impuesto de 1% en ingresos personal que sobrepasa un millón de dólares por año.

Please join the Department of Behavioral Health for a Mental Health Services Act Stakeholder Engagement!

Senior Centers

These community stakeholder engagements will focus on the Mental Health Services Act (MHSA) Annual Update as well as special Innovation Planning. Special focus will be placed on sharing how MHSA has been integrated into existing services and a discussion regarding the future of mental health policy and program planning.

Wednesday, February 7, 2018 **10:00 - 10:30 a.m.** **San Bernardino Senior Center** **600 W. 5th Street** **San Bernardino, CA 92410**	**Thursday, February 8, 2018** **10:00 - 10:30 a.m.** **Fontana Senior Center** **16710 Ceres Avenue** **Fontana, CA 92335**	**Thursday, February 15, 2018** **10:00 - 10:30 a.m.** **Perris Hill Senior Center** **780 E. 21st Street** **San Bernardino, CA 92404**

For questions, concerns, interpretation services or requests for disability-related accommodations call (909) 386 - 8223 (7-1-1 for TTY users) or email cultural_competency@dbh.sbcounty.gov. Please request accommodations at least 7 business days prior to the event.

MHSA (Proposition 63) was passed by California voters in November 2004 to expand mental health services for children and adults.

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

¡Únase al Departamento de Salud Mental (DBH por sus siglas en inglés) para reuniones comunitarias para partes interesadas sobre la Ley de Servicios de Salud Mental!

Centro para personas mayores

Estas reuniones comunitarias para las partes interesadas se centrarán en la actualización anual de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés) incluyendo planificatción de programs de Innovación. Enfoque especial se colocará en compartir cómo MHSA se ha integrado en los servicios existentes y habrá discusión sobre el futuro de la política de salud mental y planificación de programas.

miércoles, 7 de febrero del 2018 **10:00 - 10:30 a.m.** **San Bernardino Senior Center** **600 W. 5th Street** **San Bernardino, CA 92410**	**jueves, 8 de febrero del 2018** **10:00 - 10:30 a.m.** **Fontana Senior Center** **16710 Ceres Avenue** **Fontana, CA 92335**	**jueves, 15 de febrero del 2018** **10:00 - 10:30 a.m.** **Perris Hill Senior Center** **780 E. 21st Street** **San Bernardino, CA 92404**

Para preguntas, dudas, servicios de interpretación o solicitudes de acomodos especiales por razones de incapacidad, por favor comuníquese con Office of Cultural Competency al (909) 386-8223; marque el 7-1-1 si usted es usuario TTY; también puede ir a: cultural_competency@dbh.sbcounty.gov. Por favor solicite estos acomodos por lo menos 7 días laborales previos al evento.

La Ley de Servicios de Salud Mental (Proposición 63) fue pasado por votantes de California en noviembre de 2004 para aumentar servicios de salud mental para niños y adultos. La Ley es financiada por un pago de impuesto de 1% en ingreso personal que sobrepasa un millón de dólares por año.

PIO app 2/8/18

SAN BERNARDINO COUNTY | Behavioral Health

You are invited to attend the February

Community Policy Advisory Committee (CPAC)

meeting for a special stakeholder planning session on the

Mental Health Services Act (MHSA) Integrated Plan Annual Update

Fiscal Year 2019/20

February 21, 2019

10 a.m. – 12 p.m.

County of San Bernardino

Health Services Building,

Auditorium

850 East Foothill Blvd., Rialto

Your participation is important to us! Your feedback helps to inform program planning, implementation, and program enhancement.

For additional information, interpretation services, or to request disability-related accommodations, please call (800) 722-9866 (7-1-1 for TTY users) or email mhsa@dbh.sbcounty.gov.

SAN BERNARDINO COUNTY | Behavioral Health

Acompáñenos este febrero en el
Comité Asesor de Política Comunitaria (CPAC por sus siglas en inglés)
para una presentación especial de planificación de todos los interesados sobre la
Actualización del Plan Anual Integrado de la Ley de Salud Mental
(MHSA por sus siglas en inglés) Año Fiscal 2019/20.

21 de febrero, 2019

10 a.m. – 12 p.m.

Auditorio del Edificio de Servicios de Salud del Condado de San Bernardino

850 East Foothill Blvd., Rialto

¡Ùnase a nosotros para hablar de cómo puede participar en el proceso de planificación de la comunidad!

Para información adicional, servicios de interpretación o para solicitar adaptaciones relacionadas con las discapacidad, llame al (800)722-9866 (7-1-1 para usuarios de TTY), o envié un correo electrónico a mhsa@dbh.sbcounty.gov

SAN BERNARDINO COUNTY | Behavioral Health

You are invited to attend the March
Community Policy Advisory Committee (CPAC)
meeting for a special stakeholder planning session on the
Mental Health Services Act (MHSA) Innovation Component.

March 21, 2019
10 a.m. – 12 p.m.
County of San Bernardino
Health Services Building,
Auditorium
850 East Foothill Blvd., Rialto

Your participation is important to us! Your feedback helps to inform program planning, implementation, and program enhancement.

For additional information, interpretation services, or to request disability-related accommodations, please call (800) 722-9866 (7-1-1 for TTY users) or email mhsa@dbh.sbcounty.gov.

SAN BERNARDINO COUNTY | Behavioral Health

Acompáñenos este marzo en el
Comité Asesor de Política Comunitaria (CPAC por sus siglas en inglés)
para una presentación especial de planificación de todos los interesados sobre el componente de Innovación de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés).

March 21, 2019
10 a.m. – 12 p.m.
County of San Bernardino
Health Services Building,
Auditorium
850 East Foothill Blvd., Rialto

¡ Su participación es importante para nosotros! Sus comentarios ayudan a informar la planificación del programa, la implementación y la mejora del programa.

Para información adicional, servicios de interpretación o para solicitar adaptaciones relacionadas con las discapacidad, llame al (800)722-9866 (7-1-1 para usuarios de TTY), o envié un correo electrónico a mhsa@dbh.sbcounty.gov

SAN BERNARDINO COUNTY
Behavioral Health

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF AUGUST 16, 2018

African American Awareness Subcommittee
The African American Awareness Subcommittee voted to go dark for the month of July and August. Scheduled to resume regular meetings starting on September 17.
Next Meeting: September 17, 2018– 2:00 p.m. – 3:30 p.m.
Location: 696 S. Tippecanoe, San Bernardino CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)
Introductions were led by Sue Abito, with the cultural Activity/Icebreaker lead by C. Morton. Dr. Ang voiced an interest in partnering with The Department of Behavioral Health to increase health care awareness for the API communities. The "Treasure Your Health" event and its success, was discussed as well as the importance of networking, health and wellness, and the difficulties due to many fears and beliefs of bringing mental health awareness into the API communities. Sue reminded the attendees of the Recovery Happens event on September 29th, where she will be a guest speaker, and will be bringing in students from Cajon High School as volunteers.
Next meeting: September 14, 2018 – 10:00 a.m. – 11:30 a.m.
Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Chris Morton at Cmorton@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee
Lauretta welcomed all present and introductions were made. Minutes were reviewed. Old business discussions included: Client Culture Training update, Co-chair discussion, member recruitment, and guests speakers.
Next Meeting: August 27, 2018 – 1:00pm – 2:30pm
Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA. 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Co-Occurring & Substance Abuse Awareness
The Co-Occurring and Substance Abuse Awareness Subcommittee went dark for the month of July.
Next Meeting: August 16, 2018, 3-4:30 p.m., DBH Admin
Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Cultural Competency Advisory Committee

October 2017

Disabilities Awareness Subcommittee

Introductions with "last vacation taken", was facilitated by Jessica. Members also shared stories and discussed disability friendly places. Last month's minutes were reviewed. Subcommittee members discussed merging the Disabilities Subcommittee with the Inland Empire Disabilities Collaborative. A video, "Caring for Tor", was viewed and discussed. Members were invited to the CPAC meeting, where the housing initiative "No Place Like Home", would be discussed.

Next Meeting: September 19, 2018, 9:00-10:30 a.m., DBH Admin

Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Introductions were made which included name and organization/agency. Minutes were discussed and approved. Updates on Hispanic Heritage Month Event were given to the subcommittee, which included location, food, entertainment, community heroes, and vendor status. TODEC representative spoke about their services and is available to do a workshop for the event. They can also work one on one with parents to create family plans. A "how to talk to kids about immigration" presentation was suggested. Question of what will be offered for children during this event was brought up. Suggestions included Nurturing parents program to do arts and crafts, showing a movie in another room, involving preschool services, and face painting and making slime. Including teenage volunteers to entertain the children was also suggested. Arlahé went through a potential schedule for the day of the event. Roundtable included CSU Grand Openings, Taco Tuesday Fundraiser from Family Assistance Program, and the Children's Network Conference. Xeneida from 211 distributed a list of back to school events that feature many free giveaways. Benjamin from TODEC distributed a handout of the TODEC Workshop key points. Celina from Reach Out announced potential educational certification pilot program, designed for adults who would like to obtain higher education that directly leads to medical field jobs.

Next meeting: Thursday, September 27, 2018 10:00 a.m. – 11:30 a.m.

Location: Consulate of Mexico in San Bernardino – 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas at: Jessica.Cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

Introductions were made with pronouns and last movie each person saw. Ami Davis (Chair) gave an update on San Diego Pride Week. Discussed how law enforcement was involved in a more positive way this year. A 'reaching out' event to the San Bernardino Sheriffs was suggested. Mentioned how she and Maren created an inmate services guide to the West End Jail. Palm Springs parade was referred to. Sheriff's department had a banner. Subcommittee agreed that law enforcement should be involved, but not in uniform. Also agreed that event should be on paper before we ask for participation. Ami Davis announced she will be relocating to San Diego and will step down as chair, although she will still be involved through zoom, conference calls, and local trainings. Nominations for a new co-chair will be accepted all month. Each nominee will be given a chance to speak at the August meeting and the rest of the subcommittee will vote. Meeting in August will also focus on checking the accuracy of the resource guide. There will be a planning committee to focus on the pride event for San Bernardino County. Volunteers are to email Maren and will meet before the next subcommittee meeting. Donna from MHSA distributed, discussed, and collected the stakeholder forms. IEHP representative announced a new resource forum called Connect IE. There will be a free platform of resources that will be updated directly by their partners. IEHP will present on how to use it to LGBTQ subcommittee.

Next Meeting: September 25, 2018, 12:30-2:00 p.m., DBH Admin

Contact Person: Jessica Cuevas at **Jessica.cuevas@dbh.sbcounty.gov**

Native American Awareness Subcommittee

Welcome and Introductions were completed by Minette, and a Cultural Icebreaker "Provide us with your most memorable summer experience", was led by Jonathan. The Subcommittee members received the stakeholder comment forms. The Subcommittee members also discussed the reflections on the Diversity Film "Wellbriety - Journey to Forgiveness" that was viewed July 11, 2018. As the Subcommittee went through highlights, reflections, and things to improve on, we focused on continuing to connect to DBH Staff with information on historical trauma. The members also had a spirited discussion on the importance of everyone knowing their cultural history.

Next meeting: Tuesday September 18, 2018 at 2:00 p.m. – 3:30 p.m.

Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313

Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

The subcommittee is glad to announce our new Chair Claudia Harris and Co-Chair Art Richardson and Recorder Crystal Ramirez. A Culture activity was provided by Cynthia Gutierrez. Casey McPherson announced she accepted a promotion with another organization and will resign from recorder for the committee. We wish Casey the best on her new promotion. The Committee welcomes everyone to their first outreach Lunch, Learn, and Win; A self-Care Luncheon, July 26, 2018 11:00AM – 1:00PM at: Sterling Inn 17738 Francesca Road Victorville, CA 92395. Space is limited. Please RSVP: 909-874-1389 or email cramirez@TELACU.com

Next meeting: August 23, 2108 – 2:30 p.m. – 4:00 p.m.

Victor Community Support Services (VCSS), 15400 Cholame Rd., Victorville, Ca.

Contact Person: * at CGutierrez@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

Introductions were a cultural activity which began with the question, "which cultures do you identify the with the most?", was facilitated by Jessica Headley. Round table discussion included re-formatting a spirituality training, discussed by Lauretta Ross, into a training for DBH clinicians and therapist to incorporate spirituality into therapy when and if requested or expressed by the client who find that spirituality expression is an important part of their mental health and wellbeing. Jessica also led the attendees in the beginning phase of discussions and plans regarding the Day Of Prayer event in October.

Next Meeting: Tuesday, September 11, 2018 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415

Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

Visitors Welcome was led by Roland, with the Icebreaker led by Chris. Up and coming events were discussed including and an Art Gallery/Fair event which; the date and time to be discussed and finalized by the TAY board members. Attendees were invited to attend the Community Policy Advisory Committee (CPAC) meeting where the homeless assistance act "No Place Like Home", will be discussed. An all TAY event/talent show will be on Friday, September 14th. The TAY attendees were also invited to participate in the CIT program as presenters for new law enforcement.

Next Meeting: September 19, 2018 - 11:00 a.m. - 12:00p.m.

Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404

Contact Person: Christopher Morton at Cmorton@dbh.sbcounty.gov

Veterans Awareness Subcommittee

Welcome and Introductions were completed by Minette, and a Cultural Icebreaker "Provide us with your most memorable summer experience", was led by Jonathan. The Subcommittee members received the stakeholder comment forms. The Subcommittee members began reviewing film trailers, and discussed possible "Vet Centric" films for the Diversity Film Series. The members also had a spirited discussion on the importance of everyone knowing their cultural history.

Next Meeting: September 3, 2018, 3-4:30 p.m., DBH Admin

Location: Department of Behavioral Health Administration Building 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Introduction of the subcommittee and the featured speaker were made. Cassandra Black from San Bernardino Assault Services gave a presentation on Parent Grooming. Presenter answered questions at the end of her presentation. Stakeholder forms were discussed and distributed. Jessica from OCCES discussed the Women's Awareness Subcommittee and provided flyers for more participation. She also discussed the remaining Grand Openings for the Crisis Stabilization Units and Crisis Residential Treatment Centers. Lesford Duncan, CCO announced the upcoming Cultural Competency Summit taking place in October. He also announced the Children's Network Conference is now taking registration for September 19 and 20.

Next Meeting: September 26, 2018, 1-2:30 p.m., DBH Admin

Contact Person: Jessica Cuevas at **Jessica.cuevas@dbh.sbcounty.gov**

Cultural Competency Advisory Committee

October 2017

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF OCTOBER 18, 2018

African American Awareness Subcommittee

The African American Awareness Subcommittee had presenters, Gwen Rodgers, Hardy Brown II, Dina Walker, Dr. April Clay, and Anthony Robertson discussed Mental Health and Colleges & Universities. We asked questions such as, "What lifestyle habits and activities play significant factors in ensuring your students have optimal mental health before they go on to college?" Micro-aggressions, Suicidality, Mental Health Resources and Home Sickness were all discussed.

Next Meeting: November 19, 2018– 2:00 p.m. – 3:30 p.m.
Location: 696 S. Tippecanoe, San Bernardino CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Sub Committee received the stakeholder went over future trainings, events and partnerships. The Sub Committee is looking to having guest speaker Nancy Olsen present on our newest DBH Crisis facilities, programs and services at the November Meeting. The Sub-Committee expressed interest in supporting the Spirituality committee next year.
Next meeting: November 9, 2018 – 10:00 a.m. – 11:30 a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Chris Morton at Cmorton@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

Members voted on changing the time of our meeting in hopes of increasing our attendance. This proved to be successful as more individuals were able to attend. Our role players have now been selected for our Client Culture training .Next Meeting Members will be selecting a date time and place to hold our training. We want to also welcome Matthew P. who is our newly selected C0-Chair.
Next Meeting: Monday, October 22, 2018 – 1:00pm – 2:30pm
Location: Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA. 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee reconvened and discussed the direction of the subcommittee. There was a presentation on the DBH Substance Use Disorder and Recovery Services (SUDRS) program. The committee discussed they have a limited awareness of substance use and would like more information. There will be a presentation on substance use during the next subcommittee meeting.

Next Meeting: October 18, 2018, 3-4:30 p.m., Uplift Family Services, San Bernardino, CA 92401

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Disabilities Awareness Subcommittee

Went Dark for October.

Next Meeting: November 21, 2018, 9:00-10:30 a.m., DBH Admin

Location: Department of Behavioral Health Administration Building 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Went Dark for September. Held planning meeting instead for the Hispanic Heritage Celebration Event.**Next meeting:** Thursday, October 25, 2018 10:00 a.m. – 11:30 a.m.

Location: Consulate of Mexico in San Bernardino – 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas at: Jessica.Cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

Consent to Record forms were distributed and collected from those who did not previously sign one. Introductions were made that included name, pronouns, and agency/organization. Facebook Live didn't connect due to Wi-Fi issues. Dazja volunteered her phone to be used for Facebook Live next meeting. The subcommittee agreed to push back the DBH LGBTQ+ event to February due to venue options. Parks in San Bernardino need at least 120 days' notice of an event before approval. The theme for the event is now a "LOVE IS LOVE, ALL IS LOVE, LOVE FOR ALL, or ANTI-VALENTINES DAY". Angie is going to follow up with Eloise Reyes to see if she will be a part of it. It is open for anyone to bring their lunch to the subcommittee meeting since the meeting time is at lunch hour for most. Jessica talked about doing an "LGBTQ+ Elders" presentation with Patrick Lyra (lie-rah) Lanier as a DBH event in January. Maren brought forth the idea of doing presentations during the subcommittee meeting to allow organizations/agencies to go into depth about their program. RPYA is presenting in October and Trinity Youth Services in November. San Bernardino HIV Prevention Program is also interested in presenting their program. **Next Meeting:** October 23, 2018, 12:30-2:00 p.m., DBH Admin

Location: 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee

The Native American Awareness Sub Committee is currently preparing for the Historical Trauma Conference at the Double Tree Hotel. The Sub Committee is looking to receive potential CEUs to offer to professionals in the behavioral health field. The October meeting focused on finalizing the agenda and individuals that will be participating on the program. We review the bios, potential questions for the panel members, as well as review the objectives of the Event. We look forward to promoting the event on November 29th

Next meeting: Tuesday, November 20, 2018 at 2:00 p.m. – 3:30 p.m.
Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

Eddie Ramirez from IEHP provided a demonstration on the Connect IE online system. The system is designed to connect the community to resources via an online application available to the public as well as service providers. The system is scheduled to go live January 1, 2019.
The committee discussed possibly changing the time of the subcommittee meeting to earlier in the day as it was suggested that may make participation more accessible to the older adults in the community. Toni Harris was introduced to the new support person from OCCES. The committee is currently looking for someone to volunteer as co-chair with Claudia Harris as Art Richardson will no longer hold the position as co-chair.
Next meeting: October 25, 2108 – 2:30 p.m. – 4:00 p.m.
Location: Victor Community Support Services (VCSS), 15400 Cholame Rd., Victorville, Ca.
Contact Person: * at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

Spirituality Sub-Committee had their National Day of Prayer for Behavioral Health Recovery and Understanding in lieu of the Sub-committee Meeting. We had a wide variety of presenters from various faiths, beliefs and spiritual perspectives give brief prayers and encouragement for our community. The highlight of the event was our Prayer Tree. Participants wrote down prayers, thoughts and encouraging words and placed them on the large Prayer Tree. The Spirituality Sub-Committee would like to thanks all those who were in attendance and participated in the powerful experience.

Next Meeting: Tuesday, November 13, 2018 at 1:00 p.m. – 2:30 p.m.
DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

The TAY Awareness Sub Committee has been discussing their involvement in the 12 Annual Behavioral Health Wellness Triathlon. TAY Sub-Committee is looking to increase their participation and promote the NAMI walk. During the October meeting, the group had a featured discussion at Attitude of Gratitude, and did activities that revolved around the being thankful and using that as a mind state of resilience.

Next Meeting: Wednesday, November 21, 2018 - 11:00 a.m. - 12:00p.m.
Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404
Contact Person: Christopher Morton at Cmorton@dbh.sbcounty.gov

Veterans Awareness Subcommittee

The Veterans Awareness Subcommittee is excited about the upcoming Veterans Summit. The Awareness Subcommittee is looking to do a diversity films and an introductory to Veterans Culture training in the next few months. We invite you to our next meeting that will be having featured speakers as well as updates on activities and resources for veterans in the community.

Next Meeting: Monday, November 3, 2018, 3-4:30 p.m., DBH Admin
Location: Department of Behavioral Health Administration Building 303 E. Vanderbilt Way, San Bernardino, CA 92415
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Introductions were made which included name and organization. Introduction featured speaker was made. Jessica Baca from the District Attorney's Office presented on the supports offered victims. Presenter answered questions during and at the end of her presentation. Presenter also provided the subcommittee with printed resources. Subcommittee chair and co-chair will meet sometime next week to discuss the vision of the subcommittee. October is Domestic Violence Month, so the subcommittee will like to feature a movie and presentation relating to domestic violence in October. Potential presenter includes William Long from Option House. The subcommittee decided to go dark in December. Idea for November's meeting includes a potluck and outreach/planning meeting. Human Trafficking presentation for January was offered by Athena from FAP.
Next Meeting: Wednesday, October 26, 2018, 1-2:30 p.m., DBH Admin
Location: 303 E. Vanderbilt Way, San Bernardino, CA 92415
Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF NOVEMBER 15, 2018

African American Awareness Subcommittee

The African American Awareness Subcommittee had presenters, Gwen Rodgers, Hardy Brown II, Dina Walker, Dr. April Clay, and Anthony Robertson discussed Mental Health and Colleges & Universities. We asked questions such as, "What lifestyle habits and activities play significant factors in ensuring your students have optimal mental health before they go on to college?" Micro-aggressions, Suicidality, Mental Health Resources and Home Sickness were all discussed.

Next Meeting: November 19, 2018– 2:00 p.m. – 3:30 p.m.
Location: 696 S. Tippecanoe, San Bernardino CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Sub Committee received the stakeholder went over future trainings, events and partnerships. The Sub Committee had a presentation on basic interview skills, cover letters, resumes, dressing for success and interviewing were that was presented by Havonna Taylor-Weatherspoon a recruitment coordinator from Kaiser Permanente of Riverside. Havonna answered questions from what types of covers sheets should be used, the types of information that should be placed on resumes and kept the focus to Health Care related fields.

Next meeting: December will be dark for the Subcommittee and we look forward to reconvene January 11 from 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Chris Morton at Cmorton@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

Members voted on changing the time of our meeting in hopes of increasing our attendance. This proved to be successful as more individuals were able to attend. Our role players have now been selected for our Client Culture training .Next Meeting Members will be selecting a date time and place to hold our training. We want to also welcome Matthew P. who is our newly selected C0-Chair.

Next Meeting: Monday, October 22, 2018 – 1:00pm – 2:30pm
Location: Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA. 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Cultural Competency Advisory Committee

October 2017

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee met and was presented with the recently updated Substance Use Disorder presentation that will be used by the CHW-Community Health Workers/Promotores. Committee members provided useful feedback on the presentation. Meeting will go dark in December and resume January 2019.

Next Meeting: November 15, 2018, 3-4:30 p.m., Uplift Family Services, San Bernardino, CA 92401

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Disabilities Awareness Subcommittee

DARK and will no longer be meeting at DBH. Will merge with the Inland Empire Disabilities Collaborative that meets.

Next Meeting: Every third Tuesday of the month from 9:30-11:30 at Valley College

Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Introductions were made which included name and organization/agency. Minutes were discussed and approved. Presentation on Public Charge by Sendy Sanchez from Community Health Association was given. The subcommittee requested evaluation results from the Hispanic Heritage Event. The subcommittee decided to go dark November and December. January meeting will consist of voting for chair and co-chair. Will also be re-doing the monthly speaker sign-up sheet. Stakeholder forms were distributed and collected.

Next meeting: Thursday, October 25, 2018 10:00 a.m. – 11:30 a.m.

Location: Consulate of Mexico in San Bernardino – 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas at: Jessica.Cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

Consent to Record forms were distributed and collected from those who did not previously sign one. Introductions were made that included name, pronouns, agency/organization and favorite monster. Facebook Live was a success this meeting but we could not see the comments during the live stream to answer any questions from Facebook. Gustavo presented on the Rainbow Pride Youth Alliance program. Some topics they teach are leadership, health promotion, social support, community building, LGBTQ+ history and GSA rights. They also do outdoor activities and empowerment field trips with their groups. For more information please contact Gustavo Hurtado at RPYA. (LGBTQ+ Subcommittee Co-Chair). The subcommittee has asked SAC Health if we can use their space for the "Love is Love" event in March. Susan Wallace is a clinician at SAC Health and has been our connection with the agency. The theme for the event is still "LOVE IS LOVE" but the committee is open to change the name of the event. Trinity Youth Services is presenting their program in November. Lesford Duncan also wants to present at the meeting as well. There will be no presentations in December because we are going dark. There will not be a presentation in February or March due to putting all subcommittee efforts into the "Love is Love" event. Gabby from American Lung Association spoke about a future volunteer opportunity for those who are willing to go to their local stores and see how accessible menthol/tobacco products are. Gustavo from Rainbow Pride Youth Alliance told the group about the LGBTQ Parent Support Group and the details will be blasted out

to the subcommittee. Also, American Lung Association is looking for LGBTQ+ board members to help create policy support and to help identify local leaders. Gustavo from RPYA has an event "World AIDS Day" which is going to be on December 1st at the First Congregational Church in San Bernardino. The time is TBA.
Next Meeting: November 27, 2018, 12:30-2:00 p.m., DBH Admin
Location: 303 E. Vanderbilt Way, San Bernardino, CA 92415
Contact Person: Jessica Cuevas at Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee
The Native American Awareness Sub Committee is currently preparing for the Historical Trauma Conference at the Double Tree Hotel. The Sub Committee is looking to receive potential CEUs to offer to professionals in the behavioral health field. The October meeting focused on finalizing the agenda and individuals that will be participating on the program. We review the bios, potential questions for the panel members, as well as review the objectives of the Event. We look forward to promoting the event on November 29th

Next meeting: Tuesday, November 20, 2018 at 2:00 p.m. – 3:30 p.m.
Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee
The Subcommittee met and discussed ideas for capacity building. The Subcommittee also discussed conducting the meeting at an earlier time of the day which could make the meeting more accessible to new members. The Subcommittee also discussed new locations, and placing flyers in clinics and to increase attendance. Claudia Harris the co-chair will follow up with several senior centers in the area for meeting availability. Once a new location and date have been confirmed, there will be a new flyer created along with a web blast. Subcommittee will discuss updated by laws when the committee reconvenes next year.
Next meeting: January 24th 2019 – 2:30 p.m. – 4:00 p.m.
Location: Victor Community Support Services (VCSS), 15400 Cholame Rd., Victorville, Ca.
Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee
The Spirituality Sub-Committee reviewed our National Day of Prayer for Behavioral Health Recovery and Understanding event. We had a wide variety of presenters from various faiths, beliefs and spiritual perspectives give brief prayers and encouragement for our community. The highlight of the event was our Prayer Tree. Participants wrote down prayers, thoughts and encouraging words and placed them on the large Prayer Tree. The Spirituality Sub-Committee would like to thanks all those who were in attendance and participated in the powerful experience. The Subcommittee also reviewed the Religious calendar update and is looking forward to supporting the Historical Trauma Conference.

Next Meeting: Tuesday, November 13, 2018 at 1:00 p.m. – 2:30 p.m.
DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

The TAY Awareness Sub Committee has been discussing their involvement in the 12 Annual Behavioral Health Wellness Triathlon. TAY Sub-Committee is looking to increase their participation and promote the NAMI walk. During the October meeting, the group had a featured discussion at Attitude of Gratitude, and did activities that revolved around the being thankful and using that as a mind state of resilience. The Subcommittee also reviewed the Religious calendar update and is looking forward to supporting the Historical Trauma Conference.

Next Meeting: Wednesday, November 21, 2018 - 11:00 a.m. - 12:00p.m.

Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404
Contact Person: Christopher Morton at Cmorton@dbh.sbcounty.gov

Veterans Awareness Subcommittee

The Veterans Awareness Subcommittee had several speakers including presentations by Babs Ludikhuize on Peer Support and Suicide Prevention, and Dr. Sean presenting on Veteran's issues. Staff from the new CRT's and CSU's presented on the 24 hr. Emergency Services. The Subcommittee also reviewed the Religious calendar update and is looking forward to supporting the Historical Trauma Conference.
Next Meeting: Monday, December 3, 2018, 3-4:30 p.m., DBH Admin
Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Welcome and introductions were made. Domestic Abuse film screening **"Private Violence"**, followed by discussion on challenges faced by DV victims with mental health and substance abuse issues. Upcoming events and announcements were made. Stakeholder forms were discussed and distributed.
Next Meeting: Wednesday, November 28, 2018, 1:00 p.m.-2:30 p.m.
Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415
Contact Person: Jessica Cuevas at **Jessica.cuevas@dbh.sbcounty.gov**

SAN BERNARDINO COUNTY Behavioral Health

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF FEBRUARY 21, 2019

African American Awareness Subcommittee

The African American Awareness Subcommittee had our 2019 Annual Black History Program BREATHE! ANXIETY...TOGETHER WE CAN HANDLE IT! The event was at the San Bernardino Catholic Diocese. Here are just some of the highlights: Black History Historical Relevance by Starlette Turner, a musical skit ESTEEM (Youth Academy from Colton) a Keynote Address from Akin Moreno about Redeeming The Time Together, a Praise Dance for Unspeakable Praise Team, a Presentation of our Community Champions, Opportunity Drawings, Youth Speakers Briesa Vasquez, Alta Loma High and a Youth Focused Panel on ANXIETY CONCERNS AMONGS OUR YOUTH.

Next Meeting: March 18, 2019– 2:00 p.m. – 3:30 p.m. Location: Valley Star Community Services 1585 S. D Street Suite 204 San Bernardino, CA 92408

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Sub Committee is looking at organizing and planning a special presentation for the API Awareness month. Many of the Sub-committee members supported the County and local Black History events this month. The group is inviting all those that wish to contribute to be present at the next meeting on March 8th where details about the API Awareness event will be discussed.

Next meeting: March 8 at 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

Our February 25 meeting time has been changed to 1:00 to 2:30. We will resume our regular meeting time of 10:00 to 11:30am on March 25, 2019. This subcommittee met with Jonathan Buffong and are in the early stages of preparing to do a "Diversity Film" project. Upcoming is the Client Culture Experiential Training " Recovery Resilience and Wellness." More information to come soon.

Next Meeting: March 25, 2019 from 10:00am to 11:30am Location: Pathways To Recovery Clubhouse: 17053 East Foothill Boulevard, Fontana, CA 92335

Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Cultural Competency Advisory Committee

February 2019

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee. Committee members were provided the MHSA by Linda Marie Griffey. The committee discussed the needs of the subcommittee, stating staff at Uplift Family Services would like to become more educated on the needs of the community they serve. The committee discussed having presentations on the topics of gang awareness, sex trafficking, etc.
There is a human trafficking presentation by Family Assistance Program (Open Door) scheduled for February 21, 2019. Due to the expected increase in attendance for the next meeting, the location has been changed to accommodate more participants. The time of the meeting has also been extended 30 minutes due to the length of the presentation.
Next Meeting: February 21, 2019 2:30 -4:30 p.m., DBH Training Institute1950 S. Sunwest Lane, Suite 200
Contact Person: Toni Harris at **Tharris@dbh.sbcounty.gov**

Disabilities Awareness Subcommittee

We are now joining the Inland Empire Disabilities Collaborative (IEDC). They meet every 3rd Tuesday of the month at Valley College from 9:30-11:30a.m. Here is the link for more information and to register. http://www.iedisabilities.org/meetingsandevents/

Next Meeting: March 19, 2019, 9:30-11:30a.m., Valley College

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

MHSA Update presentation was given by Adan Gomez, Karen Cervantes, and Sonia Rubio. They answered questions, and distributed a survey specifically for this presentation. A speaker/presentation sign-up sheet for the upcoming was passed around to the group to give everyone a chance to speak about their program. New Chair and Co-Chairs were voted on and announced. New chair is Benjamin Carranza from TODEC, and the co-chair is Carmina Pineda from Blindness Support Services.

Next Meeting: February 28, 2018, 10-11:30 a.m., Consulate of Mexico in San Bernardino

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

MSHA had a representative from the organization present the new updates that effect different proposition 63 funded grants. Gustavo Hurtado presented the LGBTQ+ Parent Alliance which will meet every last Tuesday of each month at 3041 N. Sierra Way San Bernardino from 6-8pm. The planning committee for the "Love is Love" event spoke on the updates for the event which included how many vendors we currently have and asked if any organization/agency would like a vendor's space, what food we have lined up which is Kona Ice (who will serve hot drinks if it is cold that day) and a taqueria. The event will be hosted at CHICCCA (802 N. E st San Bernardino) from 4-7pm on February 22nd.. Any questions for the event please contact Maren, Gustavo, Dr. Toni D'osay, Dazja, or Jessica. Facebook Live was a success! You can also find the video of the full meeting on the LBGTQ Subcommittee's Facebook page. (the profile picture is a tree with the pride flag behind it)

Next Meeting: February 26th, 2019 , 12:30-2:00pm., DBH Admin

Contact Person: Jessica Cuevas jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee

The Native American Awareness Sub Committee is excited about preparing for our next event that will use the Historical Trauma Conference as a foundation to create more awareness and training. Our next meeting will be discussing Indigenous Day vs. Columbus Day discussion, Native American Heritage Day event and School presentations on Suicide & Bullying Prevention.

Next meeting: Tuesday, 19, 2019 at 2:00 p.m. – 3:30 p.m. Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313

Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

The Subcommittee was provided the MHSA update by Linda Marie Griffey, during the January meeting. The goal and purpose of the subcommittee was discussed. The meeting has a new time and location. The expectation is that this will increase participation. Updates were provided regarding the relocation of APS services to shared space in the TAD office in Apple Valley. The TAY in the High Desert has a new location. Queens Motel is converting to homeless housing, 32 bed transitional housing units. There is an event scheduled for May 2019. The person heading up the event is still looking for speaker to present on physical health.

Next meeting: February 21, 2019 10-11:30 a.m. Location: Sterling Inn 17738 Francesca Rd, Victorville, CA 92395.

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

The Spirituality Sub-Committee meeting was canceled for February but will be meeting on March 12. Many of the Spirituality Sub-Committee members supported the Black History Month Events. As a group we are looking at developing and strengthening additional partnership with diverse spiritual and cultural faith and religious groups.

Next Meeting: Tuesday, March 12, 2019 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

The TAY Awareness Sub Committee has been an active partner and supporter of the 2019 Annual Black History Program BREATHE! ANXIETY...TOGETHER WE CAN HANDLE IT! We had two participants as featured speakers for that spoke about their ability to overcome challenges and obstacle of Anxiety as well as their economic situations. TAY has been working diligently on being a part of the Statewide Campaign "Directing Change" to address suicide issues in our youth and young people.

Next Meeting: Wednesday, March 20, 2019 - 11:00 a.m. - 12:00p.m. Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404

Contact Person: Christopher Morton at jbuffong@dbh.sbcounty.gov

Veterans Awareness Subcommittee

The Veterans Awareness Subcommittee had several speakers including presentations Gregory Coker-Reaching New Heights Foundation C.A.S. and sons for our March meeting. We are also excited to finalizing a Diversity Film Training that will be offered to all of DBH staff. Our recent feature of Float Evolution was of great value for all those that attended and gave some alternatives for anxiety and depression.

Next Meeting: Monday, December 3, 2018, 3-4:30 p.m., DBH Admin Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Kara Rooney from the Family Assistance Program gave a presentation on Human Trafficking. She answered questions and left resource materials for everyone. Linda Marie from MHSA gave an update on MHSA planning, and also distributed a survey specific to this update. Amanda Van Brunt and Nicolle Garrovillas from Planned Parenthood gave a presentation on available services offered to the community. This subcommittee would like to approve extending the meeting time to 3:00 p.m. through the CCAC.

Next Meeting: February 27, 2019, 1-3:00 p.m., DBH Admin

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF MARCH 21, 2019

African American Awareness Subcommittee

The African American Awareness Subcommittee had presenters from Infant-Toddler Success program. Their goal is to ensure parents know and are equipped to help their children learn so they will be better able to succeed when they enter school. Initial investments from the San Bernardino City Unified School District helped to launch the program which is now offered in partnership with The Community Foundation of San Bernardino & Riverside Counties and California State University San Bernardino's Institute for Child Development. Since May 2016, the program has offered classes for low-income parents of children up to three years old.

Next Meeting: April 15, 2019– 2:00 p.m. – 3:30 p.m. Location: 696 S. Tippecanoe, San Bernardino CA 92408

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

During the March meeting the Sub Committee had an opportunity to review over 10 film excerpts to create with the purpose of creating a Diversity Film Series that targets a generational conversation on Mental Health issues. May23rd is the scheduled date for the Diversity Film Series Event and the Asian American Resource Center is the desired location. Please come out to our next meeting as we formulate the session.

Next meeting: March 8 at 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

The March meeting special speaker will be Marisela Soto who will speak on Victor Community Support Services. We are looking at ways to partner, refer and promote the fantastic services that Victor provides our community. The Consume and Family Members Awareness Sub-Committee is also working on a Diversity Film project with Jonathan Buffong, DBH Mental Health Education Specialist. Members were tasked to continue searching for Films or clips that best represent Client Culture.

Next Meeting: March 25, 2019 from 10:00am to 11:00am - Pathways To Recovery Clubhouse: 17053 East Foothill Boulevard, Fontana, CA 92335

Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Cultural Competency Advisory Committee

March 2019

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee discussed desire for future trainings and speakers relating to Substance Use and Mental Health. The committee will review goals and bylaws and plan next steps and capacity building.

Next Meeting: April 18, 2019, Uplift Family Services, 572 N. Arrowhead Avenue, Suite 100, San Bernardino, CA 92401

Contact Person: Toni Harris at **Tharris@dbh.sbcounty.gov**

Disabilities Awareness Subcommittee

We are now joining the Inland Empire Disabilities Collaborative (IEDC). They meet every 3rd Tuesday of the month at Valley College from 9:30-11:30a.m. Here is the link for more information and to register. http://www.iedisabilities.org/meetingsandevents/

Next Meeting: April 16, 2019, 9:30-11:30a.m., Valley College Business Building, 701 S. Mt. Vernon Ave. SB CA Business RM 100

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Benjamin Carranza from TODEC gave a presentation which included a video, and resources were distributed. Carmina Pineda from Blindness Support Services presented and provided the subcommittee with resources. A speaker/presentation sign-up sheet was passed around to the group to give everyone an opportunity to showcase their program and services. The subcommittee also expressed interest having the following topics presented to the group: Housing services, Counseling services, Post-partum depression. March presentation will focus on Human Trafficking.

Next Meeting: Thursday March 28, 2019 10:00-11:30 a.m., Consulate of Mexico in San Bernardino-293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

The presenter for this meeting was Sunni from TruEvolution. TruEvolution is a community-based response to the unique health disparities and social inequities experienced by youth, namely LGBTQ youth in Riverside County and San Bernardino County. They accept IEHP & soon Blue Cross. They have multiple support groups in English and Spanish. HIV+ closed support groups and LGBTQ+ support groups. They have on-site rapid HIV testing. They also assist with housing & case management. If you have any more questions please contact Sunni Meador at (951) 500-1550. Love is Love event was a success! Over 75 people came & 18 organizations/agencies got to give out their resources! We had an amazing keynote speaker, Dr. D'orsay, who spoke on healthy relationships and a great panel of people, Casey McCullough, Luis Esparza, Alex Davis, Addie Davidove, & Dr. Toni D'orsay. We also had 3 food vendors, Girl Scouts, Kona Ice, and Me So Hungry. We got to listen to Dj Kin Ninja throughout the whole event as well! Laura Hernandez closed out the event with her stand-up comedy. The subcommittee wants to do this same event annually and it will stay in San Bernardino County. Gender Health conference that was supposed to happen in March will be pushed to August or September. If you have any questions about this event please contact co-chair Gustavo Hurtado Jr.

Next Meeting: March 26th, 2019 12:30-2:00pm., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee

The Native American Awareness Sub Committee is currently preparing for the follow up diversity film of the Historical Trauma Conference. The March meeting focused on a conversation about the changing the local Columbus Day to Indigenous American Day (which may other Counties have switched to).

Next meeting: Tuesday, April, 16, 2019 at 2:00 p.m. – 3:30 p.m. Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313

Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

The Subcommittee discussed having another Lunch and Learn event 2019. The committee will also be looking for a new Chair/Co-Chair. The committee agreed in lieu of the March meeting the members would attend the IEDC Conference at CSUSB, scheduled for March 28,2019.

Next meeting: April 25, 2019 10:00-11:30 a.m. Location: Sterling Inn 17738 Francesca Rd, Victorville, CA 92395.

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

The Spirituality Sub-Committee discussed the Mental Health Friendly Communities and how we can potentially pick up the work that we have done in the past. The Committee had a powerful conversation with the Ten Commitments that focused on the stigmatizing words that are used in our own governmental departments. We also disused the Self Study Courses YOLO had information on potential offerings that we as a county can employ. The Sub-Committee has agreed to support Chair Jessica Headley at the Spirituality Conference.

Next Meeting: Tuesday, April 09, 2019 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

The TAY Awareness Sub Committee has been involved in the Making Change Happen Campaign. The Sub-Committee is looking for resources, training and programs that facilitate employment opportunities for their members and transitional age youth.

Next Meeting: Wednesday, April 17, 2019 - 11:00 a.m. - 12:00p.m. Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404

Contact Person: Jonathan Buffong at jbuffong@dbh.sbcounty.gov

Veterans Awareness Subcommittee

The Veterans Awareness Subcommittee had several speakers including presentations this past month and is looking forward to American Patriot Music Project for April. The Veterans Sub-Committee is also planning a Diversity Film Project this summer that features the Male and Female experience.

Next Meeting: Monday, April 1, 2019, 3:00 -4:30 p.m., DBH Admin Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Official new meeting time of 1-3pm was announced. Jacqueline and Elizabeth from Department of Public Health and the Black Infant Health Program presented. They handed out resources and the subcommittee gave them suggestions for collaboration. Janet from Children and Family Services presented on Teen Dating Violence. There were discussions related to the topic throughout the presentation. Chair and co-chair requested attendees share suggestions for people who should attend the Women's Subcommittee. They would like to personally invite those individuals. March meeting will focus on Mindfulness/Physical Wellbeing/Nutrition.

Next Meeting: March 27, 2019, 1:00-3:00 p.m., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Cultural Competency Advisory Committee

March 2019

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF APRIL 20, 2019

African American Awareness Subcommittee

The African American Awareness Subcommittee is did not meet due the Inland Empire African American Parent Summit on April 15.

Next Meeting: May 13, 2019– 2:00 p.m. – 3:30 p.m.

Location: 696 S. Tippecanoe, San Bernardino CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Asian and Pacific Islander Awareness Subcommittee has intentionally inviting the African American Awareness Sub-Committee, TAY Awareness an Native American Awareness at their Critical Conversations Event scheduled on Tuesday May 21st. from 1pm-3pm. The San Bernardino County Department of Behavioral Asian American and Pacific Islander Event recognize May as Asian-Pacific American Heritage Month.
Next meeting: reconvene May 10, 2019 from 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

Members will be supporting the API and Spirituality events coming and will be attending the Evening with the Stars event on May 30th. The Subcommittee heard from Alison Sommer who works as an academic technologist at Macalester College. She believes that awareness is the first step to improving problems within mental health care, and spoke about anxiety disorders and panic attacks based on her own constantly evolving understanding of her anxiety disorder, OCD.

Next Meeting: Monday, May 20, 2019 – 1:00pm – 2:30pm
Location: Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA. 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee spoke about the newest strategies to address substance abuse in our system of care particular working with our DBH Substance abuse team. We are presently looking for a chair for this committee.

Next Meeting: April 21, 2019 2:30 -4:30 p.m., DBH Training Institute1950 S. Sunwest Lane, Suite 200
Contact Person: Toni Harris at **Tharris@dbh.sbcounty.gov**

Disabilities Awareness Subcommittee

We are now joining the Inland Empire Disabilities Collaborative (IEDC). They meet every 3rd Tuesday of the month at Valley College from 9:30-11:30a.m. Here is the link for more information and to register. http://www.iedisabilities.org/meetingsandevents/

Next Meeting: May 21, 2019, 9:30-11:30a.m., Inland Regional Center, Conference Center, 1365 S. Waterman Ave, San Bernardino

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Athena Montiel from the Family Assistance Program gave a presentation on Human Trafficking. Athena provided the subcommittee with resources. A speaker/presentation sign-up sheet was passed around to the group to give everyone an opportunity to showcase their program and services. The subcommittee also expressed interest having the following topics presented to the group: Housing services, Counseling services, Post-partum depression. Benjamin Carranza from TODEC gave a presentation which included a video, and resources were distributed.

Next Meeting: Thursday April 25, 2019 10:00-11:30 a.m., Consulate of Mexico in San Bernardino- 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

Our presenter for this meeting was Winter Kofiman who gave a Health Homes Program presentation. They discussed services, eligibility requirements; makeup of the program, and a fact sheet was distributed. Love is Love demographics and comments were distributed to the group. Gabby from the American Lung Association gave the group information on a new grant out for bid for community based organizations to work with the LGBTQ+ community. Conference call will take place March 29th for bidders to ask questions and get more details. April 15th is the deadline to apply. American Lung Association will also have a data collection opportunity open to everyone. The Healthy Community Campaign is looking for volunteers to get trained and visit retailers to do an assessment of the retailers store and process. Training will be April 6th from 9-5p. Jessica from DBH requested all subcommittee members send suggestions for topics and presenters for monthly meetings and for bigger trainings given outside of the meeting.

Next Meeting: April 23th, 2019 12:30-2:00pm., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee

The Native American Awareness Subcommittee finished coming up with the questions for the panel for the Diversity Film called "Dawnland". Our partners at Morongo Tribal TANF in San Bernardino have also agreed to hosting this event for 100 participants. The subcommittee group also came up with the evaluation questions for the event. The Native American Subcommittee will be joining the API Awareness Subcommittee in the Crucial Conversation event on May 20. We are discussing having our next meeting right after that event.

Next meeting: Tuesday, May 20, 2019 at 2:00 p.m. – 3:30 p.m.
Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

The Subcommittee is working to have another Senior Awareness Day and we current looking for venues that can accommodate 30 individuals. Last year's Senior Awareness Day was a big success that had over resource tables and a featured speaker that spoke to the senior population on how important continued Mental Health check ins were. There is a new location and time for the subcommittee meeting. There will be a MHSA update during the next meeting.

Next meeting: April 25, 2019 10:00-11:30 a.m. Location: Sterling Inn 17738 Francesca Rd, Victorville, CA 92395.

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

The Spirituality Subcommittee engaged in activity that showed us the 4 essential competencies to have a discussion on faith and behavioral health: 1. How to identify support, 2. How to inform your provider, 3. How to talk about specifics, 4.How to speak up about conflicts. The Subcommittee will be supporting Jessica Headley who will be representing the group at the Mental Health & Spirituality Conference in May.

Next Meeting: Tuesday, May 14, 2019 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee

The TAY Awareness Sub Committee is looking to take part of the Crucial Conversations Event that is sponsored by the Asian American Pacifica Islander Subcommittee and wanted to know if they could add some topics to the conversation list. The Subcommittee will also be supporting the Mental is Mental Health Month activities which would include Evening with the Stars.

Next Meeting: Wednesday, May 15, 2019 - 11:00 a.m. - 12:00p.m.

Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404
Contact Person: Jonathan Buffong at jbuffong@dbgh.sbcounty.gov

Veterans Awareness Subcommittee

The Veterans Awareness Subcommittee had a discussion on Veterans issues and mental health on Ted Talks. Sebastian Junger has seen war up close, and he knows the impact that battlefield trauma has on soldiers. But he suggests there's another major cause of pain for veterans when they come home: the experience of leaving the tribal closeness of the military and returning to an alienating and bitterly divided modern society.

Next Meeting: Monday, May 6, 2019, 3-4:30 p.m., DBH Admin
Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee

Xeneida Brown led this meeting. She distributed many resources and requested others also bring resources they come across. Xeneida presented a NAMI article on understanding self-harm since March is self-harm awareness month. Discussed how self-harm affects woman and youth. Xeneida presented the subcommittee with a few brainstorming ideas, handout. Group discussed revisiting the Women's Subcommittee flyer vision and mission. Suggested working on goals, objectives and work plan during next the meeting. All ideas on women's brand, meeting structure, resources, events, etc. were welcomed. Diversity Film Series through DBH was discussed and films for the group to view were requested. Issue we would like to focus on is staff's access to trainings, conferences, and resources to avoid burnout. Idea for future meetings is to have one person from each agency speak on an issue they may be having at work, which can include a case, barriers, gaps, or challenges. Another idea is bring data on women with mental health, women consumers, and awareness and outreach and analyze the data as group and discuss possible solutions. Xeneida is currently working on a women's resource list, in which the subcommittee will update as necessary. Mireya Furman from SAC Health presented on two new Dental Programs in partnership with First 5. Dental Transformation Program and Virtual Dental Home Model are the two programs that focus on increasing utilization of dental services. List of trainings from SBSAS was distributed and the subcommittee agreed that bringing these trainings to everyone would be beneficial.

Next Meeting: April 24, 2019, 1:00-3:00 p.m., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

SAN BERNARDINO COUNTY Behavioral Health

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF MAY 22, 2019

African American Awareness Subcommittee

The African American Awareness Subcommittee discussed the upcoming Juneteenth activities. The local event will be held at Ann Sherrill Park in San Bernardino from 1pm 6pm on June 15th. The Subcommittee is assisting in promotion and helping set up/break down. The Subcommittee will be supporting the API event next week that deals with Critical Conversation. The Subcommittee will also be representing at the Young Visionaries Gala happening on May 31.

Next Meeting: June 17, 2019– 2:00 p.m. – 3:30 p.m.

Location: Valley Star Community Services 1585 S. D Street Suite 204 San Bernardino, CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Asian and Pacific Islander Awareness Subcommittee finished outlining the Critical Conversations events. We ordered the video presentations, assigned facilitator leads and ran through the example activities. We are proud to host Native American, African Awareness, Consumer and Family Members Awareness and TAY Subcommittees to this event. We expect to be a full capacity and have a fantastic dialog on behavioral health issues and how culture/generational connection has our overall health. The event scheduled on Tuesday May 21st. from 1pm-3pm. The San Bernardino County Department of Behavioral Asian American and Pacific Islander Event recognize May as Asian-Pacific American Heritage Month.

Next meeting: reconvene June 10, 2019 from 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

Members did not meet for the month of May due to May as Mental Health Activities. We are encouraging our entire subcommittee to support the Cultural Advisory Board Mixer and Evening with the Stars event.

Next Meeting: Monday, June 17, 2019 – 1:00pm – 2:30pm
Location: Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Cultural Competency Advisory Committee

May 2019

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee began discussion about pre planning for Recovery Month. Updates on Juneteenth events and the significance were also given. The Co-Occurring subcommittee discussed the recent May Mental Health Activities and began to look at potential speakers that would be good for the Cultural Competency Advisory Committee.

Next Meeting: June 20, 2019 2:30 -4:30 p.m.,

Location: Uplift Family Services-572 N. Arrowhead Avenue, Suite 100 San Bernardino, CA 92401
Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Disabilities Awareness Subcommittee

We are now joining the Inland Empire Disabilities Collaborative (IEDC). They meet every 3rd Tuesday of the month at Valley College from 9:30-11:30a.m. Here is the link for more information and to register. http://www.iedisabilities.org/meetingsandevents/

Next Meeting: May 21, 2019, 9:30-11:30a.m., Inland Regional Center, Conference Center, 1365 S. Waterman Ave, San Bernardino

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Presenters on the agenda did not show up. Discussion revolved around last year's Hispanic Heritage Event and what should be done this year. A planning committee sign-up sheet was passed around. Xeneida Brown informed the group that there will be a Fatherhood Engagement for staff to outreach to fathers. Class is not in Spanish, but Spanish Speakers are encouraged to attend. There is also a legal clinic every quarter through 211, CFS, Valley College, Children's Fund, and the Public Defender's Office. There are CFS and immigration components to the legal clinics. Brittny from the Cancer Society distributed a flyer for the Relay for Life event happening in Chino. She also discussed other similar events happening on 4/27 and 4/28 at Colton and Summit High School. Brittny also informed the group that there are subcontractor opportunities in the West End for the Smoke Free Unit Housing Policy.

Next Meeting: Thursday May 23, 2019 10:00-11:30 a.m., Consulate of Mexico in San Bernardino- 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee
The presenter for this meeting was Dr. Toni D'orsey from Borrego Health. Presentation covered Borrego services and trans health. Dr. Toni answered questions and provided the group with brochures and her card. Maren distributed parts of the Resource Guide for subcommittee members to start verifying that listed numbers, addresses, and websites are the same.

Next Meeting: May 28th, 2019 12:30-2:00pm., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee
The Native American Awareness Subcommittee partnered with the API Subcommittee in Critical Conversations and then began assigning roles and duties for Subcommittee members for the Dawnland film 02 at Morongo Tribal TANF in San Bernardino. 65 individuals have already have already registered event. The subcommittee group also finalized the evaluation questions for the event.

Next meeting: Tuesday, June 18, 2019 at 2:00 p.m. – 3:30 p.m.
Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee
The Older Adults Subcommittee was canceled due to the MSHA Summit

Next meeting: June 27, 2019 10:00-11:30 a.m. Location: Sterling Inn 17738 Francesca Rd, Victorville, CA 92395.

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee
The Spirituality Subcommittee was cancelled in honor of the Cultural Competency Mixer. We are asking all of our Members to attempt to attend the following the following events: MSHA Summit, Evening with the Stars, Cultural Competency Mixer, and the Young Visionaries Awards Gala.

Next Meeting: Tuesday, June 18, 2019 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee
The TAY Awareness Sub Committee is looking forward to taking part of the Crucial Conversations Event and gave us feedback of the importance that parents understand the stressors and pressures of adolescents to more effectively deal with their children mood swings and attitudes. The TAY Subcommittee is also interested in attending the MSHA Summit, Evening with the Stars, Cultural Competency Mixer, and the Young Visionaries Awards Gala..

Next Meeting: Wednesday, June19, 2019 - 11:00 a.m. - 12:00p.m.

Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404
Contact Person: Jonathan Buffong at jbuffong@dbgh.sbcounty.gov

Veterans Awareness Subcommittee
Betty Volk- Financial Coordinator of Volunteers for Veterans Foundation / Veterans Car Show from the Volunteers for Veterans Foundation (VFVF)® & Veterans Car Show provides emergency financial assistance to veterans and active military personnel gave a presentation on all the resources they provide for our local Veterans. We also discussed the upcoming Clay Hunt Act Summit that will be hosted at the San Bernardino County Behavioral Health Auditorium in September.

Next Meeting: Monday, June 10, 2019, 3-4:30 p.m., DBH Admin
Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee
Women's subcommittee this month went DARK

Next Meeting: May 28, 2019, 1:00-3:00 p.m., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

CULTURAL COMPETENCY ADVISORY COMMITTEE

CCAC SUBCOMMITTEE UPDATES AS OF JUNE 19, 2019

African American Awareness Subcommittee

The African American Awareness Subcommittee supported the San Bernardino Juneteenth event held at Ann Sherrill Park in San Bernardino from 1pm 6pm on June 15th. The Subcommittee is assisted in promotion and helping set up/break down. The Subcommittee supported the API event on Critical Conversation and the Historical Trauma Diversity Films Series "Dawnland". The Subcommittee also represented at the Young Visionaries Gala on May 31. On the May June 17th the Wheatley Institute presented on Cultural Congruent Outreach and Engagement Strategy targeting African-American Transition-age youth. This approach addresses economic, system, cultural, and individual barriers to service utilization to increase access to behavioral health services and simultaneously to reduce non-clinical mental health stigmas.

Next Meeting: July 15, 2019– 2:00 p.m. – 3:30 p.m.

Young Visionaries at 696 S. Tippecanoe, San Bernardino, CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Asian/Pacific Islander Awareness Subcommittee (API)

The Asian and Pacific Islander Awareness Subcommittee finished debriefing on Critical Conversations events. The subcommittee supported the Native American subcommittee Historical Trauma Diversity Films Series "Dawnland". The subcommittee is now working on increasing membership and looking at addressing resources for Asian and Pacific Islander families in dealing with communication around behavioral health issues.

Next meeting: July 12, 2019 from 10:00a.m. -11:30a.m.
Location: Asian-American Resource Center: 1133 South "E" Street, San Bernardino, CA 92408
Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Consumer and Family Members Awareness Subcommittee

The Consumer and Family Members subcommittee is currently researching and viewing potential films that focus on resiliency and perseverance for consumers and family members. The Consumer and Family Members subcommittee members had a great time at the Cultural Competence Mixer and look to continue to partner subcommittee.

Next Meeting: Monday, July 15, 2019 – 1:00pm – 2:30pm
Location: Pathways to Recovery, 17053 E. Foothill Blvd. Suite B, Fontana, CA 92335. (Suite B is located around the back of the building.)
Contact Person: Lauretta Ross at LRoss@dbh.sbcounty.gov

Co-Occurring & Substance Abuse Awareness

The Co-Occurring and Substance Abuse Awareness Subcommittee was given a presentation on the RBEST program and the Connecting Families group being held for loved ones and caregivers of individuals living with a severe and persistent mental illness. The group is held weekly in rotating locations, and is open to the public. The group also discussed selecting a chair/co-chair for the subcommittee.

Next Meeting: June 20, 2019 3-4:30 p.m.,

Location: Uplift Family Services-572 N. Arrowhead Avenue, Suite 100 San Bernardino, CA 92401

Contact Person: Toni Harris at **Tharris@dbh.sbcounty.gov**

Disabilities Awareness Subcommittee

We are now joining the Inland Empire Disabilities Collaborative (IEDC). They meet every 3rd Tuesday of the month at Valley College from 9:30-11:30a.m. Here is the link for more information and to register. http://www.iedisabilities.org/meetingsandevents/. June's presentation by Vidhya Krishnamurthy, PHD., Pediatric Neurodevelopment Psychologist who is the AAC Clinical Director is from the Inland Empire Autism Assessment Center of Excellence. The Autism Assessment Center(ACC) is a collaboration among multiple agencies in San Bernardino and Riverside counties and is committed to providing the highest level of care to Inland Empire children and families.

Next Meeting: July 16, 2019, 9:30-11:30a.m., Location TBD

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Latino Awareness Subcommittee

Xeneida Brown gave a presentation on 211 for San Bernardino County. The presentation included a background on 211, types of calls received, 211 staff education/background, the process when someone calls, and the website. 211 cards were distributed in bulk for other organizations to distribute as well. Xeneida Brown informed the group of two ALL Star Dads events, and distributed flyers. She also distributed information on a Listos class coming up in June.

Next Meeting: Thursday June 27, 2019 10:00-11:30 a.m., Consulate of Mexico in San Bernardino- 293 North D Street San Bernardino CA 92401 2nd floor

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

LGBTQ Awareness Subcommittee

The scheduled two presenters for this month were unable to attend. No presentation occurred this month. Florence from Trinity Health Services distributed a brochure on their foster program, and also answered questions from the subcommittee. OCCES staff distributed flyers on RBEST's Connecting Families support group, and May is Mental Health Month activities. Real Estate agent Rolando explained to the group that their focus is on LGBTQ rights when buying or selling. Rolando will be giving a presentation during next month's subcommittee meeting, due to the interest of the rest of the subcommittee.

Next Meeting: June 25, 2019 12:30-2:00pm., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

Native American Awareness Subcommittee

The Native American Awareness subcommittee partnered with the API Subcommittee in Critical Conversations. The subcommittee successfully put on the film screening Dawnland film at Morongo Tribal TANF in San Bernardino. The subcommittee group is interested in the evaluation feedback and will look to make future programing decisions after our next debriefing discussion.

Next meeting: Tuesday, July 16, 2019 at 2:00 p.m. – 3:30 p.m.
Location: Native American Resource Center: 11980 Mt. Vernon Ave., Grand Terrace, CA 92313
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

Older Adults Awareness Subcommittee

The Older Adults Subcommittee went dark for the month to support the MHSA summit, where there was a presentation on the aging adult community.

Next meeting: June 27, 2019 10:00-11:30 a.m. Location: Sterling Inn 17738 Francesca Rd, Victorville, CA 92395.

Contact Person: Toni Harris at Tharris@dbh.sbcounty.gov

Spirituality Awareness Subcommittee

The Spirituality Subcommittee is planning for the Day of Prayer Event that we will be having later in the summer. The next meeting on July 9th the spirituality subcommittee will be screening Diversity Film Griefwalker. Please attend and get a different perspective on grief. This documentary introduces us to Stephen Jenkinson, once the leader of a palliative care counselling team at Toronto's Mount Sinai Hospital. Through his daytime job, he has been at the deathbed of well over 1,000 people. What he sees over and over, he says, is "a wretched anxiety and an existential terror" even when there is no pain. Indicting the practice of palliative care itself, he has made it his life's mission to change the way we die - to turn the act of dying from denial and resistance into an essential part of life.

Next Meeting: Tuesday, July 9th, 2019 at 1:00 p.m. – 2:30 p.m.

DBH Admin: 303 E Vanderbilt Way San Bernardino CA 92415
Contact Person: Jonathan Buffong at Jbuffong@dbh.sbcounty.gov

TAY (Transitional Age Youth) Awareness Subcommittee
The TAY Awareness Sub Committee went dark in support of the Native American Diversity Film Series "Dawnland".

Next Meeting: Wednesday, July 17, 2019 - 11:00 a.m. - 12:00p.m.

Location: The One Stop TAY Center 780 Gilbert St., San Bernardino, CA 92404
Contact Person: Jonathan Buffong at jbuffong@dbgh.sbcounty.gov

Veterans Awareness Subcommittee
Betty Volk- Financial Coordinator of Volunteers for Veterans Foundation / Veterans Car Show from the Volunteers for Veterans Foundation (VFVF)® & Veterans Car Show provides emergency financial assistance to veterans and active military personnel gave a presentation on all the resources they provide for our local Veterans. We also discussed the upcoming Clay Hunt Act Summit that will be hosted at the San Bernardino County Behavioral Health Auditorium in September.

Next Meeting: Monday, July 8, 2019, 3-4:30 p.m., DBH Admin
Location: DBH Admin, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Contact Person: Jonathan Buffong at JBuffong@dbh.sbcounty.gov

Women's Awareness Subcommittee
Brenna Leslie from Valley Star Community Services gave a presentation on Maternal Mental Health. The presentation mostly focusing on post-partum depression included information on risk factors, symptoms, the impact, prevention, intervention, strategies for coping, and resources. Janet led a discussion on women's barriers to accessing mental health services. Things that came up include stigma on various levels, transportation, knowledge of services, and fear for many reasons. The group also discussed the new abortion laws that some states are pushing and its effects on young women. Various trainings and events were promoted. A few event flyers and information will be forwarded to OCCES to email to the rest of the subcommittee.

Next Meeting: June 26, 2019, 1:00-3:00 p.m., DBH Admin-303 E. Vanderbilt Way, San Bernardino, CA

Contact Person: Jessica Cuevas Jessica.cuevas@dbh.sbcounty.gov

2018-2019 OCCES Training Calendar

	Date	Training Name	Audience	No. of Participants
1	7/11/2018	Diversity Film Series: The Wellbriety Journey to Forgiveness	Staff and Community	59
2	8/3/2018	Diversity Film Series Training	Staff and Community	18
3	8/9/2018	Deaf Sensitivity Training	Staff	41
4	8/20/2018	Un Momento/One Moment	Contract Providers	14
5	10/9/2018	National Day of Prayer	Staff and Community	44
6	10/11/2018	Un Momento/One Moment	Staff	6
7	10/13/2018	Hispanic Heritage Month	Staff and Community	44
8	11/13/2018	Safe Talk Training	Community	17
9	11/19/2018	Historical Trauma in Native American Communities	Community	111
10	12/3/2018	Safe Space Training	Staff	137
11	1/22/2019	Cultural Competency Presentation	Contract Providers	80
12	1/30/2019	Un Momento/One Moment	Staff and Contract Providers	30
13	2/8/2019	Breathe…Together We Can Handle Anxiety- EVENT	Community	96
14	2/20/2019	Un Momento/One Moment	Contract Providers	13
15	2/22/2019	Love is Love- EVENT	Community	72
16	3/5/2019	Un Momento/One Moment	Contract Providers	9
17	3/14/2019	Deaf Sensitivity Training	Staff	28
18	3/14/2019	Trans Awareness Training	Staff	68
19	3/26/2019	New Employee Orientation and Un Momento Por Favor	Staff	7
20	4/2/2019	Un Momento/One Moment	Contract Providers	6
21	4/22/2019	Cultural Sensitivity Support Staff	Community Development and Housing Staff	20
22	4/30/2019	New Employee Orientation and Un Momento Por Favor	Staff	12
23	5/21/2019	Critical Conversations: Asian American and Pacific Islander Mental Health and Addiction	Staff and Community	30
24	5/28/2019	New Employee Orientation and Un Momento Por Favor	Staff	19
25	5/28/2019	Diversity Film Series: Misunderstood Cultures	Staff and Community	52
26	5/30/2019	Un Momento/One Moment	Staff and Contact Providers	7
27	6/18/2019	New Employee Orientation and Un Momento Por Favor	Staff	13
28	6/19/2019	Diversity Film Series: Dawnland	Staff and Community	56
29	6/19/2019	Cultural Competency Presentation	Contract Providers	26

Clubhouses

Clubhouses are Peer Support Centers for people with lived mental health experience ages 18 and over. Peers are responsible for the overall direction and operations of the clubhouse with minimal staff oversight. Consumers run various work groups such as clerical, nutrition/cooking classes and maintenance units. The centers also have numerous support groups and social activities that involve peers helping peers in their recovery.

The main objectives of the Clubhouse Program include assisting consumers in making their own choices, reintegrating into the community as a contributing member, and achieving a satisfying and fulfilling life.

BARSTOW
Desert Stars
1841 E. Main Street
Barstow, CA 92311
Ph: (760) 255-5705

LUCERNE VALLEY
A Place to Go Clubhouse
32770 Old Woman Springs Road, Suite B
Lucerne Valley, CA 92356
Ph: (760) 248-2327
Fax: (760) 248-2419

MORONGO BASIN
Santa Fe Social Club
56020 Santa Fe Trail, Suite M
Yucca Valley, CA 92284
Ph: (760) 369-4057
Fax: (760) 369-9473

LOMA LINDA
"Our Place"
24950 Redlands Blvd., Suite # I
Loma Linda, CA 92354
Ph: (909) 557-2145

RIALTO
Central Valley FUN Clubhouse
1501 S. Riverside Avenue
Rialto, CA 92376
Ph: (909) 877-4889
Fax: (909) 877-4898

FONTANA
Pathways to Recovery
17053 E. Foothill Blvd.
Fontana, CA 92335
Ph: (909) 347-1300
Fax: (909) 386-5009

SAN BERNARDINO
TEAM House
201 W. Mill Street
San Bernardino, CA 92408
Ph: (909) 388-5644
Fax: (909) 386-5009

ONTARIO
Amazing Place
2940 Inland Empire Boulevard
Ontario, CA 91764
Ph: (909) 458-1357

VICTORVILLE
Serenity Clubhouse
12625 Hesperia Road, Suite B
Victorville, CA 92392
Ph: (760) 955-6224
Fax: (760) 955-2356

One Stop TAY Centers

One Stop TAY Centers provide San Bernardino County residents ages 16 to 26th birthday (youth) with outpatient mental health (Full Service Partnership), case-management and placement services. TAY Centers coordinate the transition of youth from child to adult services and assist youth in adjusting to the new, adult environment. TAY Centers receive referrals from crisis residential facilities, hospitals and self-referrals from youth.

ONTARIO
Mental Health Systems- C, MH, P, CP (view legend)
316 East "E" Street
Ontario, CA 91764
Phone: (909) 983-4466

SAN BERNARDINO
San Bernardino County Department of Behavioral Health- C, MH, P (view legend)
780 E. Gilbert St.
San Bernardino, CA 92415
Phone: (909) 387-7194
Fax: (909) 387-7100

VICTORVILLE
Victor Community Support Services- C, MH, P, CP (view legend)
15400 Cholame Rd
Victorville, CA 92395
Phone: (760) 243-5417
Fax: (760) 245-5896

YUCCA VALLEY
Valley Star Behavioral Health, Inc.- C, MH, P, CP (view legend)
58471 29 Palms Hwy, Suite 102
Yucca Valley, CA 92284
Phone: (760) 853-4888

Consumer and Family Members Committee
January 23, 2017
Agenda

Welcome and Introductions

1) Review of Minutes

2) Announcements/Upcoming Events/ Trainings

3) Old Business

   A. Follow up with Peer Driven Room and Board Coalition-Speaker, Rachel Cierpich, Patients' Rights Office

4) New Business

   A. Ideas and Goals for 2017
   B. Client Culture Training

Next Meeting: February 27, 2017

Consumer and Family Members Committee
February 27, 2017
Agenda

Welcome and Introductions

1) Review of Minutes

2) Announcements/Upcoming Events/ Trainings

3) MHSA Three Year Integrated Plan

3) Old Business

   A. Ideas and Goals for 2017
   B. Client Culture Training

4) New Business

Next Meeting: March 27, 2015

Consumer and Family Members Committee
March 27, 2017
Agenda

Welcome and Introductions

1) Review of Minutes

2) Announcements/ Upcoming Events/ Trainings

3) Old Business

   A. Ideas and Goals for 2017
   B. Client Culture Training
   C. Presentations

4) New Business

   A. Chair

Next Meeting: April 24, 2017

Consumer and Family Members Committee
April 24, 2017
Agenda

No agenda due to meeting place (Pathways to Recovery) being closed. Pathways to Recovery was in the process of moving to a new clubhouse location.

Next Meeting: May 22, 2017

Consumer and Family Members Awareness Committee
May 22, 2017
Agenda

Welcome and Introductions

1) Review of March Minutes – No April Minutes due to no meeting in April

2) Announcements/Upcoming Events/ Trainings

3) Old Business- Meeting time and location

4) New Business – Client Culture Training

Next Meeting: June 26, 2017

Consumer and Family Members Committee
June 26, 2017
Agenda

Welcome and Introductions

1) Review of Minutes from May 22, 2017

2) Announcements/Upcoming Events/ Trainings

3) Innovations Road Trip Presentation- "Stay Behavioral Health Hostel"

4) Old Business

   A. Client Cultural Training
      a. Lauretta will show the PowerPoint from last Training, "Recovery, Resilience and Wellness."

Next Meeting: July 24, 2017

Consumer and Family Members Committee
July 25, 2016
Agenda

Welcome and Introductions

1) Review of Minutes

2) Announcements/Upcoming Events/ Trainings

3) Old Business

4) New Business

Next Meeting: August 22, 2016

Consumer and Family Members SubCommittee
August 22, 2016
Agenda

Welcome and Introductions

1) Review of Minutes
2) Announcements/Upcoming Events/ Trainings
3) Old Business
4) New Business

Next Meeting: September 26, 2016

Consumer and Family Members Committee
September 26, 2016
Agenda

Welcome and Introductions

1) Review of Minutes

2) Announcements/ Upcoming Events/ Trainings

3) September Presentation- Rachel Cierpich and Jermay Sanquist from the Office of Patient's Rights will be our guest speakers

4) Old Business

5) New Business

   A. Ideas to build up our committee members

Next Meeting: October 24, 2016

Consumer and Family Members Subcommittee
October 24, 2016
Agenda

Welcome and Introductions

1) MHSA Innovations Project Concepts Stakeholders Presentation
2) Announcements/Upcoming Events/ Trainings
3) Old Business- Table until next meeting
4) New Business- Discussion on whether to go dark for the month of November. December we will go dark due to the Holidays.

Next Meeting: November 28, 2016

December 26, 2016- Dark

Consumer and Family Members Committee
November 28, 2016
Agenda

No agenda due to Thanksgiving Holidays

Consumer and Family Members Committee
December 26, 2016
Agenda

No agenda due to Christmas Holidays

San Bernardino One Stop Transitional Age Youth Center

780 E. Gilbert St., San Bernardino, CA 92415 - (909) 387-7194

GROUP SCHEDULE

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
OD	CHAUNCEY	VANESSA	OFC. BROWN	TONYA	GEORGINA
10:00AM to 11:00AM	**Garden Group** Chauncey Garden/Resource Room/ Tokyo Room	**Art** Ernie Art Room	**Living in Balance** Tonya Group Room 1		Reserved for TAY Special Events & Activities
11:00AM to 12:00PM	**HEAR ME OUT** Dr. Miñana Group Room 1	**MRT (Women)** Vanessa Group Room 1 **Men's Group** Chauncey Resource Room	**T.A.Y. Advisory Board** Cheryl/Dr. Miñana Group Room 1	**Healthy Living** Georgina Group Room 1	
12:00PM to 1:00PM	**Light Snack Provided** Tokyo Room				
1:00PM to 2:00PM	**T.A.Y. Orientation** Officer Brown & Tonya Group Room 1 **Life Presentation** (Employment Prep) Dr. Miñana Art Room **Emp. & Education** Nancy Resource Room	**Community Resources/ Peer Groups**	**Communication** Ofc. Brown Group Room 1	**MRT (Men)** Chauncey Resource Room **WHIRL** Ashley Group Room 1	
2:00PM to 3:00PM	**STAY Employee & Education Services Orientation** Nancy Resource Room	**Drop-In** Ofc. Brown & Tonya Resource Room		**Drop-In** Ofc. Brown & Tonya Resource Room	
3:00PM to 4:00PM					

LEGEND:

- OD: Officer of the Day
- Green Groups: Open to any TAY who have completed Orientation
- Orange Groups: For TAY who have completed Intake
- Blue Groups: For F.S.P. Clients
- Yellow Group: Social Time

effect. 7.29.19

Rev. 7.23.19

Service Providers:

Staff Last Name	Staff First Name	NPI Number	Licensure Type/ Number	Service Type	Population Served	Language Capability	Cultural Competence Training	Cultural Capability	Specialty	Accepting New Clients
Abba	Patricia	1013188838	RN/536834	MHS, CM, CI, MSS		English	Yes			Yes
Abodoh	Georgina	1548692833	PT/34986	MHS, CM, CI, MSS		English	Yes			Yes
Adom	Ben	1417473034	RN/95042846	MHS, CM, CI, MSS		English	Yes			Yes
Allen	Tricia	1114199643	LVN/178847	MHS, CM, CI, MSS		English	Yes			Yes
Amo-Mensah	Sarah	1770032724	RN/95093809	MHS, CM, CI, MSS		English	Yes			Yes
Antonio	Carlo	1013189638	RN/657338	MHS, CM, CI, MSS		English, Tagalog	Yes			Yes
Arellanes	Pamela	1710295373	PT/29347	MHS, CM, CI, MSS		English	Yes			Yes
Baylon	Marialinda	1104097096	RN/616714	MHS, CM, CI, MSS		English, Tagalog	Yes			Yes
Challakere	Kedarnath	1972610335	Psychiatrist/ A45337	MHS, CM, CI, MSS		English	Yes			Yes
Cheatham	Virginia	1598093775	RN/301241	MHS, CM, CI, MSS		English, Spanish	Yes			Yes
Chen	Iwen	1770083586	RN/95073993	MHS, CM, CI, MSS		English	Yes			Yes
Chow	Alice	1386810364	RN/738250	MHS, CM, CI, MSS		English	Yes			Yes

Fee-For-Service Provider Directory

Gender	Last Name	First Name	Type of Provider	Group Affiliation	NPI #	License Number	Service Address	City	Zip	Phone Number	Services/ Modalities	Accepting New Clients Y/N	Cultural Competency Training Y/N	ADA Accomodations	Cultural Capabilities	Provider's Linguistic Capabilities	Website
Central Valley (Colton, Rialto)																	
Male	Chaudhri	Yashwant	Psychiatrist		1043259429	A67679	1880 Washington St, Ste. A	Colton	92324	909-423-0234	Mental Health Therapy, individual, group, family, child, eating disorders, trauma	Y	Y	Y	Veterans, LGBTQ, Spiritual Awareness, Transitional Age Youth, Women, Children	English, Punjabi, Hindi	N/A
Female	Jenkins	Annette	Licensed Marriage and Family Therapist	Healing Hearts Counseling	1073647053	28241	229 S. Riverside Ave, Ste. M	Rialto	92376	909-873-8363	Mental Health Therapy, individual, group, family,Trauma Recovery, Depression, Anxiety, ADHD	Y	Y	Y	Spiritual Awareness, Transitional Age Youth, Women, Children	English	N/A
Desert & Mountain (High Desert) (Adelanto, Apple Valley, Helendale, Hesperia, Needles, Victorville)																	
Female	Ahluwalia	Trevinder	Psychiatrist		1164530440	A38299	16143 Kokanee Rd, Ste. A	Apple Valley	92307	760-242-9577	Mental Health Therapy, individual, group, family,Trauma Recovery, Eating Disorders	Y	Y	Y	Older Adults, women	English	N/A
Male	Flome	Robert	Licensed Marriage and Family Therapist	Apple Valley Family Counseling	1851318406	34429	16195 Siskiyou Rd, Ste. 120A	Apple Valley	92307	760-946-2070	Mental Health Therapy, individual, family	Y	Y	Y	Older Adults	English, Spanish	N/A
Male	Flome	Robert	Licensed Marriage and Family Therapist	Apple Valley Family Counseling	1851318406	34429	14075 Hesperia Rd. Ste. 101	Apple Valley	92307	760-810-0000	Mental Health Therapy, individual, family	Y	Y	Y	Older Adults	English, Spanish	N/A
Female	Lelless	Desiree	Licensed Marriage and Family Therapist		1477736346	90580	18484 US Highway 18	Apple Valley	92307	760-885-5410	Mental Health Therapy, individual, family	Y	Y	Y	Transitional Age Youth, Women, Children, Older Adults	English	N/A
Female	Kemp	Mary	Licensed Marriage and Family Therapist	Kemp Individual & Family Therapy, Inc.	1568868289	94905	14075 Hesperia Rd. Ste. 101	Victorville	92395	760-810-0000	Mental Health Therapy, individual, family	N	Y	Y	Veterans, Older Adults, Transitional Age Youth, LGBTQ	English	N/A
Male	Kemp	Stan	Licensed Marriage and Family Therapist	Kemp Individual & Family Therapy, Inc	1578778221	51919	14075 Hesperia Rd. Ste. 101	Victorville	92395	760-810-0000	Mental Health Therapy, individual, family	Y	Y	Y	Veterans, Older Adults, Transitional Age Youth, LGBTQ	English	N/A
Female	Martin	Michele	Licensed Marriage and Family Therapist		1194966325	31670	18484 Highway 18, Ste. 125	Apple Valley	92307	760-885-5410	Mental Health Therapy, individual, family	N	Y	Y	Veterans, Older Adults, LGBTQ	English	N/A
Male	Rogers	Jim	Licensed Marriage and Family Therapist	Jim Rogers Counseling	1669693289	35622	26734 Jordan Rd, Ste. A-4	Helendale	92342	760-961-6118	Mental Health Therapy, individual, family	Y	Y	Y	Veterans, Older Adults, Transitional Age Youth, LGBTQ	English	N/A
Male	Rogers	Jim	Licensed Marriage and Family Therapist		1669693289	35622	14075 Hesperia Rd. Ste. 101	Victorville	92395	760-961-6118	Mental Health Therapy, individual, family	Y	Y	Y	Veterans, Older Adults, Transitional Age Youth, LGBTQ	English	N/A
Female	Andruski	Kasey	Licensed Marriage and Family Therapist	Andruski Family Counseling	1518328053	98928	17130 Sequoia Ave, #103	Hesperia	92345	760-403-3845	Mental Health Therapy, individual, family	Y	Y	Y	Veterans, LGBTQ, Spiritual Awareness, Transitional Age Youth, Women	English	N/A

The County of San Bernardino
Department of Behavioral Health

Guidelines for Promotional, Educational and/or Informational Materials

Effective Date 03/22/10
Approved Date 03/22/10

Allan Rawland, Director

Overview

These Department of Behavioral Health (DBH) guidelines are to assist programs and staff with the development of promotional, educational and/or informational materials intended for clients, stakeholders, contract agencies and/or the general public. As a public entity, DBH is obligated to maintain the integrity of the Department and County in a non-offensive manner.

Approval

All materials must be approved by the applicable Program Manager and must be submitted to the DBH Review Panel. Program Manager approval will be accepted via email or upon receipt of an initialed hard copy submission.

Note: When content is in question, materials will be redirected to the applicable Program Manager.

Logos

All materials must contain the words, "County of San Bernardino" and contain the County logo. The DBH logo does not substitute for the County logo.

Creativity

Materials should be developed creatively.

Content

All materials must contain the following:
- Written in conversational style, as if the language used is spoken
- Written at 6th - 8th grade reading level
- Include the date developed or revision date(s)

Cultural Competency

All materials must be culturally and ethnically sensitive.

Staff is encouraged to contact the Office of Cultural Competency and Ethnic Services if they have questions or need suggestions regarding cultural sensitivity.

Americans with Disabilities Act (ADA) information must be included when developing promotional materials for events (e.g.; public hearings, trainings, or resource fairs).

Continued on next page

The County of San Bernardino
Department of Behavioral Health

Guidelines for Promotional, Educational and/or Informational Materials, Continued

Sources and References	It is important to use credible information resources and to cite information sources to avoid plagiarism.
Brochure Template	DBH programs may choose to utilize the brochure template attached as a guide to create brochures:
Material Appearance	For large public events, print in black ink rather than in colored ink on white or colored paper for cost effectiveness. Ensure readability is not impaired to obtain an aesthetically pleasing product. It is recommended to break up text by using a format with clear descriptive headings, white space, bullets, numbers, boxes and shading.
Material Changes and Updates	All approved materials must be updated in the PIO records when document changes are made to maintain consistency throughout the Department.
Related Policy or Procedure	DBH Standard Practice Manual BOP3007: Public Information and Media Release Policy DBH Standard Practice Manual BOP3032: DBH Review Panel for Promotional, Educational and/or Informational Materials DBH Standard Practice Manual IT5005: Electronic Mail Policy

Fourth page of folded brochure

1. Program information
2. Pictures/graphics, motivational message etc.
3. Resources
4. Cite sources.

Cite sources and Resource information.

EXAMPLE

National Alliance on Mental Illness
NAMI
1-800-950-6264

(Information contained in this brochure is from NAMI publications.)

Back page of folded brochure

1. Program logo, pictures/graphic, motivational message etc.
2. Program Contact information: e.g. address and phone number.

Must be on all Materials handed out to the public

Section 2 A:
County of San Bernardino
Department of Behavioral Health
DATE (Month and Year)

Front page of folded brochure

1. Program title
2. Program logo, pictures/graphics, motivational message etc.
3. Program Contact information: e.g. address and phone number.

Page one of folded brochure

1. Program description and/or subject matter information.

2. Ideas to improve readability:

   - Allow for white space.
   - Use pictures and/or graphics.
   - Use bulleted or numbered lists.
   - Use boarders.
   - Use text boxes.

Page two of folded brochure

1. Program description and/or subject matter information.

2. Ideas to improve readability:

   - Allow for white space.
   - Use pictures and/or graphics.
   - Use bulleted or numbered lists.
   - Use boarder.
   - Use text boxes.

Note: Always remember to cite your sources.

Page three of folded brochure

1. Program description and/or subject matter information.

2. Ideas to improve readability:

   - Allow for white space.
   - Use pictures and/or graphics.
   - Use bulleted or numbered lists.
   - Use boarders.
   - Use text boxes.

San Bernardino County
Department of Behavioral Health

Web Blast Policy

Effective Date	1/24/2018
Approved Date	1/24/2018 Veronica Kelley, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) that the Public Information Office will review and approve all department web-blasts prior to processing by Information Technology. The only exceptions include web-blasts from Office of Compliance and Information Technology and any that meet the following criteria:

- Message deemed urgent by a Deputy Director, Assistant Director or Director.
- Are in relation to a co-occurring disaster or facilities hazard (e.g.: building flood, electrical, local fire, emergency response, threats to employee safety, etc.)

Purpose

To ensure issued web blasts are necessary, appropriate for intended audience, grammatically correct, understandable and culturally competent, as well as ensuring content adheres to Department and County guidelines.

Definition

Web Blast: Notifications to employees sent to entire department via e-mail.

Related Policy or Procedure

County of San Bernardino Policy Manual

- 09-01: Electronic Mail (E-mail) Policy
- 09-02: Electronic Mail (E-mail) Retention and Destruction Policy
- 09-04: Internet/intranet Use Policy

DBH Standard Practice Manual (SPM)-

- IT5004: Computer and Network Appropriate Use Policy
- IT5005: Electronic Mail Policy
- BOP3007: Public Information and Media Release Policy
- BOP3031: Guidelines for Promotional, Educational and/or Informational Materials

Reference

County Brand Standards Guide

San Bernardino County
Department of Behavioral Health

Web Blast Procedure and Guidelines

Effective Date	1/24/2018	
Approved Date	1/24/2018	Veronica Kelley, Director

Purpose

To outline the operational steps for requesting Department of Behavioral Health (DBH) web blasts and ensure web blast content aligns with the Department's mission and is adherence with Department and County guidelines.

Definition

Web Blast: Email initiated notifications sent to employees and the entire Department.

Requestor: Person or program requesting a web blast.

Marketing Materials: Publication, print or digital, intended for internal and/or external audiences for the purposes of promoting an event, service, training, employment opportunity or call to action.

Continued on next page

San Bernardino County
Department of Behavioral Health

Web Blast Procedure and Guidelines, Continued

Procedure

When requesting a web blast proceed as follows:

Step	Action
1	Obtain approval from your Program Manager (PM) or Deputy Director (DD).
2	Send an e-mail titled "Web Blast Request" in the beginning of the subject line to the Public Information Office (PIO) inbox at DBH_PIO@sbcounty.gov and include: a) PM or DD approval (via a CC including the PM or DD, or an e-mail attachment from the PM or DD with the approval email) b) Add web blast title to subject line after "Web Blast Request". c) Requested date and/or frequency of the web blast. d) Message to be sent to DBH staff. e) Documents, marketing materials (i.e., flyer, pdf) and/or web links related to the message. Indicate in request if web links are to be made accessible outside of the "intranet". f) Detailed instructions relating to the requirements of the announcement. ***Note***: All must adhere to County brand standards and have prior approval by the PIO for internal/external distribution, per DBH BOP3031: Guidelines for Promotional, Educational and/or Informational Materials.
3	PIO reviews the request and if approved, PIO will process the request through DBH Information Technology (IT) via email and include ISDHelpdesk@isd.sbcounty.gov on the CC of the request. ***Note***: PIO approved web blasts from the Office of Cultural Competence and Ethnic Services and the Workforce Education and Training Program may be distributed to staff through their respective program Outlook profiles (i.e.. cultural_competency@dbh.sbcounty.gov and training@dbh.sbcounty.gov)
4	IT will e-mail a test of the formatted web blast request to PIO for approval.
5	PIO will modify and/or approve the web blast and return it via e-mail to IT.
6	IT will send the approved web blast to all DBH staff from webmaster@dbh.sbcounty.gov.

Continued on next page

San Bernardino County
Department of Behavioral Health

Web Blast Procedure and Guidelines, Continued

Exceptions

The PIO must approve all web blasts before they are sent to staff. Web blasts from the Office of Compliance and IT are exempt along with requests that meet the following criteria:

- Message deemed urgent by a Deputy Director, Assistant Director or Director.
- Are in relation to a co-occurring disaster or facilities hazard (e.g.: building flood, electrical, local fire, emergency response, threats to employee safety, etc.)

In these situations, the requestor is to email IT directly to process the request, with a CC to the PIO inbox. Neither the requestor nor IT will need to acquire PIO approval to proceed. IT may also send web blasts without PIO approval if the blast is in relation to server, SIMON, or other technical equipment update, failure, re-boot, etc.

Web blasts are sent to **all** DBH employees. If the information applies only to a specific office or group of people, review DBH Electronic Mail Policy and facilitate a group email instead.

Processing

Web blasts require three (3) to five (5) business days for processing. If the request is urgent, e-mail DBH_PIO@sbcounty.gov or call (909) 388-0942 and specify the reason for the urgency.

PIO reserves the right to modify any or all portions of the requestors web blast request including, but not limited to text, subject line, images and frequency.

All hyperlinks within web blasts will link to the department's Intranet (internal) website unless requestor specifies public availability. Public availability must be approved by PIO and IT.

When an e-mail web blast has reached the County's retention criteria according to County of San Bernardino Policy Manual 09-02: Electronic Mail (E-Mail) Retention and Destruction Policy, the information found within the e-mail will be removed and no longer accessible on departmental websites.

Continued on next page

Web Blast Procedure and Guidelines, Continued

Prohibited Use

Per DBH IT5005 Electronic Mail Policy, the e-mail system shall not be used to announce, advertise or otherwise promulgate any event, cause, organization or activity that is not an official County of San Bernardino or DBH function or program. Any use of the e-mail system to promulgate a legitimate event countywide or department wide must be approved by the DBH Public Information Officer.

Related Policy or Procedure

County of San Bernardino Policy Manual

- 09-01: Electronic Mail (E-mail) Policy
- 09-02: Electronic Mail (E-mail) Retention and Destruction Policy
- 09-04: Internet/intranet Use Policy

DBH Standard Practice Manual (SPM)-

- IT5004: Computer and Network Appropriate Use Policy
- IT5005: Electronic Mail Policy
- BOP3007: Public Information and Media Release Policy
- BOP3031: Guidelines for Promotional, Educational and/or Informational Materials

Reference

County Brand Standards Guide

DHCS California Department of HealthCareServices

ADULT SURVEY
Fall 2018

ENGLISH
With QOL

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** ***EXAMPLE:*** Correct ● Incorrect ✗ ✓

MHSIP Consumer Survey*:

Please answer the following questions based on the **LAST 6 MONTHS** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	○	○	○	○	○	○
2. If I had other choices, I would still get services from this agency.	○	○	○	○	○	○
3. I would recommend this agency to a friend or family member.	○	○	○	○	○	○
4. The location of services was convenient (parking, public transportation, distance, etc.).	○	○	○	○	○	○
5. Staff were willing to see me as often as I felt it was necessary.	○	○	○	○	○	○
6. Staff returned my calls within 24 hours.	○	○	○	○	○	○
7. Services were available at times that were good for me.	○	○	○	○	○	○
8. I was able to get all the services I thought I needed.	○	○	○	○	○	○
9. I was able to see a psychiatrist when I wanted to.	○	○	○	○	○	○
10. Staff here believe that I can grow, change and recover.	○	○	○	○	○	○
11. I felt comfortable asking questions about my treatment and medication.	○	○	○	○	○	○
12. I felt free to complain.	○	○	○	○	○	○
13. I was given information about my rights.	○	○	○	○	○	○
14. Staff encouraged me to take responsibility for how I live my life.	○	○	○	○	○	○
15. Staff told me what side effects to watch out for.	○	○	○	○	○	○
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	○	○	○	○	○	○
17. I, not staff, decided my treatment goals.	○	○	○	○	○	○
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	○	○	○	○	○	○
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	○	○	○	○	○	○
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	○	○	○	○	○	○

As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21. I deal more effectively with daily problems.	○	○	○	○	○	○
22. I am better able to control my life.	○	○	○	○	○	○

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

CONTINUED ON NEXT PAGE...

CSI County Client Number
Must be entered on EVERY page

8967

DHCS 1742 EN (05/13)

ENGLISH With QOL

As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
23. I am better able to deal with crisis.	○	○	○	○	○	○
24. I am getting along better with my family.	○	○	○	○	○	○
25. I do better in social situations.	○	○	○	○	○	○
26. I do better in school and /or work.	○	○	○	○	○	○
27. My housing situation has improved.	○	○	○	○	○	○
28. My symptoms are not bothering me as much.	○	○	○	○	○	○
29. I do things that are more meaningful to me.	○	○	○	○	○	○
30. I am better able to take care of my needs.	○	○	○	○	○	○
31. I am better able to handle things when they go wrong.	○	○	○	○	○	○
32. I am better able to do things that I want to do.	○	○	○	○	○	○

For Questions #33-36, please answer for relationships with persons other than your mental health provider(s).

As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
33. I am happy with the friendships I have.	○	○	○	○	○	○
34. I have people with whom I can do enjoyable things.	○	○	○	○	○	○
35. I feel I belong in my community.	○	○	○	○	○	○
36. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	○	○	○	○	○	○	○

Living Situation

2. Think about your current living situation. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	○	○	○	○	○	○	○
B. The privacy you have there?	○	○	○	○	○	○	○
C. The prospect of staying on where you currently live for a long period of time?	○	○	○	○	○	○	○

Daily Activities & Functioning

3. Think about how you spend your spare time. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	○	○	○	○	○	○	○
B. The chance you have to enjoy pleasant or beautiful things?	○	○	○	○	○	○	○
C. The amount of fun you have?	○	○	○	○	○	○	○
D. The amount of relaxation in your life?	○	○	○	○	○	○	○

CONTINUED ON NEXT PAGE...

8967

CSI County Client Number
Must be entered on EVERY page

ENGLISH
With QOL

Family

4. In general, how often do you get together with a member of your family?
   - ○ at least once a day
   - ○ at least once a week
   - ○ at least once a month
   - ○ less than once a month
   - ○ not at all
   - ○ no family / not applicable

5. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The way you and your family act toward each other?	○	○	○	○	○	○	○	○
B. The way things are in general between you and your family?	○	○	○	○	○	○	○	○

Social Relations

6. About how often do you do the following?

A. Visit with someone who does not live with you?
   - ○ at least once a day
   - ○ at least once a week
   - ○ at least once a month
   - ○ less than once a month
   - ○ not at all
   - ○ not applicable

B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?
   - ○ at least once a day
   - ○ at least once a week
   - ○ at least once a month
   - ○ less than once a month
   - ○ not at all
   - ○ not applicable

7. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The things you do with other people?	○	○	○	○	○	○	○	○
B. The amount of time you spend with other people?	○	○	○	○	○	○	○	○
C. The people you see socially?	○	○	○	○	○	○	○	○
D. The amount of friendship in your life?	○	○	○	○	○	○	○	○

Finances

8. During the past month, did you generally have enough money to cover the following items?	No	Yes
A. Food?	○	○
B. Clothing?	○	○
C. Housing?	○	○
D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives?	○	○
E. Social activities like movies or eating in restaurants?	○	○

Legal & Safety

9. In the past MONTH, were you a victim of:	No	Yes
A. Any violent crimes such as assault, rape, mugging or robbery?	○	○
B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated?	○	○

10. In the past MONTH, how many times have you been arrested for any crimes?
   - ○ No arrests
   - ○ 1 arrest
   - ○ 2 arrests
   - ○ 3 arrests
   - ○ 4 or more arrests

11. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. How safe you are on the streets in your neighborhood?	○	○	○	○	○	○	○
B. How safe you are where you live?	○	○	○	○	○	○	○
C. The protection you have against being robbed or attacked?	○	○	○	○	○	○	○

CONTINUED ON NEXT PAGE...

8967

CSI County Client Number
Must be entered on EVERY page

ENGLISH
With QOL

Health

12. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. Your health in general?	○	○	○	○	○	○	○
B. Your physical condition?	○	○	○	○	○	○	○
C. Your emotional well-being?	○	○	○	○	○	○	○

Please answer the following questions to let us know how you are doing.

1. Approximately, how long have you received services here?

○ This is my first visit here.
○ I have had more than one visit but I have received services for less than one month.
○ 1 - 2 Months
○ 3 - 5 Months
○ 6 months to 1 year
○ More than 1 year

Please answer Questions #2 - 4, below, if you have been receiving services for ONE YEAR OR LESS. If you have been receiving services for "MORE THAN ONE YEAR," please SKIP to Questions #5.

2. Were you arrested since you began to receive mental health services? ○ Yes ○ No

3. Were you arrested during the 12 months prior to that? ○ Yes ○ No

4. Since you began to receive mental health services, have your encounters with the police . . .

○ been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
○ stayed the same
○ increased
○ not applicable (I had no police encounters this year or last year)

SKIP to Question #8, below

Please answer Questions #5 - 7 only if you have been receiving mental health services for "MORE THAN ONE YEAR."

5. Were you arrested during the last 12 months? ○ Yes ○ No

6. Were you arrested during the 12 months prior to that? ○ Yes ○ No

7. Over the last year, have your encounters with the police . . .

○ been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
○ stayed the same
○ increased
○ not applicable (I had no police encounters this year or last year)

Please answer the following questions to let us know a little about you.

8. What is your gender? ○ Female ○ Male ○ Other

9. Are you of Mexican / Hispanic / Latino origin? ○ Yes ○ No ○ Unknown

10. What is your race? (Please mark all that apply.)

○ American Indian / Alaskan Native
○ Asian
○ Black / African American
○ Native Hawaiian / Other Pacific Islander
○ White / Caucasian
○ Other
○ Unknown

CONTINUED ON NEXT PAGE...

8967

CSI County Client Number
Must be entered on EVERY page

ENGLISH
With QOL

11. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

☐☐ - ☐☐ - ☐☐☐☐

0	○ ○	○ ○	○ ○ ○ ○
1	① ①	① ①	① ① ① ①
2	② ②	② ②	② ② ② ②
3	③ ③	③ ③	③ ③ ③ ③
4	④ ④	④ ④	④ ④ ④ ④
5	⑤ ⑤	⑤ ⑤	⑤ ⑤ ⑤ ⑤
6	⑥ ⑥	⑥ ⑥	⑥ ⑥ ⑥ ⑥
7	⑦ ⑦	⑦ ⑦	⑦ ⑦ ⑦ ⑦
8	⑧ ⑧	⑧ ⑧	⑧ ⑧ ⑧ ⑧
9	⑨ ⑨	⑨ ⑨	⑨ ⑨ ⑨ ⑨

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth → Date of Birth (mm-dd-yyyy): 04 - 30 - 1967
2. Fill in the corresponding circles

0	● ○	○ ●	○ ○ ○ ○
1	○ ○	○ ○	● ○ ○ ○
2	○ ○	○ ○	○ ○ ○ ○
3	○ ○	● ○	○ ○ ○ ○
4	○ ●	○ ○	○ ○ ○ ○
5	○ ○	○ ○	○ ○ ○ ○
6	○ ○	○ ○	○ ○ ● ○
7	○ ○	○ ○	○ ○ ○ ●
8	○ ○	○ ○	○ ○ ○ ○
9	○ ○	○ ○	○ ● ○ ○

12. Were the services you received provided in the language you prefer? ○ Yes ○ No

13. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ○ Yes ○ No

14. What was the primary reason you became involved with this program? (Mark one):

○ I decided to come in on my own.
○ Someone else recommended that I come in.
○ I came in against my will.

15. Please identify who helped you complete any part of this survey (Mark all that apply):

○ I did not need any help.
○ A mental health advocate / volunteer helped me.
○ Another mental health consumer helped me.
○ A member of my family helped me.
○ A professional interviewer helped me.
○ My clinician / case manager helped me.
○ A staff member other than my clinician or case manager helped me.
○ Someone else helped me. Who?: _____

16. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code: 3 6

Date of Survey Administration:

1 1 - 1 5 - 2 0 1 8

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

☐☐☐☐☐☐☐☐☐

CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #2 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #3 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Reporting Unit: ☐☐☐☐☐☐☐☐

8967

DHCS California Department of HealthCareServices

YOUTH SERVICES SURVEY FOR YOUTH
Fall 2018

ENGLISH

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** ***EXAMPLE:*** Correct ● Incorrect ✗ ✓

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree, Disagree,** are **Undecided, Agree,** or **Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	○	○	○	○	○	○
2. I helped to choose my services.	○	○	○	○	○	○
3. I helped to choose my treatment goals.	○	○	○	○	○	○
4. The people helping me stuck with me no matter what.	○	○	○	○	○	○
5. I felt I had someone to talk to when I was troubled.	○	○	○	○	○	○
6. I participated in my own treatment.	○	○	○	○	○	○
7. I received services that were right for me.	○	○	○	○	○	○
8. The location of services was convenient for me.	○	○	○	○	○	○
9. Services were available at times that were convenient for me.	○	○	○	○	○	○
10. I got the help I wanted.	○	○	○	○	○	○
11. I got as much help as I needed.	○	○	○	○	○	○
12. Staff treated me with respect.	○	○	○	○	○	○
13. Staff respected my religious / spiritual beliefs.	○	○	○	○	○	○
14. Staff spoke with me in a way that I understood.	○	○	○	○	○	○
15. Staff were sensitive to my cultural / ethnic background.	○	○	○	○	○	○

As a result of the services I received:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
16. I am better at handling daily life.	○	○	○	○	○	○
17. I get along better with family members.	○	○	○	○	○	○
18. I get along better with friends and other people.	○	○	○	○	○	○
19. I am doing better in school and / or work.	○	○	○	○	○	○
20. I am better able to cope when things go wrong.	○	○	○	○	○	○
21. I am satisfied with my family life right now.	○	○	○	○	○	○
22. I am better able to do things I want to do.	○	○	○	○	○	○

CONTINUED ON NEXT PAGE...

CSI County Client Number
Must be entered on EVERY page

45655

DHCS 1744 EN (05/13)

For Questions #23-26, please answer for relationships with persons other than your mental health provider(s).

As a result of the services I received:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
23. I know people who will listen and understand me when I need to talk.	○	○	○	○	○	○
24. I have people that I am comfortable talking with about my problem(s).	○	○	○	○	○	○
25. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○
26. I have people with whom I can do enjoyable things.	○	○	○	○	○	○

27. What has been the most helpful thing about the services you received over the last 6 months?

28. What would improve the services here?

29. Please provide comments here and /or on the back of this form, if needed.
We are interested in both positive and negative feedback.

Please answer the following questions to let us know how you are doing.

1. Have you lived in any of the following places in the last 6 months? (Mark all that apply.)

○ With one or both parents
○ With another family member
○ Foster home
○ Therapeutic foster home
○ Crisis shelter
○ Homeless shelter
○ Group home
○ Residential treatment center
○ Hospital
○ Local jail or detention facility
○ State correctional facility
○ Runaway / homeless / on the streets
○ Other (describe): _____

2. In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick? (Check one.)

○ Yes, in a clinic or office ○ Yes, but only in a hospital or emergency room ○ No ○ Do not remember

3. Are you on medication for emotional / behavioral problems? ○ Yes ○ No

3a. If yes, did the doctor or nurse tell you what side effects to watch for? ○ Yes ○ No

4. Approximately, how long have you received services here?

○ This is my first visit here.
○ I have had more than one visit but have received services for less than one month.
○ 1 - 2 Months
○ 3 - 5 Months
○ 6 months to 1 year
○ More than 1 year

CONTINUED ON NEXT PAGE...

CSI County Client Number
Must be entered on EVERY page

45655

Please answer Questions #5-10 if you have been receiving mental health services for ONE YEAR OR LESS.
If you have been receiving mental health services for 'MORE THAN ONE YEAR,' skip to question 11 below.

5. Were you arrested since beginning to receive mental health services? ○ Yes ○ No

6. Were you arrested during the 12 months prior to that? ○ Yes ○ No

7. Since your began to receive mental health services, have your encounters with the police:

○ been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
○ stayed the same
○ increased
○ not applicable (you had no police encounters this year or last year)

8. Were you expelled or suspended since beginning services? ○ Yes ○ No

9. Were you expelled or suspended during the 12 months prior to that? ○ Yes ○ No

10. Since starting to receive services, the number of days you were in school is:

○ greater ○ about the same ○ less ○ does not apply (please select why this does not apply)

○ I did not have a problem with attendance before starting services
○ I was expelled from school
○ I am home schooled
○ I dropped out of school
○ other: _____

SKIP to Question #17 on the next page ➡

Please answer Questions #11-16 only if you have been receiving mental health services for 'MORE THAN ONE YEAR.'

11. Were you arrested during the last 12 months? ○ Yes ○ No

12. Were you arrested during the 12 months prior to that? ○ Yes ○ No

13. Over the last year, have your encounters with the police:

○ been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
○ stayed the same
○ increased
○ not applicable (you had no police encounters this year or last year)

14. Were you expelled or suspended during the last 12 months? ○ Yes ○ No

15. Were you expelled or suspended during the 12 months prior to that? ○ Yes ○ No

16. Over the last year, the number of days you were in school is:

○ greater ○ about the same ○ less ○ does not apply (please select why this does not apply)

○ I did not have a problem with attendance before starting services
○ I was expelled from school
○ I am home schooled
○ I dropped out of school
○ other: _____

CONTINUED ON NEXT PAGE...

45655

CSI County Client Number
Must be entered on EVERY page

Please answer the following questions to let us know a little about you.

17. What is your gender? ○ Female ○ Male ○ Other

18. Are you of Mexican / Hispanic / Latino origin? ○ Yes ○ No ○ Unknown

19. What is your race? (Mark all that apply.)

○ American Indian / Alaskan Native ○ Native Hawaiian / Other Pacific Islander ○ Unknown
○ Asian ○ White / Caucasian
○ Black / African American ○ Other

20. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

☐☐ - ☐☐ - ☐☐☐☐

0	0 0	0 0	0 0 0 0
1	1 1	1 1	1 1 1 1
2	2 2	2 2	2 2 2 2
3	3 3	3 3	3 3 3 3
4	4 4	4 4	4 4 4 4
5	5 5	5 5	5 5 5 5
6	6 6	6 6	6 6 6 6
7	7 7	7 7	7 7 7 7
8	8 8	8 8	8 8 8 8
9	9 9	9 9	9 9 9 9

EXAMPLE: Date of birth on April 30, 1990:

1. Write in your child's date of birth
2. Fill in the corresponding circles

Date of Birth (mm-dd-yyyy)

04 - 30 - 1990

0	●○	○●	○○○●
1	○○	○○	●○○○
2	○○	○○	○○○○
3	○○	●○	○○○○
4	○●	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○○
8	○○	○○	○○○○
9	○○	○○	○●●○

21. Do you have Medi-Cal (Medicaid) insurance? ○ Yes ○ No

22. Were the services you received provided in the language you prefer? ○ Yes ○ No

23. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ○ Yes ○ No

24. Please identify who helped you complete any part of this survey (Mark all that apply):

○ I did not need any help.
○ A mental health advocate / volunteer helped me.
○ Another mental health consumer helped me.
○ A member of my family helped me.
○ A professional interviewer helped me.
○ My clinician / case manager helped me.
○ A staff member other than my clinician or case manager helped me.
○ Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code: 3 6

Date of Survey Administration:

1 1 - 1 5 - 2 0 1 8

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

☐☐☐☐☐☐☐☐☐

CSI County Client Number

Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #2 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #3 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Reporting Unit:

☐☐☐☐☐☐☐☐

45655

Treatment Perceptions Survey (Adult)

Print PDF as needed.
Do not photocopy!

County / Provider Use Only

CalOMS Provider ID (required) | | | | | | |

Program Reporting Unit (if required by your county): | | | | | | | | | | |

Treatment Setting (required): ○ **OP/IOP** ○ **Residential** ○ **OTP/NTP** ○ **Detox/WM (standalone)** ○ **Partial hospitalization**

- **Please answer these questions about your experience at this program.**
- If the question is about something you have not experienced, fill in the circle for "Not Applicable."
- **DO NOT WRITE YOUR NAME ON THIS FORM.**
- Your answers must be able to be read by a computer. Therefore, please use a pen, fill in the circle completely, and choose only one answer for each question.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. The location was convenient (public transportation, distance, parking, etc.).	○	○	○	○	○	○
2. Services were available when I needed them.	○	○	○	○	○	○
3. I chose the treatment goals with my provider's help.	○	○	○	○	○	○
4. Staff gave me enough time in my treatment sessions.	○	○	○	○	○	○
5. Staff treated me with respect.	○	○	○	○	○	○
6. Staff spoke to me in a way I understood.	○	○	○	○	○	○
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	○	○	○	○	○	○
8. Staff here work with my physical health care providers to support my wellness.	○	○	○	○	○	○
9. Staff here work with my mental health care providers to support my wellness.	○	○	○	○	○	○
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	○	○	○	○	○	○
11. I felt welcomed here.	○	○	○	○	○	○
12. Overall, I am satisfied with the services I received.	○	○	○	○	○	○
13. I was able to get all the help/services that I needed.	○	○	○	○	○	○
14. I would recommend this agency to a friend or family member.	○	○	○	○	○	○

Comments

Please do not write any information that may identify you, including but not limited to your name and/or phone number.

Please answer the following questions.

1. How long have you have received services here?

○ First visit/day ○ 2 weeks or less ○ More than 2 weeks

2. Gender Identity (Please mark all that apply):

○ Female ○ Male ○ Transgender ○ Other gender identity ○ Decline to answer

3. Race/Ethnicity (Please mark all that apply):

○ American Indian/Alaskan Native ○ Latino ○ Other
○ Asian ○ Native Hawaiian/Pacific Islander
○ Black/African American ○ White/Caucasian ○ Unknown

4. Age Range: ○ 18-25 ○ 26-35 ○ 36-45 ○ 46-55 ○ 56+

55484

Thank you for taking the time to answer these questions!

ADULT NEEDS AND STRENGTHS – SAN BERNARDINO (ANSA-SB)

CHECK ONE: o Initial ANSA o Update ANSA o Planned Discharge ANSA o Unplanned Discharge ANSA

Date Assessed: _____ Client's Name: _____

Date of Birth: _____ Age: _____ Medical Record No: _____

Assessor's Name: _____ Caregiver Name: _____

Assessor's Signature: _____ Caregiver Relation: _____

I. LIFE DOMAIN FUNCTIONING

0 = no evidence of need 2 = moderate need
1 = mild need, history 3 = severe need

	N/A	0	1	2	3
Family Relationships		o	o	o	o
Social Functioning		o	o	o	o
Recreational		o	o	o	o
Developmental/Intellectual		o	o	o	o
Employment Functioning	o	o	o	o	o
Legal		o	o	o	o
Physical/Medical		o	o	o	o
Sexual Relations		o	o	o	o
Sleep		o	o	o	o
Living Skills		o	o	o	o
Residential Stability		o	o	o	o
Self-Care		o	o	o	o
Medication Compliance		o	o	o	o
Decision-Making/Judgment		o	o	o	o
Involvement in Recovery/ Motivation for Treatment		o	o	o	o
Transportation		o	o	o	o
Parenting Roles		o	o	o	o
Intimate Relationships		o	o	o	o
Educational Attainment		o	o	o	o

II. STRENGTHS

0 = significant strength 2 = mild strength
1 = moderate strength 3 = no strength

	N/A	0	1	2	3
Family/Family Strengths/Support		o	o	o	o
Interpersonal/Social Connectedness		o	o	o	o
Optimism		o	o	o	o
Educational Setting	o	o	o	o	o
Vocational		o	o	o	o
Job History		o	o	o	o
Talents and Interests		o	o	o	o
Spiritual/Religious		o	o	o	o
Cultural Identity		o	o	o	o
Community Connection		o	o	o	o
Natural Supports		o	o	o	o
Relationship Permanence		o	o	o	o
Resilience		o	o	o	o
Resourcefulness		o	o	o	o

III. CULTURE

0 = no evidence of need 2 = moderate need
1 = mild need, history 3 = severe need

	0	1	2	3
Language	o	o	o	o
Traditions and Rituals	o	o	o	o
Cultural Stress	o	o	o	o

IV. CARE/SUPPORT STRENGTHS & NEEDS

0 = significant strength 2 = mild strength
1 = moderate strength 3 = no strength

	N/A	0	1	2	3
Involvement with Care	o	o	o	o	o
Knowledge	o	o	o	o	o
Social Resources	o	o	o	o	o
Physical/Behavioral Health	o	o	o	o	o
Safety	o	o	o	o	o
Family Stress	o	o	o	o	o

V. BEHAVIORAL HEALTH NEEDS

0 = no evidence of need 2 = moderate need
1 = mild need, history 3 = severe need

	0	1	2	3
Psychosis(Thought Disorder)	o	o	o	o
Impulse Control	o	o	o	o
Depression	o	o	o	o
Anxiety	o	o	o	o
Antisocial Behavior	o	o	o	o
Adjustment to Trauma	o	o	o	o
Anger Control	o	o	o	o
Eating Disturbances	o	o	o	o
Somatization	o	o	o	o
Substance Use	o	o	o	o
Cognition	o	o	o	o
Mania	o	o	o	o

VI. RISK BEHAVIORS

0 = no evidence of need 2 = moderate need
1 = mild need, history 3 = severe need

	0	1	2	3
Suicide Risk	o	o	o	o
Danger to Others	o	o	o	o
Non-Suicidal Self-Injurious Behavior (Self-Mutilation)	o	o	o	o
Other Self-Harm (Recklessness)	o	o	o	o
Exploitation	o	o	o	o
Sexual Aggression	o	o	o	o
Criminal Behavior	o	o	o	o
Fire Setting	o	o	o	o
Gambling	o	o	o	o
Command Hallucinations	o	o	o	o
Grave Disability	o	o	o	o

CORE ELEMENTS I. Life Domain Functioning **II.** Strengths **III.** Culture **IV.** Care/Support Strengths and Needs **V.** Behavioral Health Needs **VI.** Risk Behaviors **VII.** Physical/Medical **VIII.** Psychiatric Crises and Hospitalizations

MODULES I. Substance Use Disorder **II**. Criminal Behavior **III.** EPSDT-Needs/Risks **IV.** EPSDT – Caregiver Resource and Needs **V**. Danger to Self **VI.** Danger to Others **VII.** Dangerousness **VIII.** Trauma

Highlighted ratings trigger modules associated with the item.

ADULT NEEDS AND STRENGTHS – SAN BERNARDINO (ANSA-SB)

CHECK ONE: o Initial ANSA o Update ANSA o Planned Discharge ANSA o Unplanned Discharge ANSA

Date Assessed: _____ Client's Name: _____

VII. PHYSICAL/MEDICAL

0 = no evidence of need
1 = mild need, history
2 = moderate need
3 = severe need

	N/A	0	1	2	3
Primary Care Physician (PCP) Connected		o	o	o	o
Chronic Health Conditions		o	o	o	o
Non-Psychiatric Medical Hospitalization or Emergency Room (ER) Visit		o	o	o	o
Non-Psychiatric Medical Prescription		o	o	o	o
Health Care Adherence	o	o	o	o	o

VIII. PSYCHIATRIC CRISES AND HOSPITALIZATIONS

0 = no crises episodes or hospitalizations
1 = 1 crisis episode or hospitalization
2 = 2 crises episodes or hospitalizations
3 = 3 or more crises episodes or hospitalizations

	0	1	2	3
Number of psychiatric crisis episodes without hospitalization	o	o	o	o
Number of hospitalizations in the past 6 months	o	o	o	o
Number of hospitalizations lasting less than 30 consecutive days within the past 2 years	o	o	o	o
Number of hospitalizations lasting more than 30 consecutive days within the past 2 years	o	o	o	o

ANSA-SB MODULES

REQUIRED MODULE: Complete if Substance Use is rated at a 2 or 3

I. Substance Use Disorder	0	1	2	3		0	1	2	3
Severity of Use	o	o	o	o	Peer Influences	o	o	o	o
Duration of Use	o	o	o	o	Environmental Influences	o	o	o	o
Stage of Recovery	o	o	o	o	Recovery Support Group Participation	o	o	o	o

REQUIRED MODULE - FORENSICS PROGRAMS: Complete regardless of Criminal Behavior rate
DISCRETIONARY MODULE FOR ALL OTHER PROGRAMS

II. Criminal Behavior	0	1	2	3		0	1	2	3
Seriousness	o	o	o	o	Legal Compliance	o	o	o	o
History	o	o	o	o	Peer Influences	o	o	o	o
Arrests	o	o	o	o	Immediate Family Criminal Behavior Influences	o	o	o	o
Planning	o	o	o	o					
Community Safety	o	o	o	o	Environmental Influences	o	o	o	o

REQUIRED MODULE: Complete for youth age 20 and under

III. EPSDT-Needs/Risks	N/A	0	1	2	3		0	1	2	3
Sexual Development		o	o	o	o	Attachment Difficulties	o	o	o	o
Living Situation		o	o	o	o	Oppositional	o	o	o	o
School Behavior	o	o	o	o	o	Runaway	o	o	o	o
School Achievement	o	o	o	o	o	Intentional Misbehavior	o	o	o	o
School Attendance	o	o	o	o	o		o	o	o	o

REQUIRED MODULE: Complete for youth age 20 and under
NOT APPLICABLE - No Caregiver Identified o

IV. EPSDT – Caregiver	0	1	2	3		0	1	2	3
Supervision	o	o	o	o	Mental Health	o	o	o	o
Organization	o	o	o	o	Substance Use	o	o	o	o
Residential Stability	o	o	o	o	Medical/Physical	o	o	o	o
Developmental	o	o	o	o					

DISCRETIONARY MODULE: Complete if Suicide Risk is rated at a 2 or 3

V. Danger to Self	0	1	2	3		0	1	2	3
Ideation	o	o	o	o	Suicide History	o	o	o	o
Intent	o	o	o	o	History of Family/Friend Suicide	o	o	o	o
Planning	o	o	o	o					

ADULT NEEDS AND STRENGTHS – SAN BERNARDINO (ANSA-SB)

CHECK ONE: o Initial ANSA o Update ANSA o Planned Discharge ANSA o Unplanned Discharge ANSA

Date Assessed: _____ Client's Name: _____

DISCRETIONARY MODULE: Complete if Danger to Others is rated at a 2 or 3

VI. Danger to Others	0	1	2	3			0	1	2	3
Ideation	o	o	o	o		Lethal Aggression History	o	o	o	o
Intent	o	o	o	o		History of Family/Friend Aggression	o	o	o	o
Planning	o	o	o	o						

DISCRETIONARY MODULE: Complete if Antisocial Behavior is rated at a 2 or 3

VII. Dangerousness	0	1	2	3			0	1	2	3
Frustration Management	o	o	o	o		Awareness of Violence Potential	o	o	o	o
Hostility	o	o	o	o		Response to Consequences	o	o	o	o
Paranoid Thinking	o	o	o	o		Commitment to Self Control	o	o	o	o
Secondary Gains from Anger	o	o	o	o		Treatment Involvement	o	o	o	o
Violent Thinking	o	o	o	o						

DISCRETIONARY MODULE: Complete if Adjustment to Trauma is rated at a 2 or 3

VIII. Trauma	0	1	2	3			0	1	2	3
Sexual Abuse	o	o	o	o		War Affected	o	o	o	o
Physical Abuse	o	o	o	o		Terrorism Affected	o	o	o	o
Emotional Abuse	o	o	o	o		Affect Regulation	o	o	o	o
Neglect	o	o	o	o		Intrusions	o	o	o	o
Medical Trauma	o	o	o	o		Attachment	o	o	o	o
Natural Disaster	o	o	o	o		Traumatic Grief/Separation	o	o	o	o
Witness to Family Violence	o	o	o	o		Reexperiencing	o	o	o	o
Witness to Domestic Violence	o	o	o	o		Avoidance	o	o	o	o
Witness to Community Violence	o	o	o	o		Numbing	o	o	o	o
Witness/Victim to Criminal Activity	o	o	o	o		Dissociation	o	o	o	o

CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) – SAN BERNARDINO

CHECK ONE: o Initial CANS o Update CANS o Planned Discharge o Unplanned Discharge

Date Assessed: _____ Child/Youth's Name: _____

Age: _____ o Under 6 Y/O[1] o Over 15 Y/O[2]

Date of Birth:_____ Medical Record No: _____

Assessor's Name: _____ Signature: _____

LIFE DOMAIN FUNCTIONING

0 = no evidence of problems 1 = history, mild

2 = actionable - moderate 3 = Immed/Intense Servs

	NA	0	1	2	3
Family Functioning[3]		o	o	o	o
Living Situation		o	o	o	o
Social Functioning		o	o	o	o
Recreational		o	o	o	o
Developmental/Intellectual [4]		o	o	o	o
Job Functioning[15]	o	o	o	o	o
Legal		o	o	o	o
Decision Making		o	o	o	o
Medical/Physical		o	o	o	o
Sexual Development[5]		o	o	o	o
Sleep		o	o	o	o
School Behavior[6]	o	o	o	o	o
School Achievement[6]	o	o	o	o	o
School Attendance[6]	o	o	o	o	o

STRENGTHS DOMAIN

0 = centerpiece 1 = useful

2 = identified 3 = not yet identified

	NA	0	1	2	3
Family Strengths		o	o	o	o
Interpersonal		o	o	o	o
Optimism		o	o	o	o
Educational Setting	o	o	o	o	o
Vocational	o	o	o	o	o
Talents/Interests		o	o	o	o
Spiritual/Religious		o	o	o	o
Cultural Identity		o	o	o	o
Community Life		o	o	o	o
Natural Supports		o	o	o	o
Relationship Permanence [7]		o	o	o	o
Well-Being*		o	o	o	o
Resilience		o	o	o	o
Resourcefulness		o	o	o	o

CULTURAL FACTORS

0 = no evidence of problems 1 = history, mild

2 = moderate 3 = Immed/Intense Servs

	0	1	2	3
Language	o	o	o	o
Traditions and Rituals	o	o	o	o
Cultural Stress	o	o	o	o

MODULES 1 » 0 thru 5 **2** » TAY **3** » Family Diff. **4** »Dev.Needs (DD) **5** » Sexuality **6** » School **7** »Permanency **8** » Trauma **9** » Subst. Use D/O (SUD) **10** » Violence **11** » Sexually Aggr. Bx (SAB) **12** » Runaway **13** » Juv. Just.(JJ) **14** » Fire Setting (FS) **15** » Vocational (VOC)

CAREGIVER STRENGTHS & NEEDS

0 = strength/no evidence of prob. 1 = useful/monitor

2 = requires action 3 = Immed/Intense Servs

NOT APPLICABLE - No Caregiver Identified o

	0	1	2	3
Supervision	o	o	o	o
Involvement with Care	o	o	o	o
Knowledge	o	o	o	o
Organization	o	o	o	o
Social Resources	o	o	o	o
Residential Stability	o	o	o	o
Medical/Physical	o	o	o	o
Mental Health	o	o	o	o
Substance Use	o	o	o	o
Developmental	o	o	o	o
Safety	o	o	o	o

BEHAVIORAL /EMOTIONAL NEEDS

0 = no evidence of problems 1 = hx or sub-threshold

2 = signif, meets dx 3 = Immed/Intense Servs

	0	1	2	3
Psychosis (Thought Disorder)	o	o	o	o
Impulsivity/Hyperactivity	o	o	o	o
Depression	o	o	o	o
Anxiety	o	o	o	o
Mania*	o	o	o	o
Oppositional	o	o	o	o
Conduct	o	o	o	o
Adjustment to Trauma [8]	o	o	o	o
Attachment Difficulties	o	o	o	o
Anger Control	o	o	o	o
Eating Disturbances*	o	o	o	o
Emotional/Phys. Dysregulation*	o	o	o	o
Behavioral Regressions*	o	o	o	o
Somatization*	o	o	o	o
Substance Use [9]	o	o	o	o

RISK BEHAVIORS

0 = no evidence of problems 1 = Hx - Watch/Prevent

2 = recent - ACT 3 = Immed/Intense Servs

	0	1	2	3
Suicide Risk	o	o	o	o
Non-Suicidal Self-Injurious Bx	o	o	o	o
Other Self Harm (Recklessness)	o	o	o	o
Danger to Others [10]	o	o	o	o
Sexual Aggression [11]	o	o	o	o
Runaway [12]	o	o	o	o
Delinquent Behavior [13]	o	o	o	o
Fire Setting [14]	o	o	o	o
Intentional Misbehavior	o	o	o	o
Exploitation*	o	o	o	o

CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) – SAN BERNARDINO

CHECK ONE: o Initial CANS o Update CANS o Planned Discharge o Unplanned Discharge

Date Assessed: _____ Child/Youth's Name: _____

CANS-SB Modules

Early Childhood (EC) Module - 0-5	unkwn	0	1	2	3		unkwn	0	1	2	3
Motor		o	o	o	o	Substance Exposure	o	o	o	o	o
Sensory		o	o	o	o	Maternal Availability	o	o	o	o	o
Communication		o	o	o	o	Parent or Sibling Problems		o	o	o	o
Aggression		o	o	o	o	Empathy for Child		o	o	o	o
Regulatory Problems		o	o	o	o	Curiosity		o	o	o	o
Failure to Thrive		o	o	o	o	Playfulness		o	o	o	o
PICA		o	o	o	o	Adaptability		o	o	o	o
Birth Weight	o	o	o	o	o	Persistence		o	o	o	o
Prenatal Care	o	o	o	o	o	Self-Care/Daily Living Skills		o	o	o	o
Labor and Delivery	o	o	o	o	o						
Transitional Age Youth (TAY) Module		0	1	2	3			0	1	2	3
Independent Living Skills		o	o	o	o	Gender Identity		o	o	o	o
Residential Stability		o	o	o	o	Sexual Orientation		o	o	o	o
Transportation		o	o	o	o	Medication Compliance		o	o	o	o
Parenting Roles		o	o	o	o	Educational Attainment		o	o	o	o
Interpersonal/Social Connectedness		o	o	o	o	Vocational/Career		o	o	o	o
Personality Disorder		o	o	o	o	Meaningfulness		o	o	o	o
Intimate Relationships		o	o	o	o	Victimization		o	o	o	o
Family Difficulties (FAM) Module		0	1	2	3			0	1	2	3
Relationship with Bio-Mother		o	o	o	o	Parental/Caregiver Collaboration		o	o	o	o
Relationship with Bio-Father		o	o	o	o	Family Communication		o	o	o	o
Relationship with Primary Caregiver		o	o	o	o	Family Role Approp/Boundaries		o	o	o	o
Relationship Among Siblings		o	o	o	o	Family Conflict		o	o	o	o
Developmental Needs (DD) Module		0	1	2	3			0	1	2	3
Cognitive		o	o	o	o	Developmental		o	o	o	o
Communication		o	o	o	o	Self Care/Daily Living Skills		o	o	o	o
Sexuality Module		0	1	2	3			0	1	2	3
Promiscuity		o	o	o	o	Knowledge of Sex		o	o	o	o
Masturbation		o	o	o	o	Choice of Relationships		o	o	o	o
Reactive Sexual Behavior		o	o	o	o	Sexual Exploitation		o	o	o	o
School Module		0	1	2	3			0	1	2	3
Attention-Concentration in School		o	o	o	o	Depression in School		o	o	o	o
Sensory Integration Difficulties in School		o	o	o	o	Peer Relations in School		o	o	o	o
Affect Dysregulation in School		o	o	o	o	Oppositional in School		o	o	o	o
Anxiety in School		o	o	o	o	Conduct in School		o	o	o	o
Permanency Module		0	1	2	3			0	1	2	3
Siblings		o	o	o	o	Current Living Situation		o	o	o	o
Biological/Adoptive Mother		o	o	o	o	Grief & Loss		o	o	o	o
Biological/Adoptive Father		o	o	o	o	Family Identity & Belonging		o	o	o	o
Other Significant Adults		o	o	o	o	Family Finding		o	o	o	o
Trauma Module		0	1	2	3			0	1	2	3
(Characteristics of the Trauma Experience)											
Sexual Abuse		o	o	o	o	Natural Disaster		o	o	o	o
Physical Abuse		o	o	o	o	Witness to Family Violence		o	o	o	o
Emotional Abuse		o	o	o	o	Witness to Comm./School Violence		o	o	o	o
Neglect		o	o	o	o	Victim/Witness - Criminal Acts		o	o	o	o
Medical Trauma		o	o	o	o	Marital/Partner Violence		o	o	o	o
Sexual Abuse Expansion - Complete if Sexually Abused											
Emotional Closeness to Perpetrator		o	o	o	o	Force		o	o	o	o
Frequency of Abuse		o	o	o	o	Reaction to Disclosure		o	o	o	o
Duration		o	o	o	o						
Traumatic Stress Symptoms - Complete for All Traumas											
Emotional/Physical Dysregulation (Item in Bx/Emo Needs)						Numbing		o	o	o	o
Intrusions/Re-Experiencing		o	o	o	o	Dissociation		o	o	o	o
Hyperarousal		o	o	o	o	Avoidance		o	o	o	o
Traumatic Grief & Separation		o	o	o	o	Caregiver Post-Traumatic Reaction		o	o	o	o

CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) – SAN BERNARDINO

CHECK ONE: o Initial CANS o Update CANS o Planned Discharge o Unplanned Discharge

Date Assessed: _____ Child/Youth's Name: _____

Substance Use Disorder (SUD) Module	0	1	2	3		0	1	2	3
Severity of Use	o	o	o	o	Parental Influences	o	o	o	o
Duration of Use	o	o	o	o	Environmental Influences	o	o	o	o
Stage of Recovery	o	o	o	o	Recovery Community Supports	o	o	o	o
Peer Influences	o	o	o	o					
Violence Module	0	1	2	3		0	1	2	3
(Historical Risk Factors)									
History of Physical Abuse	o	o	o	o	Witness to Domestic Violence	o	o	o	o
History of Violence	o	o	o	o	Witness to Environmental Violence	o	o	o	o
(Emotional/Behavioral Risks)									
Bullying	o	o	o	o	Paranoid Thinking	o	o	o	o
Frustration Management	o	o	o	o	Secondary Gains From Anger	o	o	o	o
Hostility	o	o	o	o	Violent Thinking	o	o	o	o
Resiliency Factors									
Aware of Violence Potential	o	o	o	o	Commitment to Self-Control	o	o	o	o
Response to Consequences	o	o	o	o	Treatment Involvement	o	o	o	o
Sexually Aggressive Bx (SAB) Module	0	1	2	3		0	1	2	3
Relationship	o	o	o	o	Response to Accusation	o	o	o	o
Physical Force/Threat	o	o	o	o	Temporal Consistency	o	o	o	o
Planning	o	o	o	o	History of Sexual Behavior	o	o	o	o
Age Differential	o	o	o	o	Severity of Sexual Abuse	o	o	o	o
Type of Sex Act	o	o	o	o	Prior Treatment	o	o	o	o
Runaway Module	0	1	2	3		0	1	2	3
Frequency of Running	o	o	o	o	Likelihood of Return on Own	o	o	o	o
Consistency of Destination	o	o	o	o	Involvement with Others	o	o	o	o
Safety of Destination	o	o	o	o	Realistic Expectations	o	o	o	o
Involvement in Illegal Activities	o	o	o	o	Planning	o	o	o	o
Juvenile Justice (JJ) Module	0	1	2	3		0	1	2	3
History	o	o	o	o	Parental Criminal Behavior	o	o	o	o
Seriousness	o	o	o	o	Environmental Influences	o	o	o	o
Planning	o	o	o	o	Arrests	o	o	o	o
Community Safety	o	o	o	o	Legal Compliance	o	o	o	o
Peer Influences	o	o	o	o					
Fire Setting (FS) Module	0	1	2	3		0	1	2	3
History	o	o	o	o	Community Safety	o	o	o	o
Seriousness	o	o	o	o	Response to Accusation	o	o	o	o
Planning	o	o	o	o	Remorse	o	o	o	o
Use of Accelerants	o	o	o	o	Likelihood of Future Fire	o	o	o	o
Intention to Harm	o	o	o	o					
Vocational (VOC) Module	0	1	2	3		0	1	2	3
Job History	o	o	o	o	Job Relations	o	o	o	o
Job Attendance	o	o	o	o	Job Skills	o	o	o	o
Job Performance	o	o	o	o					

*NOTE: The seven Core Items in with * and blue text are in addition to Standard CANS-Comp Core Items

County of San Bernardino
Department of Behavioral Health

Consumer Comment Card

Interpreter Name: _____ Date: _____

Vendor Name: _____ Clinic:_____

Circle your answer to each question below.

1. Was the interpreter present for the entire service?

   Yes No

2. Did the interpreter say everything you wanted to say?

   Yes No Unsure

3. How easy was the interpreter to understand?

1	2	3	4
Very easy	Easy	Difficult	Very difficult

4. How comfortable were you with the interpreter?

1	2	3	4
Very comfortable	Comfortable	Somewhat comfortable	Not comfortable at all

Other comments:

County of San Bernardino
Department of Behavioral Health

Mail to: Department of Behavioral Health
Office of Cultural Competence & Ethnic Service
Mail Code: 0026

Instructions for DBH Staff: Please fill out the top two rows of information. Ask Consumer to complete and return the form to DBH Staff. When completed place the pre-addressed form in interoffice mail.

CONDADO DE SAN BERNARDINO
DEPARTAMENTO DE SALUD MENTAL

Tarjeta de comentario del consumidor

Nombre del intérprete: _____ Fecha: _____

Nombre del vendedor: _____ Clínica:_____

Circule su respuesta por cada pregunta.

1. ¿El intérprete estuvo presente durante todo el servicio?

   Si No

2. ¿El intérprete tradujo todo lo que quería decir?

   Si No Inseguro

3. ¿Qué fácil era entender el intérprete?

1	2	3	4
Muy fácil	Fácil	Difícil	Muy difícil

4. ¿Qué tan cómodo estaba con el intérprete?

1	2	3	4
Muy cómodo	Cómodo	Algo cómodo	Nada cómodo

Otros comentarios:

CONDADO DE SAN BERNARDINO
DEPARTAMENTO DE SALUD MENTAL

Mail to: Department of Behavioral Health
Office of Cultural Competence & Ethnic Services
Mail Code: 0026

Instructions for DBH Staff: Please fill out the top two rows of information. Ask consumer to complete and return the form to DBH Staff. When completed place the pre-addressed form in interoffice mail.

Sở Chăm Sóc Sức Khỏe Hành Vi Quận San Bernardino

Phiếu Nhận Xét của Khách Hàng

Tên thông dịch viên: _____Ngày tháng: _____

Tên công ty: _____

Phòng khám: _____

Khoanh tròn câu trả lời của quý vị cho mỗi câu hỏi sau:

1. Người thông dịch viên có hiện diện trong suốt quá trình sử dụng dịch vụ không?

   Có Không

2. Người thông dịch viên có dịch tất cả những điều mà quí vị muốn nói không?

   Có Không Không chắn chắn

3. Người thông dịch viên nói dễ hiểu như thế nào?

1	2	3	4
Rất dễ hiểu	Dễ hiểu	Khó hiểu	Rất khó hiểu

4. Quý vị cảm thấy thoải mái với người thông dịch viên như thế nào?

1	2	3	4
Rất thoải mái	Thoải mái	Cũng có chút thoải mái	Không thoải mái chút nào

Những ý kiến khác:

Sở Chăm Sóc Sức Khỏe Hành Vi Quận San Bernardino

Mail to: Department of Behavioral Health
Office of Cultural Competence &
Ethnic Service
Mail Code: 0026

Instructions for DBH Staff: Please fill out the top two rows of information (Interpreter Name, Date, Vendor Name, and Clinic). Ask Consumer to complete and return the form to DBH Staff. When completed place the pre-addressed form in interoffice mail.

SAN BERNARDINO COUNTY
Behavioral Health
303 E. Vanderbilt Way San Bernardino | (909) 388-0900
www.SBCounty.gov

Grievance and Appeal Policy

Effective Date 04/1999
Revision Date 11/06/2019

Veronica Kelley, DSW, LCSW, Director

Policy

In accordance with State and Federal regulations, the Department of Behavioral Health (DBH) provides verbal and written information to clients or potential clients describing their right to file a grievance and/or appeal regarding services, and to file for a State fair hearing. This policy and related procedures apply to mental health and substance use disorder services (SUD), including Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) services.

Purpose

The purpose of this policy is to outline grievance and appeal requirements to ensure DBH, contract agencies, and Fee for Service (FFS) providers make entitled clients or potential clients aware of their grievance, appeal, and State hearing rights.

Definition(s)

Appeal is a client objection to a DBH adverse benefit determination requiring further consideration and review by DBH via appeal review process.

Grievance is an expression of dissatisfaction about any matter other than an adverse benefit determination. A complaint is considered a grievance unless if meets the definition of adverse benefit determination (see definition next page). Grievances may include, but are not limited to, the following dissatisfactions:

- Quality of care or services rendered;
- Rudeness of a provider or employee;
- Failure to respect the client or potential client's rights;
- Dispute an extension of time proposed by DBH to make an authorization decision, etc.

Grievance and Appeal Process is the process implemented to handle grievances and appeals of an adverse benefit determination, including the systems used to collect and track information about each grievance/appeal.

Medi-Cal client is an individual who has been determined eligible for Medi-Cal benefits. Not all DBH clients meet Medi-Cal eligibility requirements.

Continued on next page

Grievance and Appeal Policy, Continued

Definition(s), continued

Notice of Adverse Benefit Determination (NOABD) replaced the former terminology of "Notice of Action" (NOA). An NOABD is any of the following actions taken by DBH, contract agency or FFS provider:

- Denial or limited authorization of requested service(s), including determinations based on the type or level of service(s), medical necessity, appropriateness, setting or effectiveness of a covered benefit;
- Reduction, suspension or termination of a previously authorized service(s);
- Denial, in whole or in part, of payment for a service;
- Failure to provide services in a timely manner;
- Failure to act within the required timeframe for standard resolutions of grievance and/or appeal; or
- Denial of a client or potential clients' request to dispute financial liability.

Notice of Appeal Resolution is a formal letter informing a client or potential client that an Adverse Benefit Determination has been overturned or upheld.

Notice of Grievance Resolution is a formal letter notifying a client or potential client of the results of the grievance resolution, which is DBH's decision regarding the grievance filed.

Resolved means DBH has reached a decision with respect to the client or potential client's grievance and notified the client or potential client of the disposition.

State Hearing means a clear expression by the client or potential client, or his/her authorized representative, that the client or potential client wants the opportunity to present his/her case to the State reviewing authority.

Grievance Requirements

Federal regulation and State guidelines outline grievance requirements as follows:

- A client or potential client has the right to file a grievance, formally or informally, if they are dissatisfied about any matter, other than an adverse benefit determination (as defined in the Definitions section of this policy);
- Even if a client or potential client declines to file a written grievance, DBH, contract agencies and/or FFS providers shall report their dissatisfaction or complaint as a grievance for the purposes of monitoring trends. A client or potential client does not need to use the term "grievance" to be treated as such;

Continued on next page

Grievance and Appeal Policy, Continued

Grievance Requirements, continued

- DBH, contract agencies and FFS providers shall not discourage the filing of a grievance;
- If a client or potential client files a grievance and the program that receives the grievance addresses the grievance to the satisfaction of the client or potential client, the grievance shall still be reported to the DBH Access Unit (see Grievance Procedure);
- A client or potential client may file a grievance at any time;
- A client or potential client, provider and/or authorized representative may file a grievance either verbally or in writing;
- Any client or potential client who files a grievance shall receive written acknowledgement of receipt of the grievance and the acknowledgement shall include the following, at minimum: date of receipt, first and last name, telephone number and address of the DBH grievance representative who he/she may contract about the grievance, and
- All clients and potential clients of DBH, contract agencies or FFS providers are afforded the grievance process; however, Federal regulations apply to Medi-Cal clients regarding the ability to request a State Hearing or file an appeal.

Grievance Process Exemption

Regulations state that grievances received over the telephone or in-person by DBH, contract agency, and/or FFS provider that are resolved to the client or potential client's satisfaction by the close of the next business day following receipt of the grievance are exempt from the requirement to send a written acknowledgement and disposition letter, referred to as a Notice of Grievance Resolution (NGR).

To meet this grievance process exemption, DBH, contract agency, and/or FFS providers or staff must complete the following actions:

- Report the verbal or written grievance from the client or potential client, and immediately, but no later than end of the same work day the grievance was filed, send the completed grievance via email to DBH-Grievances@dbh.sbcounty.gov.
- By close of the next business day after the grievance is filed, send advisement of the resolution and the client or potential client's satisfaction with the resolution via email to DBH-Grievances@dbh.sbcounty.gov. List the subject line as follows: Grievance Resolved Next Biz Day and the name of the DBH program.

Note: Grievances received via mail are **NOT** exempt from the requirement to send an acknowledgment and disposition letter in writing.

Continued on next page

Grievance and Appeal Policy, Continued

NOABD Requirements

Federal regulation and State guidelines outline specific requirements for NOABDs, listed as follows:

- Written requirements for the NOABD, include the following:
  - Explanation of the adverse benefit determination DBH, contract agency or FFS provider has made or intends to make;
  - Clear and concise explanation of the reason(s) for the decision;
  - For determination based on medical necessity criteria, the NOABD must include clinical reasons for the decision by explicitly stating why client/potential client's condition does not meet SMHS and/or DMC-ODS medical necessity criteria;
  - A description of the criteria used, including medical necessity criteria, and any processes, strategies or evidentiary standards used in making such determinations, and
  - Client or potential client's right to be provided upon request and free of charge, reasonable access to and copies of all documents, records and other information relevant to the client or potential client's adverse benefit determination.

Note: Refer to the Notice of Adverse Benefit Determination Procedure for detailed information.

Authorized Representative

A client or potential client does not have to file a grievance, request for appeal or State hearing directly, as regulation permits a provider or authorized client representative with written consent from client/potential client to file any of the aforementioned actions. Providers and authorized representatives cannot request a continuation of benefits as specified in Federal regulations.

Attachments

Based on State requirements, there are two (2) types of "Your Rights" attachments that inform clients and potential clients of critical appeal and State hearing rights:

The NOABD Your Rights Attachment is included when a NOABD is issued and provides clients, potential clients, and/or treatment providers with the following information:

- Clients' or treatment providers' right to request an appeal **within 60 calendar days** from the date of the NOABD;
- Clients' right to request a State hearing ***only*** after filing an appeal and receiving notice that the adverse benefit determination has been upheld;
- Clients' right to request a State hearing ***if*** DBH fails to send a resolution notice in response to the appeal within the required timeframe;
- Procedures for exercising the clients' right to request an appeal;
- Circumstances under which an expedited review is available and how to request it; and

Continued on next page

Grievance and Appeal Policy, Continued

Attachments, continued

- Clients' right to have benefits continue pending resolution of the appeal *and* how to request continuation of benefits in accordance with Federal law.

The Notice of Appeal Resolution (NAR) Attachment shall be included when an NAR Overturned, or Upheld, is issued.

Appeal Requirements

Federal regulation and State guidelines outline the following appeal requirements:

- Must be filed **within sixty (60) calendar days** from the date on the NOABD.
- Clients' must exhaust the DBH appeals process prior to requesting a State hearing.
- Appeals can be verbal or in writing and can be requested by the client or potential client, treatment provider and/or authorized representative.
  - Appeals filed by the provider on behalf of the client require written consent from the client/potential client/legal representative.

Note: Refer to the Standard and Expedited Resolutions of Appeals Procedure for detailed information.

Expedited Resolution of Appeals Requirements

DBH is required to establish and maintain an expedited review process for appeals when it determines or the provider indicates that taking time for a standard resolution could seriously jeopardize the client's mental health or SUD condition and/or the Medi-Cal client's ability to attain, maintain, or regain maximum function.

For expedited resolution of an appeal and notice to affected party, DBH must resolve the appeal and provide notice as expeditiously as the client's health condition requires, **no longer than seventy-two (72) hours** after the Plan receives the expedited appeal request.

Note: Refer to the Standard and Expedited Resolutions of Appeals Procedure for more detailed information.

Notice of Appeal Resolution (NAR) Requirements

The Notice of Appeal Resolution (NAR) is a formal letter informing a client that a NOABD has been overturned or upheld.

Note: Refer to the Standard and Expedited Resolutions of Appeals Procedure for more detailed information.

Continued on next page

Grievance and Appeal Policy, Continued

State Hearing Requirements

A Medi-Cal client has the right to request a State hearing only after receiving notice that DBH is upholding an adverse benefit determination.

If ...	Then ...
DBH fails to adhere to the notice and timing requirements in federal regulations and State requirements.	The Medi-Cal client is deemed to have exhausted the appeals process. The Medi-Cal client may then initiate a State hearing.

Per Federal regulations, Medi-Cal clients have **120 calendar days** from the date of the NAR to request a State hearing.

For standard State Hearings, DBH must notify Medi-Cal clients that the State must reach its decision on the hearing **within 90 calendar days** of the date of the request for hearing.

For Expedited Hearings, DBH must notify Medi-Cal clients that the State must reach its decision on the State Hearing **within three (3) working days** of the request for the hearing.

Note: Refer to the State Hearing Procedure for more detailed information.

DBH Oversight Requirements

DBH is required to implement and maintain a Grievance and Appeal System to ensure receipt, review and resolution of grievances and appeals. The Grievance and Appeal System shall operate in accordance with applicable federal regulations and state requirements as follows:

- Have written policies and procedures regarding its Grievance and Appeal System;
- Notify clients and potential clients about its Grievance and Appeal System. This shall include information on its procedures for filing and resolving grievance and appeals, a toll-free and/or local telephone number(s), and the address for mailing grievances and appeals;
- Inform clients of how to obtain grievance and appeals forms:
  - Grievance and appeals forms shall be provided promptly upon request.
  - Clients, potential clients and authorized representatives shall be able to access grievance, appeal and expedited appeals forms and self-addressed stamped envelopes at all provider sites without needing to make a written or verbal request.
  - Descriptions for filing grievances and appeal procedures will be readily available and posted at the location where grievances and/or appeals are submitted at every DBH, contract agency and FFS provider's office or facility.

Continued on next page

Grievance and Appeal Policy, Continued

DBH Oversight Requirements, continued

- Appropriate and adequate consideration of grievances and appeals will be conducted as well as rectification when appropriate. All issues presented by the client will be addressed and resolved.
- Individuals with authority to require corrective action will conduct decision-making.
- Linguistic and cultural needs of the client population, as well as the needs of clients with disabilities will be addressed. DBH shall ensure all clients have access to fully participate in the Grievance and Appeal System by assisting those with limited English proficiency or with a communicative impairment. Assistance will include, but is not limited to, translation of forms, grievance and appeal procedures, DBH responses, access to interpreters, telephone relay systems and other devices that aid individuals with disabilities to communicate.
- Clients or potential clients will not be discriminated against because of their filing of a grievance or appeal.
- The individual making the final decision for the proposed resolution of a grievance or appeal will not have participated in any prior decisions related to this grievance or appeal. The decision-maker shall be a health care professional with clinical expertise in treating a client's condition or disease if any of the following apply:
    - An appeal of an Adverse Benefit Determination is based on lack of medical necessity;
    - A grievance regarding denial of an expedited resolution of an appeal; or
    - Any grievance or appeal involving clinical issues.
- The designated decision maker on clinical appeals will take into account all information submitted by the client, potential client or their authorized representative regardless of whether such information was submitted or considered in the initial Adverse Benefit Determination.
- The client, potential client or their authorized representative will be provided the opportunity to review the client's case file that may include medical records, supplementary documents and any additional evidence considered or generated by DBH in connection with any standard or expedited appeal of an Adverse Benefit Determination. The information will be provided free of charge and sufficiently in advance of the resolution timeframe.

DBH Access Unit shall maintain a log of each grievance and appeal with the following information:

- Date and time of receipt of the grievance or appeal;
- Name of the individual filing the grievance or appeal;
- Name of the representative recording the grievance or appeal;
- Description of the complaint or problem;

Continued on next page

Grievance and Appeal Policy, Continued

DBH Oversight Requirements, continued

- Description of the action taken by DBH or provider to investigate and resolve the grievance or appeal;
- Proposed resolution by DBH or provider; Name of the DBH provider or staff responsible for resolving the grievance or appeal; and
- Date of notification to the client of the resolution.

Grievances related to discrimination under ACA 1557 criteria will be forwarded to the DBH Office of Cultural Competency and Ethnic Services (OCCES).

Grievances related to inpatient mental health services, including Lanterman-Petris Short Act (LPS) will be forwarded to the DBH Patients' Rights Office.

DBH Access Unit shall submit the Annual Medi-Cal Beneficiary Grievance and Appeal Report (ABGAR) to DHCS on an annual basis.

DBH Access Unit shall submit a written record of grievances and appeals to the DBH Quality Management Action Committee (QMAC) at least quarterly for systemic aggregation and analysis for quality improvement. Grievances and appeals reviewed shall include, but not be limited to, those related to access to care, quality of care and denial of services. Appropriate action shall be taken to remedy any problems identified.

DBH Access Unit shall submit the DMC-ODS Waiver Grievance and Appeal Quarterly Report to the Department of Health Care Services (DHCS) on a quarterly basis. The results of investigations will be forwarded to DHCS by secure, encrypted email to SUDCountyReports@dhcs.ca.gov within two (2) business days of completion.

Related Policy or Procedure

DBH Standard Practice Manual

- Grievance Procedure (QM6029-1)
- State Hearing Procedure (QM6029-2)
- Standard and Expedited Resolutions of Appeals Procedure (QM6029-3)
- Notice of Adverse Benefit Determination Procedure (QM6029-4)

Reference(s)

- California Code of Regulations, Title 9, Sections 1810.360, 1810.405, 1810.410, 1850.206, 1850.207, and 1850.208 et al.
- Code of Federal Regulations, Title 42, Sections 431.211, 438.10 and 438.400 et al.
- Revenue Agreement with the State of California for the Substance Use Disorder Drug Medi-Cal Organized Delivery System
- California Department of Health Care Services, All Plan Letter 17-006 (APL 17-006)

SAN BERNARDINO COUNTY

Behavioral Health

303 E. Vanderbilt Way San Bernardino | (909) 388-0900
www.SBCounty.gov

Grievance and Appeal Procedure

Effective Date 04/98
Revision Date 11/06/2019

Veronica Kelley, DSW, LCSW, Director

Purpose

To provide guidance for Department of Behavioral Health (DBH), contract agencies, and Fee for Service (FFS) providers to assist with or respond to potential or actual client grievances as required under the Grievance and Appeal Policy (QM6029).

Filing Rights

DBH staff and providers are expected to be knowledgeable of the basics regarding client grievances. Clients and potential clients have the option to file a grievance, either verbally or in writing, directly with the provider or by contacting the DBH Access Unit at 1-888-743-1478. A client or potential client must be given reasonable assistance in filing a grievance and/or completing the grievance form, including DBH, contract agencies, and FFS providers providing interpreter services, assisting in writing the grievance, etc., if requested.

Client Grievance Filing Process

The following table describes the steps when a client or potential client files a grievance:

Step	Responsible Party	Action
1	DBH, Contract Agency or FFS Provider	Receives the verbal or written grievance from the client or potential client. If provided verbally, grievances shall be documented on the Grievance Form (Spanish version). Immediately, but no later than end of the work day that the grievance was filed, sends the completed grievance via email to DBH-Grievances@dbh.sbcounty.gov. The subject line shall state the following: Grievance Received and the name of the DBH program, contract agency name and program, or FFS provider name .

Continued on next page

Grievance and Appeal Procedure, Continued

Client Grievance Filing Process, continued

Step	Responsible Party	Action
2	DBH Access Unit	Will record the grievance in the Grievance Log within one (1) working day of receipt of the grievance and will assign to a DBH Grievance Coordinator.
3	DBH Grievance Coordinator	Will complete the following: • Review the Grievance documentation; • Contact the client or potential client or authorized representative if clarification is needed regarding the grievance; • Contact the subject of the grievance for more information; • Contact the subject's clinical supervisor to advise of the grievance, and • Send an Acknowledgement Letter to the client or potential client within **five (5) calendar days** of receipt of the grievance. If the client or potential client cannot be contacted, Grievance Coordinator must document efforts to notify the client or potential client via the Grievance Log.
4	DBH Grievance Coordinator	Will notify the appropriate DBH Program Manager, contract agency manager or FFS provider through email [encrypted email for contract agencies or FFS providers] of the submitted grievance. The email will contain the following: 1. A copy of the submitted grievance form; 2. A blank Grievance Investigation Response Form, and a blank Grievance Supplemental Investigation Response Form
5	DBH Program Manager	Investigates or assigns appropriate staff to investigate the grievance (see the *Appropriate Investigating Staff Selection section* below).

Continued on next page

Grievance and Appeal Procedure, Continued

Client Grievance Filing Process, continued

Step	Responsible Party	Action
6	DBH Grievance Coordinator	Will assign a deadline of either **7 or 30 calendar days** based upon the nature of the grievance, and whether it is related to DBH's decision to extend the timeframe for making an authorization decision. The DBH Program Manager, contract agency manager or FFS provider will then have the assigned number of days, **either 7 or 30**, to: • Complete the investigation; • Complete the investigation forms, and • Email the form(s) back to the DBH Access Unit. When emailing the form(s) to the DBH Access Unit, the DBH Program Manager, contract agency manager or FFS provider shall state the following in the subject line: Grievance Resolved and the name of the DBH program, contract agency name and program, or FFS provider name. This form must be signed by the DBH Program Manager, contract agency manager or FFS provider. ***Important Note:*** Privacy and Security regulations require contract agencies and FFS providers send Protected Health Information via encrypted email; therefore, the forms must be sent via encryption. If an agency or provider does not have encryption, the agency/person must contact the Access Unit at 1-888-743-1478 to obtain an encrypted email.
7	DBH Grievance Coordinator	Reviews the resolution and contacts the DBH Program Manager, contract agency manager or FFS provider should there be any questions or clarification needed.

Continued on next page

Grievance and Appeal Procedure, Continued

Client Grievance Filing Process, continued

Step	Responsible Party	Action
8	DBH Grievance Coordinator	Following the resolution completes the following actions: • Sends the grievance disposition via the Notice of Grievance Resolution (NGR) letter to the client or potential client. The resolution letter must be mailed to the client or potential client no later than **90 calendar days** from the date the grievance is filed; • Provides notice of the final disposition in writing to any provider identified by the client or potential client or involved in the grievance, and • Documents their efforts to notify the client, potential client or provider, if the Grievance Coordinator is unable to contact the client, potential client or provider. Documentation shall be via the internal Grievance Log.
9	DBH Access Unit	Tracks the grievance process, and reviews summaries of the grievances during Quality Management Action Committee (QMAC) meetings.

Grievance Resolution Extension

DBH can **extend the timeframe for resolution for an additional 14 calendar days** if the client or potential client requests the extension. DBH can also extend the timeframe for resolution for 14 days if it demonstrates (to the satisfaction of the California Department of Health Care Services (DHCS), upon request) that there is need for additional information and how the delay is in the client or potential client's interest. The client or potential client will be notified via a Notice of Plan's Request to Extend Resolution Period should DBH require an extension to resolve a standard grievance. The notice will provide the status of the grievance and the estimated date of resolution, which **will not exceed 14 additional calendar days.**

If DBH extends the grievance timeframe, not at the request of the beneficiary, it must complete all the following:

Step	Action
1	Provide the client or potential client prompt verbal notice of the delay.

Continued on next page

Grievance and Appeal Procedure, Continued

Grievance Resolution Extension, continued

Step	Action
2	Provide the client or potential client written notice of the reason for the decision to extend the timeframe and inform the client or potential client of their right to file a grievance if they disagree with that decision within two (2) calendar days.
3	Resolve the grievance no later than the date the extension expires.

Appropriate Investigating Staff Selection

Program Managers will ensure staff who make decisions on grievances are individuals:

- Who were neither involved in any previous level of review or decision-making, nor a subordinate of any such individual, and
- Who have the appropriate clinical expertise in treating the client or potential client's condition or disease in the following cases:
  - If the decision involves an appeal based on a denial of medical necessity;
  - A grievance regarding denial of a request for an expedited appeal, or
  - If the grievance or appeal involves clinical issues.

SUDRS Grievance and Appeal Log Submissions

DBH Access Unit will utilize the Department of Health Care Services (DHCS) Grievance and Appeals Log to capture required reporting information. The log contains tabs for each month and each tab is broken down into weeks.

The following information will be submitted by DBH to DHCS within 15 days of the end of each quarter:

For each week of the fiscal year:

- Number of client grievances received
- Number of grievance resolutions
- Number of grievances regarding access to care
- Number of grievances regarding quality of care
- Number of grievances regarding program requirements
- Number of grievances regarding service denials
- Number of grievances regarding failure to respect a client's rights
- Number of grievances regarding interpersonal relationship issues
- Number of other grievances received not pertaining those issues noted above

Continued on next page

Grievance and Appeal Procedure, Continued

SUDRS Grievance and Appeal Log Submissions, continued

A brief description will be provided in the section labelled "Description" for grievances identified as "other". Additional rows may be created within the log if there are multiple grievances identified as "other" within a given reporting week.

The Grievance and Appeal Log will be submitted via email to ODSSubmissions@dhcs.ca.gov

DBH Contact Information

At any time during the grievance process, the client or potential client may contact the San Bernardino County Department of Behavioral Health for assistance.

If ...	Then ...
A grievance pertains to access to care, quality of care or dissatisfaction with a provider or employee.	Contact the DBH Access Unit at (888) 743-1478
A grievance pertains to inpatient mental health services including Lanterman-Petris Short Act (LPS)	Contact the DBH – Patients' Rights Office at (800) 440-2391
A grievance pertains to discrimination in the provision of health care services based on race, color, national origin, sex, gender identity, age, disability or limited English proficiency (LEP)	Contact the DBH – Office of Cultural Competency at (909) 386-8223

Related Policy or Procedure

DBH Standard Practice Manual

- Grievance Policy (QM6029)
- State Hearing Procedure (QM6029-2)
- Standard and Expedited Resolutions of Appeals Procedure (QM6029-3)
- Notice of Adverse Benefit Determination Procedure (QM6029-4)

Reference(s)

- California Code of Regulations, Title 9, Sections 1850.205 and 1850.208
- Code of Federal Regulations, Title 42, Sections 438.228, 438.402, 438.408, 438.408
- California Department of Health Care Services, All Plan Letter 17-006 (APL 17-008)

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy

Effective Date 07/18/2018
Approved Date 07/18/2018

Veronica Kelley, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) to comply with Federal law pertaining to Section 1557 of the Affordable Care Act (ACA 1557), which prohibits discrimination in the provision of health care services based on race, color, national origin, sex, gender identity, age, disability, or limited English proficiency (LEP).

Purpose

To provide operational guidance to DBH and its contracted providers (also referenced as "Covered Entities") to assist them in complying with the requirements of the U.S. Department of Health and Human Services (HHS) - ACA 1557 Final Rule - Nondiscrimination in Health Programs and Activities (Final Rule).

Definition(s)

Covered Entity: Any entity that operates a health program or activity for which the Federal government provides, or otherwise makes available, financial assistance (including Medi-Cal) and/or Federal Financial participation funding.

Disability: A physical or mental impairment that substantially limits one or more major life activities.

Gender Identity: An individual's internal sense of gender, which may be male, female, neither, or a combination of male and female, and which may be different from an individual's sex assigned at birth. The way an individual expresses gender identity is frequently called "gender expression," and may or may not conform to social stereotypes associated with a particular gender.

Limited English Proficiency: An individual whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

Compliance Coordinator Designation

Covered Entities employing 15 or more persons are required to:

1. Designate an employee to serve as the ACA 1557 Coordinator responsible for coordinating compliance with ACA 1557 and investigating complaints
2. Adopt a grievance procedure that the ACA 1557 Coordinator oversees, which affords due process and prompt and equitable resolution of grievances.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Written *Notice* Contents Requirements

For all large publications, clinic postings, and online notifications, Covered Entities are required to notify program participants of their rights by providing a written non-discrimination ***notice*** containing the following:

- The agency does not discriminate on the basis of race, color, national origin, sex, gender identity, age, disability, or LEP;
- The agency provides appropriate auxiliary aids and services, free of charge and in a timely manner, to individuals with disabilities;
- The agency provides language assistance services, free of charge and in a timely manner, to individuals with LEP; as well as information on how to access aids and services;
- Contact information for the agency's ACA 1557 Compliance Coordinator;
- Information on grievance procedures, and how to file a complaint; Information on how to file a discrimination complaint with HHS; and
- Inclusion of a short statement (tagline), written in at least the top 15 languages in California that are spoken by individuals with LEP, indicating the availability of free language assistance.

Note: Large publications include communications requiring a response from client or pertaining to rights or benefits, and outreach, education, or marketing materials; clinic postings must be posted in a conspicuous location where the entity interacts with the public; and online notifications must be posted on Covered Entities' website homepage with a prominent link directing clients to the full content.

Written *Statement* Content Requirements for Small Publications

Small publications require a shorter written nondiscrimination ***statement***:

- Name of covered entity] complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, disability, or LEP.
- Inclusion of a short statement (tagline), written in at least English and Spanish, indicating the availability of free language assistance.

Note: Small publications include post cards, tri-fold brochures, etc.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Language Assistance Service Requirements

Covered Entities shall take reasonable steps to provide meaningful access to each individual with LEP eligible to be served or likely to be encountered in its health programs and activities. Language assistance services must be provided free of charge, be accurate and timely, and protect the privacy and independence of the individual with limited English proficiency.

Note: An individual with LEP is not required to accept language assistance services.

Interpreter/ Translator Requirements

Covered Entities shall offer a qualified interpreter to an individual with LEP when oral interpretation is a reasonable step to provide meaningful access for that individual and shall use a qualified translator when translating written content in paper or electronic form.

Type	Requirements
Qualified Interpreter	• Adheres to generally accepted interpreter ethics principles, including client confidentiality; • Has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and • Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.
Qualified Translator	• Adheres to generally accepted translator ethics principles, including client confidentiality; • Has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and • Is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Interpreter Restrictions

Covered Entities must not:

- Require an individual with LEP to provide his or her own interpreter,
- Rely on an adult or minor child accompanying an individual with LEP to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no qualified interpreter immediately available, nor
- Rely on staff other than qualified bilingual/multilingual staff to communicate directly with individuals with LEP.

Note: If the LEP individual specifically requests that an accompanying adult interpret or facilitate communication, and the accompanying adult agrees to provide such assistance, then reliance on that adult for such assistance may be utilized at the desire of the client.

Video Remote Interpreting Requirements

If video remote interpreting services are offered, the following must be provided:

- Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
- A sharply delineated image that is large enough to display the interpreter's face and the participating individual's face regardless of the individual's body position; and
- A clear, audible transmission of voices. Adequate training to technology users and those facilitating the video remote set-up, so that this interpreter method is completed quickly and efficiently.

Audial and Visual Disability Requirements

Covered Entities shall take appropriate steps to ensure that communications with individuals with audial and/or visual disabilities are effective by:

- Providing appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary; and
- Ensuring that any health programs or activities provided through electronic and/or information technology are accessible to individuals with disabilities, unless doing so would result in undue financial and/or administrative burdens or a fundamental alteration in the nature of the health programs or activities.

Note: If burdens exist for the covered entity, the information may be presented in a non-electronic format, taking into consideration that individuals with disabilities shall receive the same benefits provided through electronic and information technology.

Continued on next page

San Bernardino County
Department of Behavioral Health

Non-Discrimination-Section 1557 of the Affordable Care Act Policy, Continued

Anti-Sex Discrimination Requirements

Covered entities shall provide individuals equal access to health programs or activities without discrimination on the basis of sex; and shall treat individuals consistent with their personally-defined gender identity.

- Covered entities may not utilize criteria or methods of administration that subject individuals to discrimination on the basis of gender identity and/or gender expression.
- Determinations regarding the site or location of a facility must not have the effect of excluding individuals from, denying them the benefits of, or subjecting them to discrimination on, the basis of gender identity and/or gender expression. Sex-specific health programs or activities are permissible only if the justification is demonstrated that the sex-specific health program or activity is substantially related to the achievement of an important health-related or scientific objective.

Disability Policies, Procedures, Practices

Covered Entities shall make reasonable modifications to policies, procedures, and/or practices, when such modifications are necessary to avoid discrimination on the basis of disability, unless the covered entity can demonstrate that making the modifications would fundamentally alter the nature of the health program or activity.

All facilities in which health programs or activities are conducted shall comply with the following regulations and ADA Accessibility Standards as applicable:

- Code of Federal Regulations, Title 45, Section 84.23
- Department of Justice, Americans with Disabilities Act, 1991 ADA Standards for Accessible Design
- Department of Justice, Americans with Disabilities Act, 2010 ADA Standards for Accessible Design

Related Procedure

DBH Standard Practice Manual:

- Affordable Care Act (ACA) 1557 Grievance Procedure (COM0953-1)

Reference(s)

- Public Law 111-148, Patient Protection and Affordable Care Act, Section 1557
- U.S. Code, Title 20, Chapter 38, Subsection 1681 et seq.
- U.S. Code, Title 29, Chapter 16, Subchapter V, Subsection 794
- U.S. Code, Title 42, Chapter 21, Subchapter V, Subsection 2009 et seq.
- U.S. Code, Title 42, Chapter 76, Subsection 6101 et seq.

San Bernardino County
Department of Behavioral Health

Affordable Care Act (ACA) 1557 Grievance Procedure

Effective Date 07/18/2018
Approved Date 07/18/2018 Veronica Kelley, Director

Purpose

To provide instruction on receiving, logging, and investigating grievances received by San Bernardino County Department of Behavioral Health (DBH) Office of Cultural Competency and Ethnic Services (OCCES), ACA 1557 Coordinator.

ACA 1557 Compliance Coordinator

OCCES has designated an employee to serve as the ACA 1557 Coordinator. The ACA 1557 Coordinator is responsible for overseeing the ACA 1557 grievance process, which includes due process and prompt and equitable resolution of complaints and grievances received from clients whose concerns fall under the scope of discrimination as defined under ACA 1557.

Filing a Grievance

The following process shall be followed when filing an ACA 1557 grievance:

- Grievance submitted to the ACA 1557 Coordinator within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action
- Complaint must be submitted in writing on the approved ACA 1557 Grievance Form (COM038) via email to aca_1557@dbh.sbcounty.gov or by mail to:

  DBH OCCES
  Attn: ACA 1557 Coordinator
  303 E. Vanderbilt Way
  San Bernardino, CA 92415-0026
- If assistance is needed in completing the form, the complainant may also call the ACA 1557 Coordinator at (909) 386-8223 (TTY: 711).
- The grievance form must include all information necessary to investigate the complaint, including identifying the problem or action alleged to be discriminatory.
- If the grievance is determined to be ACA 1557 related, it shall be entered into the ACA 1557 Grievance Tracking Log.
- If the grievance is determined not to be ACA 1557 related, it shall be referred to the appropriate unit (e.g. ACCESS, Patients' Rights, Compliance, etc.), and the appropriate unit shall follow-up with the complainant.

Authorized Representative

At any time during the Grievance or Appeal processes, the complainant may authorize a person to take action or participate in the process on his or her behalf, or to assist the complainant with the process.

Continued on next page

San Bernardino County
Department of Behavioral Health

Affordable Care Act (ACA) 1557 Grievance Procedure,
Continued

Grievance Investigation Process

The ACA 1557 Coordinator or designee shall conduct an investigation of the complaint as follows:

- Thoroughly investigate, allowing all interested individuals an opportunity to submit evidence related to the complaint.
- Maintain files and records related to grievances, and to the extent possible and in accordance with applicable law, preserving the confidentiality of files, sharing them at a minimum necessary level.
- Issue a written decision on the grievance, based on evidence, no later than thirty (30) days after its filing date, and include the proposed resolution and a notice to the complainant informing them of their right to pursue further administrative or legal remedies.

Appeals Process

Every reasonable effort will be made to successfully resolve the grievance, but in cases where the complainant is not satisfied with the outcome, an appeal may be filed in the following manner:

Complainant Action	DBH Action
Complainant may appeal the decision by writing to the DBH Cultural Competency Officer within 15 days of receiving the ACA 1557 Coordinator's decision.	Cultural Competency Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.
Complainant may appeal the decision of the Cultural Competency Officer by writing to the DBH Director within 15 days of receiving the Cultural Competency Officer's decision.	DBH Director shall issue a written decision in response to the appeal no later than 30 days after its filing.

If DBH is unable to successfully resolve the grievance, the complainant may file a civil rights complaint with the U. S. Health and Human Services Office of Civil Rights in writing by mail, fax, e-mail, or via the OCR Complaint Portal at HHS.gov/civil-rights,

Related Policy

DBH Standard Practice Manual:

- Non-Discrimination - Section 1557 of the Affordable Care Act Policy (COM0953)

Reference(s)

- Public Law 111-148, Patient Protection and Affordable Care Act, Section 1557

July 1, 2019 QMAC: Grievance & Appeal Update

- Numbers: **As of 06/27/19**
  - No appeals since last meeting on 05/06/19
  - 155 grievances thus far for 18/19 FY **(133 count at last meeting)**
  - 26 of which were referred out **(23 count at last meeting)**
  - 39 currently open
- Trends:
  - Access Issues: **Same as t the last meeting.** Only 5 reported & only 1 for Timeliness of Service (client late for psychiatric appt., therefore rescheduled. Soonest appt. available for child psychiatrist was 5 weeks later – no grace period for psychiatric appts).
  - Grievance Types – Top 3
    1. Quality of Care – Staff Behavior (60) **41 at the last meeting**
    2. Quality of Care – Treatment Issues (31) 24 at the last meeting
    3. Other – Grievance Type Not Listed (16) **same as the last meeting**
- We are seeing grievances from the programs being sent to the Access mailbox, but no significance change in the number of reported grievances since the change in the definition provided by the Final Rule. Total number reported in the 17/18 FY **156**, and reported **136** in the 16/17 FY. FY 18/19 FY ended 06/30/19.

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
Community CRT-West Valley	Acosta Michel,Vanessa	Clinical Therapist Pre-License	909/458-1517	Spanish	Bilingual - Technical
Access Unit	Agoncillo,Joscelyn	Office Assistant III	909/386-8246	Filipino (Tagalog)	Bilingual - Verbal
Children/Youth Collabortv Svcs	Aguilar Godinez,Elizabeth	Clinical Therapist I	909/387-8605	Spanish	Bilingual - Technical
Jail Services	Alcazar,Marcela Theresa	Clinical Therapist Pre-License	909/463-5176	Spanish	Bilingual - Technical
ADS Prevention-Alcohol	Allen,Kathy Ann	Social Worker II	909/873-4427	Spanish	Bilingual - Verbal
Victor Valley Clinic	Alvarado,Maurilia	Office Assistant II	760/955-1777	Spanish	Bilingual - Technical
Child Assessment Center	Alvarado,Stephanie	Office Assistant III	909/382-3535	Spanish	Bilingual - Verbal
RBEST TEAM	Alvarez,Alice Suzette	Clinical Therapist Pre-License	909/421-9452	Spanish	Bilingual - Verbal
Beh Hlth West Valley Admin	Alvarez,Karina	Secretary I	909/458-1381	Spanish	Bilingual - Written
Behavior Hlth Business Office	Alvarez-Barba,Cecilia	Office Specialist	909/386-8293	Spanish	Bilingual - Technical
Mesa Counseling	Anceno,Marlene	Clinical Therapist Pre-License	909/873-4428	Spanish	Bilingual - Technical
Mesa Counseling	Angel,Arlene	Office Assistant III	909/421-9279	Spanish	Bilingual - Verbal
Community CRT-Hi Desert	Armenta,Jessica	Social Worker II	760/956-2345	Spanish	Bilingual - Verbal
HOST Homeless Program	Armenta,Lorraine Marie	Clinical Therapist Pre-License	909/421-5659	Spanish	Bilingual - Technical
Alcohol & Drug Services	Arroyo,Maria G	Social Worker II	909/386-9754	Spanish	Bilingual - Verbal
BehHealth CALworks-Ontario	Arzola,Graciela Chavarin	Social Worker II	909/854-3420	Spanish	Bilingual - Technical
Ontario Comm Counslng (ADS)	Avitia,Jesus	Alcohol & Drug Counselor	909/519-8846	Spanish	Bilingual - Technical
Phoenix Community Counseling	Ball,Mykalanne C.	Clinical Therapist Pre-License	909/387-7200	Spanish	Bilingual - Technical
Juvenile Court BH Services	Barraza,Rosa	Clinical Therapist Pre-License	909/387-7000	Spanish	Bilingual - Written
Upland	Beas,Mayra	Mental Health Specialist	909/458-1350	Spanish	Bilingual - Written
MH Wellness Triage Grant (OAC)	Bermudez,Vivian	Mental Health Program Mgr II	909/421-9435	Spanish	Bilingual - $45
Vista Counseling	Bonilla Lopez,Judith A.	Clinical Therapist Pre-License	909/347-1355	Spanish	Bilingual - Technical
Mesa Counseling	Brown,Monique	Clinical Therapist I	909/421-9301	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Brown,Rachel	Social Worker II	909/580-3752	Spanish	Bilingual - Technical
Integrated Health - PEI CWE	Cabrera,Veronica J.	Office Assistant II	909/421-4630	Spanish	Bilingual - Written
Forensic Administration	Cajero,Silvia	Secretary II	909/386-9762	Spanish	Bilingual - Technical
Upland	Camacho,Veronica	Clinical Therapist I	909/458-1316	Spanish	Bilingual - Technical
Mesa Counseling	Camargo,Ana Gabriela	Office Assistant II	909/421-9287	Spanish	Bilingual - Verbal
Mesa Counseling	Canizalez,Mercedes Elizabeth	Clinical Therapist Pre-License	909/421-9301	Spanish	Bilingual - Technical
Medical TX Svcs	Cantoran,Mary C	Clinic Assistant	909/458-1350	Spanish	Bilingual - Verbal
Adult Residential Svcs	Cardenas,Griselda	Office Assistant III	909/421-9425	Spanish	Bilingual - Verbal
JJP Central Valley Fast	Cardona,Vanika Ida	Psychiatric Technician I	909/387-7147	Spanish	Bilingual - Technical
ADS Screen, Assess, Refer Ctr	Carranza,Edwin	Office Assistant III	909/421-4601	Spanish	Bilingual - Verbal

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
Housing	Carrillo,Ana	Clinical Therapist II	909/873-4414	Spanish	Bilingual - Technical
Behavior Hlth Business Office	Cartagena,Evelyn	Office Specialist	909/386-8285	Spanish	Bilingual - Verbal
Community CRT-Hi Desert	Casas,Nelly	Clinical Therapist Pre-License	760/956-2345	Spanish	Bilingual - Technical
SB 38 Alcohol Services	Castillo,Jose L.	Social Worker II	909/386-9763	Spanish	Bilingual - Written
Mesa Counseling	Celis,Karina	Office Assistant III	909/421-9359	Spanish	Bilingual - Verbal
One Stop Tay Center	Centeno,Georgina	Peer & Family Advocate II	909/387-7103	Spanish	Bilingual - Verbal
Upland	Ceron,Janett	Clinical Therapist Pre-License	909/458-1350	Spanish	Bilingual - Technical
CCRT-Central	Cervantes Croteau,Esmeralda	Mental Health Specialist	909/458-1517	Spanish	Bilingual - Technical
Innovations	Cervantes,Karen N.	Mental Health Program Mgr I	909/252-4068	Spanish	Bilingual - $45
JJP High Desert Fast	Chavez Gonzalez,Natalie Denisse	Clinical Therapist Pre-License	760/961-6778	Spanish	Bilingual - Technical
Barstow Clinic	Chavez,Sandra	Office Assistant II	760/255-5700	Spanish	Bilingual - Verbal
Children/Youth Collabortv Svcs	Chou,Cindy J.	Clinical Therapist Pre-License	909/387-7000	Mandarin (Chinese)	Bilingual - Verbal
ADS Screen, Assess, Refer Ctr	Contreras Monteon,Monica	Clinical Therapist I	909/421-4601	Spanish	Bilingual - Written
ADS Screen, Assess, Refer Ctr	Cordova,Alexander	Alcohol & Drug Counselor	909/421-4613	Spanish	Bilingual - Verbal
Mesa Counseling	Coreas,Andrea	Office Assistant III	909/421-4688	Spanish	Bilingual - Verbal
Behavioral Hlth Payroll	Corona Zavala,Marlen	Office Assistant II	909/388-0900	Spanish	Bilingual - Verbal
Upland	Cortez,Aida	Office Assistant III	909/458-1350	Spanish	Bilingual - Written
Victor Valley Clinic	Cortez,Karla	Clinical Therapist Pre-License	760/995-8300	Spanish	Bilingual - Technical
Mesa Counseling	Craig,Fabiola T.	Office Assistant IV	909/421-9301	Spanish	Bilingual - Verbal
Mesa Counseling	De Leon-Figueroa,Nenia	Clinical Therapist I	909/421-9301	Spanish	Bilingual - Technical
Phoenix Community Counseling	Delgadillo Paramo,Alba S.	Clinical Therapist I	909/387-7200	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Diaz,Silvia	Social Worker II	760/425-0104	Spanish	Bilingual - Verbal
Medical TX Svcs	Duenas,Jennifer	Clinic Assistant	909/458-1350	Spanish	Bilingual - Verbal
Upland	Echave,Guadalupe	Social Worker II	909/458-1350	Spanish	Bilingual - Written
CALWORKS-Rialto/Colton	Elliott,Elizabeth	Office Assistant III	909/421-9249	Spanish	Bilingual - Verbal
Vista Counseling	Enriquez,Josue Daniel	Clinical Therapist Pre-License	909/347-1300	Spanish	Bilingual - Technical
Phoenix Community Counseling	Escobar,Carlos	Psychiatric Technician I	909/463-5234	Spanish	Bilingual - Technical
CWIC-BHRC	Espinoza,Tiffany M	Peer & Family Advocate II	909/421-9495	Spanish	Bilingual - Verbal
Community CRT-West Valley	Fernandez,Miriam E	Office Assistant III	909/458-1517	Spanish	Bilingual - Verbal
CCICMS	Fernandez,Natalia M	Clinical Therapist I	909/387-8688	Spanish	Bilingual - Technical
BehHealth CALworks-Ontario	Flores,Briza	Office Assistant III	909/458-1368	Spanish	Bilingual - Verbal
PIO/ConsumerOutreach&Education	Frausto,Maria E	Peer & Family Advocate II	909/388-0938	Spanish	Bilingual - Verbal
Medical TX Svcs	Galang-Feather,Nerissa V	Psychiatrist IV	909/388-0810	Spanish	Bilingual - Technical

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
Beh Hlth Property Management	Garay,Rebecca	General Services Worker II	909/854-3420	Spanish	Bilingual - Verbal
Mesa Counseling	Garcia,Ana L	Office Assistant III	909/421-9359	Spanish	Bilingual - Verbal
HOST Homeless Program	Garcia,Beatrice A	Social Worker II	909/421-4689	Spanish	Bilingual - Technical
Integrated New Family Opportns	Garcia,Carmen Adriana	Peer & Family Advocate I	909/387-7254	Spanish	Bilingual - Verbal
Upland	Garcia,Daniel Hugo	Office Assistant IV	909/387-7200	Spanish	Bilingual - Verbal
CCRT-Central	Garcia,Donna	Office Assistant III	909/421-9233	Spanish	Bilingual - Verbal
Vista Counseling	Garrido,Victor	MentalHealth Clinic Supervisor	909/854-3420	Spanish	Bilingual - Technical
RBEST TEAM	George,Cecilia Iris	Mental Health Specialist	909/421-9452	ASL	Bilingual - Verbal
Utilization Management	Godinez,Maricelli	Office Assistant IV	909/386-8226	Spanish	Bilingual - Written
Ofc of Prgrm Planing/Developmt	Gomez,Adan C	Program Specialist II	909/252-4051	Spanish	Bilingual - Written
Phoenix Community Counseling	Gomez,Leslie Irazoque	Mental Health Specialist	909/387-7200	Spanish	Bilingual - Technical
Beh Hlth Research/Evaluation	Gomez,Manuel	Biostatistician	909/388-0966	Spanish	Bilingual - Written
MH Wellness Triage Grant (OAC)	Gonzalez,Jaime	Social Worker II	909/252-4003	Spanish	Bilingual - Written
CCRT-Central	Gonzalez,Jessica	Clinical Therapist I	909/421-9233	Spanish	Bilingual - Technical
Jail Services	Gonzalez,Martha Angelica	Psychiatric Technician I	909/421-4698	Spanish	Bilingual - Technical
Quality Improvement Admin	Granillo,Olga Elena	MentalHealth Clinic Supervisor	909/388-0996	Spanish	Bilingual - Written
CWIC-BHRC	Grossett,Luciana K.	Office Assistant III	909/421-9495	Spanish	Bilingual - Verbal
Mesa Counseling	Grossett,Tatiana Carol	Office Assistant IV	909/421-9364	Spanish	Bilingual - Verbal
Upland	Guix,Stephanie J.	Social Worker II	909/458-1350	Spanish	Bilingual - Technical
Housing	Gutierrez Espinoza,Cynthia	Peer & Family Advocate III	909/890-8226	Spanish	Bilingual - Written
Star Program	Gutierrez,Victor	Mental Health Specialist	760/995-8344	Spanish	Bilingual - Verbal
Upland	Haus,Kelly M	Clinical Therapist II	909/458-1532	Spanish	Bilingual - Verbal
Compliance Unit	Hernandez,Aidery	Office Specialist	909/388-0879	Spanish	Bilingual - Written
Utilization Management	Hernandez,Griselda	Office Assistant III	909/383-3984	Spanish	Bilingual - Written
Phoenix Community Counseling	Hernandez,Jeannet	MentalHealth Clinic Supervisor	909/387-7200	Spanish	Bilingual - Technical
Teamhouse	Hernandez,Marlen G.	Social Worker II	909/458-1309	Spanish	Bilingual - Technical
Integrated Health - PEI CWE	Herrera Nila,Jose	Social Worker II	909/421-4630	Spanish	Bilingual - Technical
Children/Youth Collabortv Svcs	Hsieh,Hsing-Hsiang	MentalHealth Clinic Supervisor	909/463-5197	Mandarin (Chinese)	Bilingual - Technical
Star Program	Hudspeth,Pamela	Social Worker II	909/580-3705	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Islas,Brenda Grisel	Office Assistant III	909/873-4413	Spanish	Bilingual - Verbal
Mesa Counseling	Jagiello,Katherine Kismet Ochoa	Clinical Therapist I	909/421-9367	Spanish	Bilingual - Technical
Medical TX Svcs	Jasso,Elva Evelyn	Clinic Assistant	760/255-5700	Spanish	Bilingual - Verbal
Star Program	Johnson,Sarita E.	Social Worker II	909/580-3725	Spanish	Bilingual - Verbal

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
CALWORKS-Rialto/Colton	Joseph,Enas	MentalHealth Clinic Supervisor	909/421-9213	Arabic	Bilingual - Technical
Medical TX Svcs	Jourdain,Jennifer	Clinic Assistant	909/854-3420	Spanish	Bilingual - Verbal
Deputy Director-TX Svcs	Landin,Maria	Secretary II	909/388-0815	Spanish	Bilingual - Written
Beh Hlth Research/Evaluation	Landin,Sonia I.	Secretary I	909/388-0978	Spanish	Bilingual - Written
Homeless Recovery (AB2034)	Lazaro,Fabeola	Mental Health Specialist	909/421-9425	Spanish	Bilingual - Verbal
Mesa Counseling	Leyva,Malessa	Office Assistant II	909/421-9309	Spanish	Bilingual - Verbal
CCRT-Central	Lieberman,Lise	Supervising Office Assistant	909/421-4654	Spanish	Bilingual - Technical
ARMC - BH Triage	Limon,Luisa	Clinical Therapist II	909/580-2141	Spanish	Bilingual - Verbal
Vista Counseling	Limon,Pablo Nunez	Mental Health Specialist	909/580-3705	Spanish	Bilingual - Verbal
Children/Youth Collabortv Svcs	Llamas,Juan Carlos	Clinical Therapist Pre-License	909/387-8626	Spanish	Bilingual - Technical
Community CRT-West Valley	Lopez,Alexandra Aracely	Mental Health Specialist	909/458-1517	Spanish	Bilingual - Verbal
CIT Law Enforc Comm Partners	Lopez,Lileana	Staff Training Instructor	909/388-0992	Spanish	Bilingual - Written
Vista Counseling	Lopez,Norma	Supervising Office Assistant	909/347-1367	Spanish	Bilingual - Verbal
One Stop Tay Center	Lopez,Vanessa	Social Worker II	909/387-7432	Spanish	Bilingual - Verbal
Vista Counseling	Lota,April Rebecca Jimenez	Clinical Therapist Pre-License	909/854-3420	Spanish	Bilingual - Technical
Phoenix Community Counseling	Lugo,Nidia E.	Office Assistant II	909/387-7200	Spanish	Bilingual - Verbal
Mesa Counseling	Maldonado,Paul Henry	Clinical Therapist Pre-License	909/421-9331	Spanish	Bilingual - Technical
Community CRT-West Valley	Manzo Parish,Leticia	Clinical Therapist II	909/458-1517	Spanish	Bilingual - Technical
Dual Diagnosis-Cedar House	Marshall,Veronica C	Clinical Therapist Pre-License	909/421-9470	Spanish	Bilingual - Verbal
Jail Services	Martinez,Joel	Clinical Therapist Pre-License	909/601-2673	Spanish	Bilingual - Technical
Integrated New Family Opportns	Martinez,Luis Benjamin	Clinical Therapist Pre-License	909/387-7382	Spanish	Bilingual - Technical
Mesa Counseling	Martinez,Marisol	Clinical Therapist Pre-License	909/421-9311	Spanish	Bilingual - Technical
Computer Services	Martinez-Andrade,Sandra	Fiscal Specialist	909/388-0931	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Martinez-Espinoza,Martha	Social Worker II	909/421-4674	Spanish	Bilingual - Verbal
BehHealth CALworks-Ontario	Masdeu,Andrea E.	Clinical Therapist Pre-License	909/421-4601	Spanish	Bilingual - Technical
Medical TX Svcs	Mejia,Marissa M	Psychiatrist II	909/421-9280	Spanish	Bilingual - Technical
Victor Valley Clinic	Michel,Patricia Reyes	Office Assistant III	760/995-8300	Spanish	Bilingual - Technical
Barstow Clinic	Miranda,Jennifer	Office Assistant IV	760/255-5700	Spanish	Bilingual - Verbal
Medical TX Svcs	Moffat Jr.,Jeffrey C.	Psychiatrist II	909/387-7000	Spanish	Bilingual - Technical
Phoenix Community Counseling	Montes,Gabriela	Clinical Therapist I	909/387-7200	Spanish	Bilingual - Technical
CCICMS	Mora,Valerie	Office Assistant III	909/580-1000	Spanish	Bilingual - Verbal
Juvenile Court BH Services	Moran,Raquel Magdalena	Clinical Therapist Pre-License	909/387-7406	Spanish	Bilingual - Technical
MH Wellness Triage Grant (OAC)	Moreno,Irene	Office Assistant III	909/873-4413	Spanish	Bilingual - Verbal

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
Vista Counseling	Munoz,Polly Ann	Office Assistant II	909/347-1300	Spanish	Bilingual - Written
Juvenile Justice Gateway Prog.	Murillo,Juan F	Clinical Therapist Pre-License	909/387-7118	Spanish	Bilingual - Written
CWIC-BHRC	Naphosaysavath,Lucero H.	Office Assistant II	909/421-4690	Spanish	Bilingual - Verbal
Mesa Counseling	Navarro,Carolyn	Social Worker II	909/421-9301	Spanish	Bilingual - Technical
Medical TX Svcs	Nguyen,Dau Van	Cont Psychiatrist I	909/425-6445	Vietnamese	Bilingual - Technical
Medical TX Svcs	Nguyen,Thuy Huynh	Psychiatrist II	909/388-0810	Vietnamese	Bilingual - Technical
MH Wellness Triage Grant (OAC)	Noyes,Crystal	Social Worker II	909/873-4409	Spanish	Bilingual - Verbal
CCICMS	Obryan,Minette A	Social Worker II	909/387-7000	Spanish	Bilingual - Verbal
Vista Counseling	Ochoa,Cynthia Corina	Social Worker II	909/347-1300	Spanish	Bilingual - Technical
Juvenile Court BH Services	Oliveros,Olivia L	Clinical Therapist I	909/387-8605	Spanish	Bilingual - Technical
CCRT-Central	Olmos,Rodrigo	Social Worker II	909/421-9233	Spanish	Bilingual - Verbal
Upland	Orellana,Yanira	MentalHealth Clinic Supervisor	909/458-1336	Spanish	Bilingual - Technical
RBEST TEAM	Orozco,Alejandra	Office Assistant III	909/421-9452	Spanish	Bilingual - Verbal
Barstow Clinic (ADS)	Ortiz,Jessica Y.	Alcohol & Drug Counselor	760/255-5700	Spanish	Bilingual - Written
Medical TX Svcs	Osuna,David	Psychiatrist II	909/458-1361	Spanish	Bilingual - Technical
Upland	Pacheco-Ramirez,Sandy Adelaida	Clinical Therapist Pre-License	909/458-1350	Spanish	Bilingual - Technical
Housing	Parra,Fatima	Social Worker II	909/873-4425	Spanish	Bilingual - Technical
JJP High Desert Fast	Parra,Martha	MentalHealth Clinic Supervisor	760/961-6781	Spanish	Bilingual - Technical
CALWORKS - Hesperia	Pena,Jennifer A	Supervising Office Assistant	760/995-8337	Spanish	Bilingual - Verbal
Medical TX Svcs	Pequeno Rodriguez,Juan Carlos	Psychiatrist III	760/326-9276	Spanish	Bilingual - Technical
MH Wellness Triage Grant (OAC)	Perez,Maribel	Secretary I	909/421-9456	Spanish	Bilingual - Technical
Adult Residential Svcs	Peters,Lizeth	Social Worker II	909/421-9380	Spanish	Bilingual - Technical
Employment Services	Plascencia,Maria	Employment Services Specialist	909/252-4839	Spanish	Bilingual - Written
Phoenix Community Counseling	Potter,Alma	Office Assistant II	909/387-7200	Spanish	Bilingual - Technical
One Stop Tay Center	Regalado,Nancy	Employment Services Specialist	909/387-7195	Spanish	Bilingual - Written
CALWORKS-Rialto/Colton	Rivera,Ana	Mental Health Specialist	909/421-4625	Spanish	Bilingual - Written
Mesa Counseling	Rivera,Erika	Office Assistant III	909/421-4688	Spanish	Bilingual - Verbal
Behavior Hlth Business Office	Rivero,Rosario	Office Specialist	909/387-2904	Spanish	Bilingual - Verbal
Children's Services	Robles Carias,Jade Zuceth	Staff Aide	909/387-5300	Spanish	Bilingual - Verbal
SBDMH Homeless	Rodriguez,Claudia	Office Assistant III	909/421-4633	Spanish	Bilingual - Verbal
Mesa Counseling	Rodriguez,Evennie Angel	Office Assistant II	909/421-4679	Spanish	Bilingual - Verbal
HOST Homeless Program	Rodriguez,Luis	Social Worker II	909/421-4697	Spanish	Bilingual - Technical
JJP Central Valley Fast	Rodriguez,Marisela	Office Assistant III	909/386-0776	Spanish	Bilingual - Written

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
Vista Counseling	Rodriguez,Martha	Office Assistant III	909/854-3420	Spanish	Bilingual - Verbal
Upland	Roldan,Cecilia	Office Assistant III	909/458-1350	Spanish	Bilingual - Verbal
Children/Youth Collabortv Svcs	Romero,Christian Lucia	Clinical Therapist II	909/387-7000	Spanish	Bilingual - Technical
Star Program	Romero,Miriam D	Mental Health Specialist	909/580-3727	Spanish	Bilingual - Verbal
Upland	Romero,Yolanda	Office Assistant IV	909/854-3420	Spanish	Bilingual - Technical
Phoenix Community Counseling	Roque-Sanchez,Isabel	Office Assistant II	909/387-7200	Spanish	Bilingual - Verbal
PIO/ConsumerOutreach&Education	Rosas,Monica	Mental Health Specialist	909/388-0942	Spanish	Bilingual - Written
PEI Admin.	Rubio,Sonia L	Mental Health Program Mgr I	909/252-4050	Spanish	Bilingual - $45
MH Wellness Triage Grant (OAC)	Ruiz,Porfiria	Social Worker II	909/387-6901	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Saenz,Veronica	Office Assistant III	909/873-4413	Spanish	Bilingual - Written
ARMC - BH Triage	Salazar,Olivia	Mental Health Specialist	909/580-2141	Spanish	Bilingual - Technical
Phoenix Community Counseling	Salcedo Cardenas,Antonio	Clinical Therapist I	909/387-7200	Spanish	Bilingual - Technical
AB109 Pblic Sfty Realignmt Pln	Sanchez,Yessenia	Social Worker II	760/243-8252	Spanish	Bilingual - Verbal
AB109 Pblic Sfty Realignmt Pln	Sandoval,Sergio	Mental Health Specialist	909/382-7881	Spanish	Bilingual - Verbal
HOST Homeless Program	Santana,Claudia Elizabeth	Social Worker II	909/421-4671	Spanish	Bilingual - Technical
Behavior Hlth Patients Rights	Saracho,Merida	Mental Health Program Mgr I	909/421-4654	Spanish	Bilingual - $45
Upland	Secuya,Jessica	Clinical Therapist I	909/458-1332	Spanish	Bilingual - Verbal
Phoenix Community Counseling	Serrato,Ana Maria	Mental Health Specialist	909/749-1295	Spanish	Bilingual - Technical
Victor Valley Clinic	Silva,Carolina	Office Assistant IV	760/995-8300	Spanish	Bilingual - Verbal
Behavior Hlth Business Office	Soto-Herrera,Alma	Office Assistant III	909/388-0984	Spanish	Bilingual - Verbal
Behavior Hlth Business Office	Stevens,Leticia E	Fiscal Specialist	909/388-0828	Spanish	Bilingual - Verbal
Victor Valley Clinic	Swiatkowski,Xiomara	Mental Health Specialist	760/243-6635	Spanish	Bilingual - Written
Community CRT-West Valley	Tapia,Roberto	Social Worker II	909/458-1517	Spanish	Bilingual - Technical
CWIC-BHRC	Tejeda,Raquel S.	Office Assistant II	909/421-9495	Spanish	Bilingual - Verbal
Upland	Tirado,Yalitza	Office Assistant II	909/458-1350	Spanish	Bilingual - Written
Phoenix Community Counseling	Torres,Kristina L.	Mental Health Specialist	909/387-7200	Spanish	Bilingual - Verbal
Deputy Director-REG Ops & CWIC	Torres,Martha	Secretary II	909/388-0814	Spanish	Bilingual - Technical
Phoenix Community Counseling	Tran,Ruby	Clinical Therapist I	909/387-7200	Spanish	Bilingual - Technical
Ontario Comm Counslng (ADS)	Trillo,Rosa	Office Assistant III	909/458-1376	Spanish	Bilingual - Technical
Behavior Hlth Patients Rights	Urena,Gavina	Office Assistant III	909/421-4657	Spanish	Bilingual - Verbal
Upland	Uvence,Mayra A.	Office Assistant III	909/458-1341	Spanish	Bilingual - Verbal
Upland	Valdez,Rosio	Supervising Office Assistant	909/458-1319	Spanish	Bilingual - Written
Employment Services	Valdivia,Diane	Employment Services Specialist	909/388-5615	Spanish	Bilingual - Written

Behavioral Health Master Bilingual List (Report Run Date 7/31/2019)					
Program/Unit	Employee Name	Job Title	Work Phone	Bilingual Skill	Bilingual Level
CalWorks-San Bernardino	Valencia,Mariella	Clinical Therapist Pre-License	909/421-4627	Spanish	Bilingual - Technical
CCRT-Central	Valencia-Alvarez,Jeaneth	Clinical Therapist II	909/421-9233	Spanish	Bilingual - Technical
Star Program	Vargas,Alberto	Peer & Family Advocate III	909/382-7881	Spanish	Bilingual - Verbal
Mesa Counseling	Vasquez,Nelly	Office Assistant II	909/421-9289	Spanish	Bilingual - Verbal
Workforce Staffing Support	Velasco,Cynthia Y.	Office Assistant III	909/252-4063	Spanish	Bilingual - Written
Phoenix Community Counseling	Villalobos,Nora Diamantina	Mental Health Specialist	909/387-7200	Spanish	Bilingual - Technical
ADP-Calworks Admin	Villavicencio,Mary J.	Social Worker II	909/890-5327	Spanish	Bilingual - Verbal
Behavior Hlth Business Office	Walker,Rosa	Office Specialist	909/386-8289	Spanish	Bilingual - Verbal
HOST Homeless Program	Williams,Josephine	Social Worker II	909/421-5675	Spanish	Bilingual - Technical
Upland	Williams,Karen P	Clinical Therpst I-Psychologst	909/458-1350	Spanish	Bilingual - Technical
Vista Counseling	Xicotencatl,Zuelika	Clinical Therapist II	909/854-3420	Spanish	Bilingual - Technical
Adult Residential Svcs	Zapata,Ildelisa	Clinical Therapist Pre-License	909/421-9475	Spanish	Bilingual - Technical
Ontario Comm Counslng (ADS)	Zatarain,Daniel	Alcohol & Drug Counselor	909/458-1374	Spanish	Bilingual - Verbal
MH Wellness Triage Grant (OAC)	Zavala,Cristobal V.	Social Worker II	909/873-4409	Spanish	Bilingual - Verbal
Upland	Zendejas,Raymond Oxsiel	Office Assistant II	909/347-1300	Spanish	Bilingual - Verbal

Language Line Utilization for Face-to-Face Service Encounters

Exhibit Name: Language Line Utilization	Language Line Utilization	Language Line Utilization	Language Line Utilization
Plan Name	Contract Language Services	Contract Language Services	Contract Language Services
Reporting Period	**Mar-19**	**Apr-19**	**May-19**
Total # encounters requiring language line services	490	494	462
# of encounters requiring language line services, stratified by language	See 'Table 1 Tab, Fig 1.1'	See 'Table 1 Tab, Fig 1.2'	See 'Table 1 Tab, Fig 1.3'
Reason services could not be provided by bilingual provider/staff or via face-to-face interpretation	N/A	N/A	N/A

Language Line Utilization for Telehealth or Telephonic Service Encounters

Exhibit Name: Language Line Utilization	Language Line Utilization	Language Line Utilization	Language Line Utilization
Plan Name	Contract Language Services	Contract Language Services	Contract Language Services
Reporting Period	**Mar-19**	**Apr-19**	**May-19**
Total # encounters requiring language line services	66	60	56
# of encounters requiring language line services, stratified by language	See 'Table 1 Tab, Fig 1.1'	See 'Table 1 Tab, Fig 1.2'	See 'Table 1 Tab, Fig 1.3'
Reason services could not be provided by bilingual provider/staff or via face-to-face interpretation	N/A	N/A	N/A

Language Line Utilization for 24/7 Access Line

Exhibit Name:	Language Line Utilization	Language Line Utilization	Language Line Utilization
Plan Name	Contract Language Services	Contract Language Services	Contract Language Services
Reporting Period	**Mar-19**	**Apr-19**	**May-19**
Total # encounters requiring language line services	10 After Hours (AH) Calls 1 Business Hours (BH) Calls	9 After Hours (AH) Calls 27 Business Hours (BH) Calls	12 After Hours (AH) Calls 24 Business Hours (BH) Calls
# of encounters requiring language line services, stratified by language	9 Spanish AH Calls 1 Japanese AH Calls 1 Spanish BH Calls	9 Spanish AH Calls 26 Spanish BH Calls 1 Mandarin BH Calls	12 Spanish AH Calls 24 Spanish BH Calls
Reason services could not be provided by bilingual provider/staff or contracted interpreter	N/A	N/A	N/A

	March-19		April-19		May-19	
Language	Telephonic	Face 2 Face	Telephonic	Face 2 Face	Telephonic	Face 2 Face
Arabic	1	7		5		4
ASL		17		19		40
Spanish ASL						
Cambodian		8		10	1	8
Cantonese		1		1	2	
Chinese, unspecificed						
Japanese						
Korean		6		5	2	5
Mandarin		4	5	3	2	2
Russian				2		
Spanish	58	427	54	441	47	388
Tagalog		1		1	1	
Thai/Lao		8		7		9
Vietnamese	6	9	1	17		6
Punjabi				2		
Armenian						
Romanian						
Tongan						
Farsi	1	1			1	
Iranian Persian		1				
Portuguese						
Punjabi Hindi						
Hindi						
Total	**66**	**490**	**60**	**513**	**56**	**462**

Interpreter Services

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Albanian

Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për vizitën mjekësore.

Arabic

عربي

لك الحق بمترجم طبي مجاناً . رجاءً أشر إلى لغتك.
سوف ندعو مترجماً طبياً . انتظر من فضلك .

Dari

داري

شماحق داشتن ترجمان را به لسان خودتان بدون پرداخت پول
جهت امور صحیی تان دارید. لطفاً به لسانیکه به آن آشنا
هستید اشاره کنید. ترجمان امور طبی از طریق تیلفون شما
را کمک خواهد کرد.

Farsi

فارسي

شما حق داشتن یک مترجم پزشکی را بدون هیچ هزینه ای
دارید . لطفاً به زبانیکه صحبت میکنید اشاره کنید .
مترجم پزشکی از طریق تیلفون شما را کمک خواهد کرد.

Chinese

中文

Cantonese	*Mandarin*	*Toisanese*	*Taiwanese/Fukienese*
廣東話	國語	台山話	台灣語/福建話

你是有權利要求一 位免費的醫療傳譯員。
請指出你的語言。醫療傳譯員將會為你服務， 請稍候。

Hindi

हिन्दी

आपको निःशुल्क चिकित्सीय दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है। कृपया अपनी भाषा की ओर इशारा करें। चिकित्सीय दुभाषिया (अनुवादक) को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Korean

한국말

무료로 의료 전문 통역사의 도움을 받을 수 있습니다.
해당 언어를 선택하십시오. 의료 전문 통역사에게
연결 될 것입니다. 잠시만 기다려 주십시오.

Laotian

ຄົນລາວ

ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍທ່ານບໍ່ຈຳເປັນຕ້ອງຈ່າຍ.
ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ
ກະລຸນາລໍຖ້າ.

Mien

Mienh

Mei maih leiz longc faan die waac nyei mienh, mv zuqc cingv. Tov meih nuqv mei nyei waac. Yie mbuo hiouc lorz faan die waac nyei mienh, zuov daangh.

Portuguese

Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Russian

Русский

Вы имеете право на бесплатные услуги медицинского переводчика. Укажите, пожалуйста, на ваш язык. Вас соединят с медицинским переводчиком.
Подождите, пожалуйста. Спасибо.

Serbo-Croatian

Srpsko-Hrvatski

Vi imate pravo na besplatnog medicinskog prevodioca. Molimo vas da pokazete na vas jezik. Medicinski prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.

Spanish

Español

Usted tiene derecho a un intérprete médico gratis. Por favor señale su idioma. Llamaremos a un intérprete médico. Por favor espere.

Tagalog

Tagalog

May karapatan kang magkaroon ng taga-ugnay medisina na walang bayad. Ituro ang iyong wika. Maghintay at tatawagin ang taga-ugnay.

Vietnamese

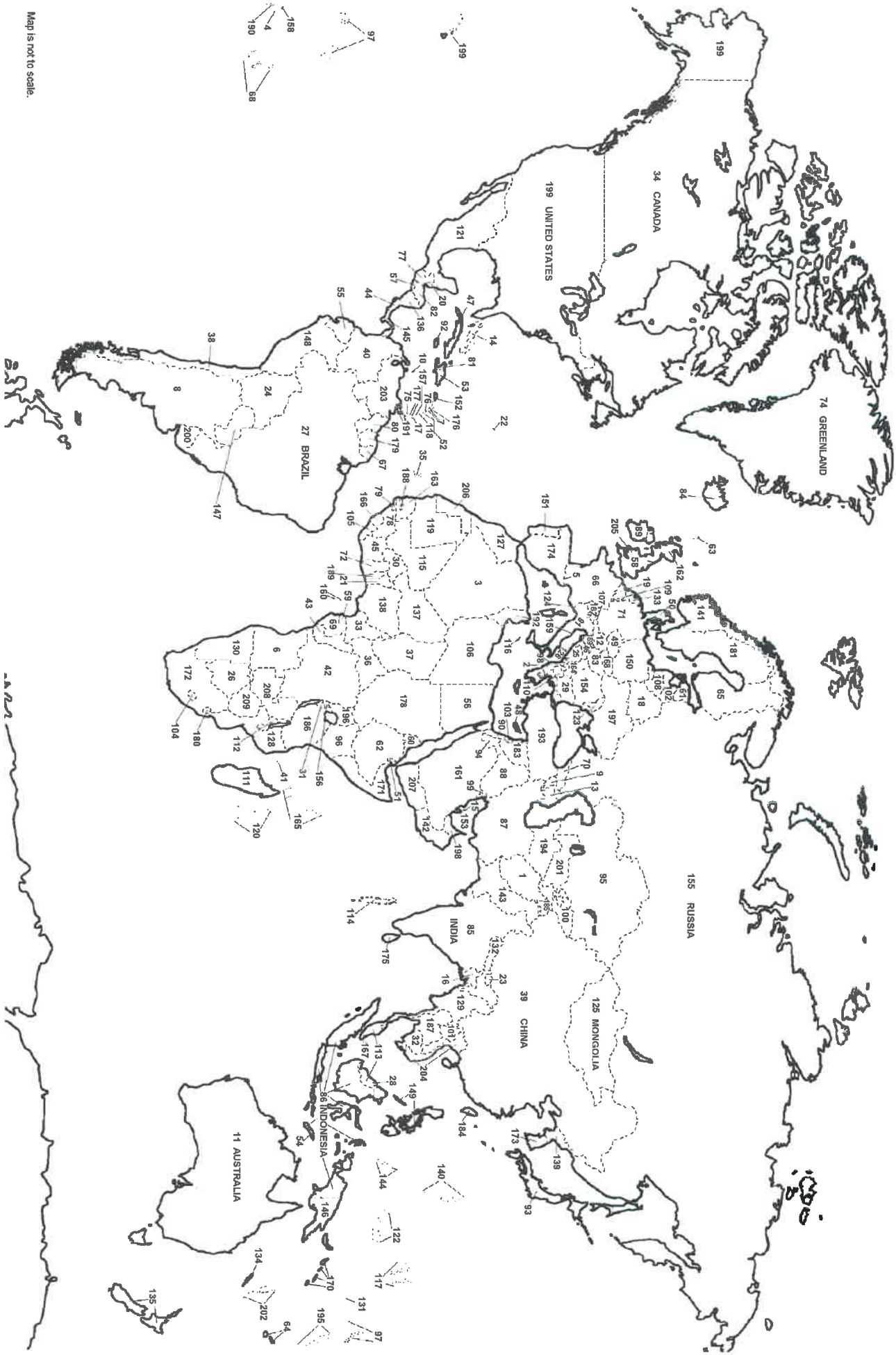
Tiếng Việt

Quý vị có quyền được một thông dịch viên y tế miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên y tế. Vui lòng chờ trong giây lát.

SAN BERNARDINO COUNTY
Behavioral Health

For more information, contact the Office of Cultural Competence and Ethnic Services (909) 386-8223

Rev. 6/15


Map is not to scale.
74 GREENLAND
34 CANADA
199 UNITED STATES
27 BRAZIL
155 RUSSIA
125 MONGOLIA
39 CHINA
85 INDIA
86 INDONESIA
11 AUSTRALIA

Map ID	Description	Country Name (Translated)
1	Afghanistan	
	Dari	افغانستان
	Pashto	افغانستان
2	Albania	
	Albanian	Shqipëri
3	Algeria	
	Arabic	الجزائر
	French	Algérie
4	American Samoa	
	Samoan	Samoa
	Tongan	Samoa
5	Andorra	
	French	Andorra
	Spanish	Andorra
	Portuguese	Andorra
6	Angola	
	Portuguese	Angola
7	Antigua and Barbuda	Antigua and Barbuda
8	Argentina	
	Spanish	Argentina
9	Armenia	
	Armenian	Հայաստան
	Russian	Армения
10	Aruba	
	Dutch	Aruba
	Spanish	Aruba
11	Australia	Australia
12	Austria	
	German	Österreich
	Croatian	Austrija
	Hungarian	Ausztria
13	Azerbaijan	
	Azerbaijani	Azərbaycan
14	Bahamas	Bahamas
15	Bahrain	
	Arabic	بحرين
	Farsi	بحرين
	Urdu	بحرين
16	Bangladesh	
	Bengali (Bangla)	বাংলাদেশ
17	Barbados	Barbados
18	Belarus	
	Russian	Беларусь
19	Belgium	
	French	Belgique
	Dutch (Flemish)	België
	German	Belgien
20	Belize	
	Spanish	Belice
21	Benin	
	French	Bénin
22	Bermuda	Bermuda
	Portuguese	Bermuda
23	Bhutan	
	Dzongkha	druk yul
24	Bolivia	
	Spanish	Bolivia
25	Bosnia and Herzegovina	
	Croatian	Bosna i Hercegovina
26	Botswana	Botswana
27	Brazil	
	Portuguese	Brasil
28	Brunei	
	Malay	Brunei
29	Bulgaria	
	Bulgarian	България
30	Burkina Faso	
	French	Burkina Faso
31	Burundi	
	French	Burundi
32	Cambodia	
	Khmer	កម្ពុជា
33	Cameroon	
	French	Cameroun
34	Canada	Canada
	French	Canada
35	Cape Verde	
	Portuguese	Cabo Verde
36	Central African Republic	
	French	République centrafricaine
37	Chad	
	French	Tchad
	Arabic	تشاد
38	Chile	
	Spanish	Chile
39	China	
	Simplified	中国
	Traditional	中國
40	Colombia	
	Spanish	Colombia
41	Comoros	
	Arabic	كوموروس
	French	Comores
42	Dem. Rep. of the Congo (Zaire)	
	French	République démocratique du Congo
43	Rep. of the Congo	
	French	République du Congo
44	Costa Rica	
	Spanish	Costa Rica
45	Cote D'Ivoire	
	French	Cote D'Ivoire
46	Croatia	
	Croatian	Hrvatska
47	Cuba	
	Spanish	Cuba
48	Cyprus	
	Greek	Κύπρος
	Turkish	Kıbrıs
49	Czech Republic	
	Czech	Česká republika
50	Denmark	
	Danish	Danmark
51	Djibouti	
	French	Djibouti
	Arabic	جيبوتي
52	Dominica	
	French	Dominique
53	Dominican Republic	
	Spanish	República Dominicana
54	East Timor (Timor-Leste)	
	Portuguese	Timor Leste
	Indonesian	Timor Timur (Timor Leste)
55	Ecuador	
	Spanish	Ecuador
56	Egypt	
	Arabic	مصر
57	El Salvador	
	Spanish	El Salvador
58	England	England
59	Equatorial Guinea	
	French	Guinée équatoriale
	Spanish	Guinea Ecuatorial
60	Eritrea	
	Arabic	ارتريا
61	Estonia	
	Estonian	Eesti
62	Ethiopia	
	Amharic	ኢትዮጵያ
63	Faroe Islands (Denmark)	
	Danish	Færøerne
64	Fiji	
	Fijian	Matanitu ko Viti
65	Finland	
	Swedish	Finland
	Finnish	Suomi
66	France	
	French	France
67	French Guiana	
	French	Guyane française
68	French Polynesia	
	French	Polynésie française
69	Gabon	
	French	Gabon
70	Georgia	
	Georgian	საქართველო
71	Germany	
	German	Deutschland
72	Ghana	Ghana
73	Greece	
	Greek	Ελλάδα
74	Greenland	
	Danish	Grønland
75	Grenada	Grenada
76	Guadaloupe	
	French	Guadeloupe
77	Guatemala	
	Spanish	Guatemala
78	Guinea	
	French	Guinée
79	Guinea-Bissau	
	Portuguese	Giné-Bissau
80	Guyana	Guyana
81	Haiti	
	French	Haïti
82	Honduras	
	Spanish	Honduras
83	Hungary	
	Hungarian	Magyarország
84	Iceland	
	Icelandic	Ísland
85	India	
	Hindi	इंडिया
	Bengali	ভারত
	Telugu	భారత దేశం
	Marathi	इंडिया
	Tamil	இந்தியா
	Urdu	ہندوستان
86	Indonesia	
	Indonesian Language	Indonesia
87	Iran	
	Farsi	ايران
88	Iraq	
	Arabic	عراق
89	Ireland	Ireland
90	Israel	
	Hebrew	ישראל
	Arabic	اسرائيل
91	Italy	
	Italian	Italia
92	Jamaica	Jamaica
93	Japan	
	Japanese	日本
94	Jordan	
	Arabic	اردن
95	Kazakhstan	
	Russian	Казахстан
96	Kenya	
	Swahili	Jamhuri ya Kenya
97	Kiribati	Kiribati
98	Kosovo	
	Serbian	Kosovo
99	Kuwait	
	Arabic	كويت
100	Kyrgyzstan	
	Russian	Кыргызстан
101	Laos	
	Lao	ປະເທດລາວ
102	Latvia	
	Latvian	Latvija
103	Lebanon	
	Arabic	لبنان
104	Lesotho	Lesotho
	Sesotho	Muso oa Lesotho
105	Liberia	Liberia
106	Libya	
	Arabic	ليبيا
107	Liechtenstein	
	German	Liechtenstein
108	Lithuania	
	Lithuanian	Lietuva
109	Luxembourg	
	German	Luxemburg
	French	Luxembourg
110	Macedonia	
	Macedonian	Македонија
111	Madagascar	
	French	Madagascar
112	Malawi	Malawi
113	Malaysia	
	Malaysian Language (Malay)	Malaysia
114	Maldives	
	Dhivehi	ދިވެހިރާއްޖެ
115	Mali	
	French	Mali
116	Malta	
	Maltese	Repubblika ta' Malta
117	Marshall Islands	Marshall Islands
118	Martinique	
	French	Martinique
119	Mauritania	
	Arabic	موريتانيا
120	Mauritius, Republic of	
	French	République de Maurice
121	Mexico	
	Spanish	Méjico
122	Micronesia	Micronesia
123	Moldova	
	Moldovan	Republica Moldova
124	Monaco	
	French	Monaco
	Italian	Monaco
125	Mongolia	
	Mongolian	Монгол улс
126	Montenegro	
	Montenegrin	Црна Гора
127	Morocco	
	Arabic	مراكش
128	Mozambique	
	Portuguese	Moçambique
129	Myanmar	
	Burmese	မြန်မာ
130	Namibia	
	German	Namibia
131	Nauru	
	German	Nauru
132	Nepal	
	Nepali	नेपाल
133	Netherlands	
	Dutch	Nederland
134	New Caledonia	
	French	Nouvelle-Calédonie
135	New Zealand	New Zealand
136	Nicaragua	
	Spanish	Nicaragua
137	Niger	
	French	Niger
138	Nigeria	Nigeria
139	North Korea	
	Korean	북한
140	Northern Mariana Islands	
	Chinese	北马里亚纳群岛
141	Norway	
	Norwegian	Norge
142	Oman	
	Arabic	عمان
143	Pakistan	
	Punjabi	ਪਾਕਿਸਤਾਨ
	Urdu	پاکستان
	Pashto	پاکستان
144	Palau	
	Palauan	Belau er a Belau
	Japanese	パラオ
145	Panama	
	Spanish	Panamá
146	Papua New Guinea	Papua New Guinea
	Tok Pisin	Papua Niugini
147	Paraguay	
	Spanish	Paraguay
148	Peru	
	Spanish	Perú
149	Philippines	
	Tagalog(Filipino)	Pilipinas
150	Poland	
	Polish	Polska
151	Portugal	
	Portuguese	Portugal
152	Puerto Rico	
	Spanish	Puerto Rico
153	Qatar	
	Arabic	قطر
154	Romania	
	Romanian	România
155	Russia	
	Russian	Россия
156	Rwanda	
	French	Ruanda
157	Saint Lucia	
	French	Sainte-Lucie
158	Samoa	
	Samoan	Samoa
159	San Marino	
	Italian	San Marino
160	Sao Tome & Principe	
	Portuguese	São Tomé e Príncipe
161	Saudi Arabia	
	Arabic	سعودية العربية
162	Scotland	Scotland
163	Senegal	
	French	Sénégal
164	Serbia	
	Serbian	Србија
165	Seychelles	Seychelles
166	Sierra Leone	Sierra Leone
167	Singapore	
	Malay	Singapura
	Mandarin (aka Chinese)	新加坡
	Tamil	சிங்கப்பூர்
168	Slovakia	
	Slovak	Slovensko
169	Slovenia	
	Slovene	Republika Slovenija
170	Solomon Islands	Solomon Islands
171	Somalia	
	Arabic	الصومال
172	South Africa	
	Afrikaans	Suid-Afrika
	Zulu	Ningizimu Afrika
173	South Korea	
	Korean	한국
174	Spain	
	Spanish	España
175	Sri Lanka	
	Sinhala	ශ්‍රී ලංකාව
	Tamil	இலங்கை
176	St. Kitts & Nevis	St. Kitts & Nevis
177	St Vincent & the Grenadines	St Vincent & the Grenadines
178	Sudan	
	Arabic	سودان
179	Suriname	
	Dutch	Suriname
	Hindi	सूरीनाम
180	Swaziland	Swaziland
181	Sweden	
	Swedish	Sverige
182	Switzerland	
	French	Suisse
	Italian	Svizzera
183	Syria	
	Arabic	سوريا
184	Taiwan	Taiwan
	Mandarin	台灣
185	Tajikistan	
	Tajik	Ҷумҳурии Тоҷикистон
186	Tanzania	Tanzania
	Swahili	Tanzania
187	Thailand	
	Thai	ประเทศไทย
188	The Gambia	The Gambia
189	Togo	
	French	Togo
190	Tonga	
	Tongan	Tonga
191	Trinidad & Tobago	
	Hindi	ट्रिनिदाद एंड टोबैगो
	French	Trinidad & Tobago
	Spanish	Trinidad y Tobago
	Chinese	特立尼达和多巴哥
192	Tunesia	
	Arabic	تونسيا
193	Turkey	
	Turkish	Türkiye
194	Turkmenistan	
	Turkmen	Türkmenistan
195	Tuvalu	
	Tuvaluan	Tuvalu
196	Uganda	Uganda
	Swahili	Uganda
197	Ukraine	
	Ukrainian	Україна
198	United Arab Emirates	
	Arabic	الامارات العربية المتحدة
199	United States	United States
200	Uruguay	
	Spanish	Uruguay
201	Uzbekistan	
	Uzbek	Ўзбекистон Республикаси
202	Vanuatu	
	French	Vanuatu
203	Venezuela	
	Spanish	Venezuela
204	Vietnam	
	Vietnamese	Việt Nam
205	Wales	Wales
206	Western Sahara	
	Arabic	الصحراء الغربية
207	Yemen	
	Arabic	يمن
208	Zambia	Zambia
209	Zimbabwe	Zimbabwe

Translation Not Verified

This is to be used as a customer service tool only. Languages above are spoken in these countries. English has been omitted; however it is spoken in many countries in addition to the listed languages.
Various sources were used to create this list including: U.S. Department of State Website (www.state.gov); translation/interpretation vendors.

Quick Reference Guide for Translation/Interpretation

Clinical Appointments:
Follow the steps below to provide services to a consumer speaking a language other than English:

Step	Action
1	Contact the supervisor or their designee to use bilingual staff for interpreter services. Use of contract vendors for multiple appointments must be approved by the supervisor.
2	If bilingual staff members are readily available use them. If no bilingual staff members are available go to step 3.
3	Contact a contract vendor to schedule interpretation services. Refer to the front of this card for vendor contact information.
4	Once the contract vendor arrives at the clinic, update your clinic's *Contract Language Services Log.*
5	At the end of the month, the Clinic Supervisor will review and sign the *Contract Language Services Log* and forward a copy to DBH-Fiscal (Mail Code: 0026) and DBH-Office of Cultural Competence and Ethnic Services (OCCES) (Mail Code: 0026).
6	Document your efforts and progressive steps to link the consumer to appropriate services with language of choice in the consumer's progress notes and *Initial Contact Log Form*.
7	If there are concerns or complaints about a contract interpreter's services, or if an interpreter is especially good; please email DBH-Cultural Competency at *cultural_competency@dbh.sbcounty.gov*.

Incoming Calls:
Follow the steps below when receiving a call from a consumer speaking a language other than English:

Step	Action
1	Greet the consumer. (Use phrases on front of this card if appropriate.)
2	Use Conference Hold to place the consumer on hold.
3	If no bilingual staff members are available, dial contract vendor agency number.
4	Provide contract vendor with pertinent information such as clinic name, and cost center.
5	Tell the interpreter the purpose of the call and confidentiality requirements.
6	Add consumer to the line. (Or call consumer if this is an outgoing call.)
7	Say "end of call" to the interpreter when the call is completed.
Note:	If placing an outgoing call to a consumer, begin at step 3.

Walk-in: Deaf and Hard of Hearing:
Use the information below for Deaf and Hard of Hearing client walk-ins:

Communication Tips
Communicate with the person in writing until an interpreter is available.
Minimize the number of words.
Ask the "4W" questions (who, what, where and why).
Ask "yes or no" questions wherever appropriate.
Use a second grade level vocabulary; do not use multiple syllable words if possible.
*Use standard procedure (above) for clinical appointments.
To Contact a Deaf or Hard of Hearing Client/Family Member
Utilize the California Relay Service (free of charge) 7-1-1

For translation services: Complete the *Translation Request form* and return to OCCES at: **cultural_compentency@dbh.sbcounty.gov**

Note: All interpretation/translation policies can be found in the Cultural Competency section of the Behavioral Health Standard Practice Manual (SPM).

Quick Reference Guide for Translation/Interpretation

Vendor	Services	Contact Information	Requirement	Cancellation Policy
ASIAN AMERICAN RESOURCE CENTER *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpreter: (909) 383-0164 For telephonic interpretation: (909) 383-0164 For telephonic interpretation after-hours/weekends: Main (909) 383- 0164; Secondary (909) 855-3101 Email requests: aarctranslations@gmail.com	Cost Center **20 minute minimum for telephonic interpretation*	One full business day, 24 hours
CARMAZZI GLOBAL SOLUTION *All Regions	Agency provides in-person and telephonic interpreting. **No ASL available**	Schedule in-person interpretation: (888) 452-6543 For telephonic interpretation: (888) 549-8957 *Press 0 to be transferred to after-hours attendant (in-person) leave message. Email requests: orderinterpreter@carmazzi.com	Cost Center and Access Code 80011133	One full business day, 24 hours
GLOBALREADY, LLC *All Regions	Agency provides in-person and telephonic interpreting.	For telephonic interpretation: (800) 201-1202, Ext. 2 For telephonic interpretation after-hours/weekends: (800) 201-1202, Ext. 2 Email in-person interpreter requests: sbc@globalready.com	Cost Center **30 minute minimum for telephonic interpretation*	One full business day, 24 hours
HANNA INTERPRETING SERVICES, LLC *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpreter: (855) 777-8007 For telephonic interpretation: (855) 586-6616 For telephonic interpretation after-hours/weekends: (855) 586-6616 Email requests: info@hannais.com	Cost Center and Account ID 10663	One full business day, 24 hours
INTERPRETERS UNLIMITED, INC. *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in person interpreter: (800) 726-9891 For telephonic interpretation: (888) 810-0171 For telephonic interpretation after-hours/weekends: (888) 810-0171 Email requests: info@iugroup.com	Cost Center and Access Code 12817	One full business day, 24 hours

Incoming Calls: If someone calls the clinic speaking Spanish or any other language **DO NOT** hang up.
These are two sentences you can use with Spanish speaking clients.

1. **Un momento por favor, voy a conectar su llamada.** Oon- moh mint oh-por fa vor,- voy- ah- cone ekctar- sue- ya mah dah.
   Translation: One moment please, I will be connecting your call.

2. **Su llamada es importante, por favor no cuelgue.** Sue- yah mah dah- es-eem por tahn tay,- Por fah vor- no- quel geh.
   Translation: Your call is important please do not hang up.

Behavioral Health

Outpatient Chart Manual

ESTABLISHED:
March 22, 2016

AMENDED:
March 23, 2016
April 30, 2019
November 5, 2019

San Bernardino County
DEPARTMENT OF BEHAVIORAL HEALTH
Quality Management Division
303 E. Vanderbilt Way, San Bernardino, CA 92415
Phone (909) 386-8227 ☐Fax (909) 890-0574

Interpreter Services

Who may Bill Interpreting	Interpreter services are not billable by clinical staff.

Continued on next page

San Bernardino County
DEPARTMENT OF BEHAVIORAL HEALTH
Quality Management Division
303 E. Vanderbilt Way, San Bernardino, CA 92415
Phone (909) 386-8227 ☐Fax (909) 890-0574

Forms in Other Languages

Purpose

In order to promote client participation in treatment and client understanding of the care process, certain chart forms may be issued in languages other than English.

Procedures

The following table details the procedures for using forms in other languages:

Step	Action
1	Only translated forms issued by Quality Management will be placed in the chart.
2	When a translated form is placed in the chart, the corresponding English version will always be filed with it.
3	In the case of those forms requiring only signatures the: • English and translated versions may be copied back-to- back. • Translated version would be signed. • One not used would have a diagonal line drawn through it.
4	In the case of those forms which have important content filled in, such as the Coordination Plan and Service Plan, the: • Clinician will fill in the non-English version in the other language. • Signatures will go on the non-English version. • Clinician will fill out a corresponding English version which will be filed in the chart with the non-English version.

Continued on next page

San Bernardino County
DEPARTMENT OF BEHAVIORAL HEALTH
Quality Management Division
303 E. Vanderbilt Way, San Bernardino, CA 92415
Phone (909) 386-8227 ☐Fax (909) 890-0574

Order of Forms in an Open Chart

Form Included

All forms that could possibly be used in an open MHS chart are listed below. To use this list as a "procedure tool" make a copy and highlight ONLY those forms that are used in your clinic charts.

Section Number	Section Name	Form Names
1	Plans-Orders-MEDS	• Out-of-County Authorization • Client Recovery Plan (Spanish) • Care Necessity Form • Diagnosis Sheet • Outpatient TX Authorization Request (Approved) (Adult; Child)
		TAB
1		• ALERT SHEET for Allergies • Outpatient Medication Record • Medication Consent Form (Spanish; Vietnamese) • Abnormal Involuntary Movement Scale (AIMS) Form • Physical Assessment
2	ID Notes	• Interdisciplinary (ID) Notes • Medication Visit Interdisciplinary Note • Services Team Actions (File all ID Notes Chronologically) • Universal Referral Form • "This Chart Has Been Thinned" (a reminder)
		TAB
	Evaluation-Admission **Do Not** "thin" this section.	• Adult Clinical Assessment • Client Resource Evaluation • Adult Psychiatric Evaluation • Child/Adol Psychiatric Evaluation • Child/Adol Clinical Assessment • Client Recovery Evaluation • Healthy Homes Assessment

Continued on next page

San Bernardino County
DEPARTMENT OF BEHAVIORAL HEALTH
Quality Management Division
303 E. Vanderbilt Way, San Bernardino, CA 92415
Phone (909) 386-8227 ☐Fax (909) 890-0574

Order of Forms in an Open Chart, Continued

Form Included (continued)

Section Number	Section Name	Form Names
3	Miscellaneous	• All School records-Adolescents • Group Home Agreement • Social Security Letters of Ruling • Determination, Sub-payee Orders • Change in Payment Form
4	Consents/MISC	• Consent of Outpatient Treatment (Spanish; Vietnamese) • Medical Care Authorization for Minor (Spanish) • Consent to Sound or Video Record (Spanish) • Behavioral Health Tele-Service Consent • Release and Hold Harmless Agreement • Children's Interagency Authorization to Exchange Confidential Health Information (PHI) (Spanish) • Notice of Privacy Practices Acknowledgement (Spanish; Vietnamese) • Advance Directive Notice (Spanish) • Delegation of TX Consent • Advance Beneficiary Notice (ABN) • Placement Application

5	Correspondence	• Index for Confidential Info Released (Attach copies of information released) (Attach copies of claims, form, etc.)
		• Authorization to Release Confidential (PHI) (Spanish; Vietnamese)
		• Legal Papers:
		  ○ Notice of Actions (NOA's)
		  ○ Conservatorship, Court Orders, Guardianship
		  ○ Treatment Attendance letters to patient from clinic
		  ○ Subpoenas-Court Orders for records

Continued on next page

San Bernardino County
Department of Behavioral Health

Contract Language Services Log for the Month of March Year 2019
Clinic Name: Mariposa

Date	RU#	Vendor Name	Interpreter Name	Language	Time In	Time Out
3/5/19	86781	Asian American	Efren L./Garcia, O	Spanish	11:00 am	11:30 am
3/5/19	86781	Asian American	Peter K./ Phongpatharn,	Lao	11:15 am	11:40 am
3/5/19	86781	Asian American	Janette S./ Castaneda, G	Spanish	11:30 am	11:55 am
3/5/19	86781	Asian American	Sophie R./ Segura, C.	Spanish	2:15 pm	2:50 pm
3/5/19	86781	Asian American	Angela C./Ruiz, K.	Spanish	2:30 pm	2:50 pm
3/5/19	86781	Asian American	Roberto, K./ Segura, I	Spanish	2:45 pm	3:00 pm
3/5/19	86781	Asian American	Sophie R./ Velasquez, M	Spanish	3:00 pm	3:25 pm
3/7/19	86781	Asian American	Connie, M./ Francisco, F	ASL/CI rescheduled	8:15 am	8:15 am
3/7/19	86781	Asian American	Silvia M./ Estrada, K.	Spanish	12:10 pm	1:00 pm

Please record interpretation services for both threshold and non-threshold language clients. At the end of the month, the Front Office Supervisor signs below for all of the sheets for the entire month. Please either inter-office the log to Fiscal (mail code 0026) and OCCES (mail code 0026) OR email the log to DBH - Procurement and DBH - Cultural Competency. Retain a copy for your records.

Name:	Signature:	Date:
Daniel Garcia, OA IV		4/1/19

San Bernardino County
Department of Behavioral Health

Contract Language Services Log for the Month of March Year 2019

Clinic Name: DBH-MESA COUNSELING

Date	RU#	Vendor Name	Interpreter Name	Language	Time In	Time Out
3/6/19	36911	Asian American	Angela Campos	Spanish	Appt	canceled.
3/7/19	36911	Asian American	Nancy Pagan	Spanish	9:30AM	9:44AM
3/7/19	36911	Asian American	Nancy Pagan	Spanish	10:30AM	10:30AM
3/7/19	36911	Asian American	Connie Martinez	Spanish	10:00am	10:37am
3/7/19	36911	Asian American	Efren Landeros	Spanish	11:00AM	11:06AM
3/7/19	36911	Asian American	Yolanda Robles	Spanish	11:00am	11:16am
3/7/19	36911	Asian American	Angela Campos	Spanish	11:30am	11:50am
3/7/19	36911	Asian American	Daniel Villalobos	Spanish	1:00pm	1:28pm
3/7/19	36911	Asian American	Ana Barahona	Spanish	4:00pm	4:21pm

Please record interpretation services for both threshold and non-threshold language clients. At the end of the month, the Front Office Supervisor signs below for all of the sheets for the entire month. Please either inter-office the log to Fiscal (mail code 0026) and OCCES (mail code 0026) OR email the log to DBH - Procurement and DBH - Cultural Competency. Retain a copy for your records.

Name:	Signature:	Date:
Arlene Angel, OA III		3/7/19

County of San Bernardino
Department of Behavioral Health

Contract Language Services Log for the Month of March **Year** 2019

Clinic Name: Vista Community Counseling

Date	RU#	Vendor Name	Interpreter Name	Language	Time In	Time Out
3/25/19	36901	Asian-American Resource Cntr.	Angela Campos	Spanish	3:30pm	4:00pm
3/26/19	36901	Asian-American Resource Cntr.	Angela Campos	Spanish	11:45am	12:44pm
3/26/19	36901	Asian-American Resource Cntr.	Angela Campos Client No Show	Spanish	12:15pm	12:45pm
3/28/19	36901	Asian-American Resource Cntr.	Sophie Ramos	Spanish	9:00am	9:42am
3/28/19	36901	Asian-American Resource Cntr.	Janette Sarabia	Spanish	10:30am	10:48am
03/29/19	36901	Asian-American Resource Cntr.	Roberto Kirata	Spanish	9:15am	9:57am
3/29/19	36901	Asian-American Resource Cntr.	Angela Campos	Spanish	9:30am	10:43am
3/29/19	36901	Asian-American Resource Cntr.	Sophie Ramos	Spanish	1:30pm	1:55pm
3/29/19	36901	Asian-American Resource Cntr.	Peter Klinbuakeo	Laotian	12:45pm	1:15pm

At the end of the month the Front Office Supervisor signs here for all of the sheets for the entire month. Please inter-office (0026) a copy to DBH-Fiscal and retain a copy for your records.

Name: Mayra Uvence OAIII Signature: Mayra Uvence Date: 4/03/19

County of San Bernardino
BILINGUAL COMPENSATION

Employees in positions designated by the appointing authority or designee which require employees as a condition of employment to perform bilingual translation involving the use of English and a second language (including American Sign Language) as a part of their regular duties, shall be entitled to bilingual compensation. Such compensation shall apply regardless of the total time required per day for such translation.

Additionally, employees who, with the approval of the appointing authority, are required to perform bilingual translation before an officially convened court, appeals board, commission, or hearing body, in addition to their regular duties, shall be entitled to a bilingual per diem differential.

Note: Until an employee has been tested and certified as competent in translation skills they **should not** be translating on the job. *Refer to department guidelines for individual procedures*

REFERENCES

Current County Memoranda of Understanding (MOU); Exempt Compensation Plan

GENERAL INFORMATION

The appointing authority or designee has the responsibility to determine whether or not an employee is designated to a position that is eligible for bilingual compensation. Following that determination, the appointing authority or designee will request bilingual compensation for that employee. Requests will be forwarded to Employment-Human Resources (HR) for determination of appropriate skill level (Levels I through III) and assessment of competency (Levels II & III only). The results of the assessment(s) will be forwarded to the appointing authority or designee. *Refer to department guidelines for individual procedures*

Bilingual compensation is tied to the **position number**, not to the employee. If an employee is transferred from one position number to another, the bilingual compensation will stop immediately upon transfer.

Note: Any questions regarding designation and certification processes of employees for whom bilingual compensation is being requested, as well as the cost of certification, should be directed to Employment-HR

Effective Date

The effective date can be a prior, current or future pay period. Enter the first Saturday of the appropriate pay period that the employee is entitled to receive bilingual pay. The supervisor requesting the bilingual compensation determines this date. The date entered may be changed to reflect the Saturday of the pay period in which the employee passed the test and not necessarily when the department has requested the bilingual pay to be effective, unless it is a recertification.

BILINGUAL COMPENSATION LEVELS

Level I (Verbal)

Involves the use of English and a second language, in generally verbal situations, with some requirements to interpret simple documents in the second language. The appointing authority or designee attests to competency, except for certain departments, which require assessment through an oral examination.

Level II (Written)

Involves reading, writing and speaking in both English and a second language. Competency is assessed through written examination, except for certain departments, which require assessment through an oral and written examination.

Level III (Technical)

Involves reading, writing or speaking in both English and a second language using medical or legal terminology. The bilingual functions being performed must be in a specific medical or legal environment (i.e., hospital, courtroom setting, etc.). Literacy in the second language is a prerequisite for consideration for Level III, since this assures the level of fluency required for accurate use of a technical vocabulary. Competency is assessed through written examination, except for certain departments, which require assessment through an oral and written examination.

Safety Unit

Employees, who perform bilingual translation at any level as part of their regular duties, shall be entitled to bilingual compensation. Competency is assessed through an oral examination.

Per Diem

Note: The per diem differential does not apply to the Attorney Unit or Exempt

Such differential shall apply regardless of the total time required per day for such translation. Such differential shall be $12 per day and shall only be paid upon certification by the employee's appointing authority or presiding official that such translation was performed.

To receive payment the eTime entry or TLR should show a TRC code of BLG (1 unit per day for each day of translation).

BILINGUAL COMPENSATION REQUEST–LEVEL I (VERBAL)

The Bilingual Compensation Request form is completed to authorize compensation for any employee that is required to perform verbal translation.

FORMS REQUIRED	MANDATORY FIELDS
Bilingual Compensation Request-Level I (Verbal)	All

GENERAL INFORMATION

The appointing authority or designee of a bilingual employee who will be required to perform Level I translation is responsible for submitting this form. Although a verbal examination is generally not mandatory, the appointing authority or designee may request a verbal examination to be administered at a cost to the requesting department of $20 per test.

All employees in departments that require mandatory testing will be required to take the oral examination at a cost to the department of $20 per test.

BILINGUAL ASSESSMENT AND COMPENSATION REQUEST–LEVEL II (WRITTEN) OR LEVEL III (TECHNICAL)

This form is to be used when a department determines that a need exists for written translation (Level II) or technical terminology translation (Level III).

FORMS REQUIRED	MANDATORY FIELDS
Bilingual Assessment and Compensation Request-Level II or Level III	All
Bilingual Compensation Questionnaire/Justification-Level II or Level III	All

GENERAL INFORMATION

The appointing authority or designee of a bilingual employee who will be required to perform Level II or Level III translation is responsible for submitting this form. A completed Bilingual Questionnaire/Justification form

must be attached to the request. Each questionnaire will be reviewed on a case-by-case basis. If approved, the employee will be scheduled for an assessment of bilingual skills. The requesting department will be billed for the bilingual testing at a cost of $20 if tested for oral or written skills only, and $25 if tested for both oral and written skills. The results of the assessment will be forwarded to the appointing authority or designee.

BILINGUAL QUESTIONNAIRE/JUSTIFICATION–LEVEL II (WRITTEN) OR LEVEL III (TECHNICAL)

The Bilingual Questionnaire/Justification form is used to determine payment of Level II or Level III bilingual compensation to an employee.

FORMS REQUIRED	MANDATORY FIELDS
Bilingual Questionnaire/Justification–Level II or Level III	All
Bilingual Assessment and Compensation Request-Level II or Level III	All

GENERAL INFORMATION

This form is used to substantiate the Bilingual Assessment and Compensation Request to compensate an employee for Level II or Level III bilingual pay. Refer to the Bilingual Compensation Levels for an explanation of the requirements for Level II and Level III.

BILINGUAL ASSESSMENT AND COMPENSATION REQUEST-SAFETY UNIT

This form is completed to authorize compensation for Safety Unit employees that are required to perform bilingual translation.

FORMS REQUIRED	MANDATORY FIELDS
Bilingual Assessment and Compensation Request-Safety Unit	All

GENERAL INFORMATION

Employees must be certified as competent in job-related translation skills, via an oral examination administered by Employment-HR, to be eligible for bilingual compensation.

PAYROLL SPECIALIST RESPONSIBILITIES

- Provide most current form(s) to the appointing authority for completion
- Audit forms for completeness
- Retain copies for department file
- Forward forms to Employment-HR
- Verify that EMACS has been updated to reflect the requested action

DEADLINES

Refer to Master Calendar for EMACS Processing

DISTRIBUTION GUIDELINES

Employment-HR will forward the approved form(s) to EMACS-HR and a copy to the requesting department.

RELATED FORMS/PROCEDURES

Checklist for Concurrent Appointment (Additional Position)
Checklist for Assignment to Vacant Higher Position (AVHP)-Exempt
Checklist for Contract to Extra-Help
Checklist for Contract to Regular
Checklist for Demotion (Disciplinary Action)
Checklist for Demotion (Voluntary)
Checklist for Extra Help/Recurrent/PSE to Contract
Checklist for Extra Help/Recurrent/PSE to Regular
Checklist for Job Change
Checklist for Job Share
Checklist for New Hire – Contract
Checklist for New Hire – Exempt
Checklist for New Hire – Extra-Help/Recurrent
Checklist for New Hire – PSE
Checklist for New Hire – Regular/Part-Time/Reemployment (Rehire)
Checklist for Promotion
Checklist for PSE to Extra-Help
Checklist for Reclassification
Checklist for Recurrent to Extra-Help
Checklist for Regular to Contract
Checklist for Regular to Extra-Help/Recurrent
Checklist for Return from Leave (Without Right)
Checklist for Return to Former Job Code Title
Checklist for Temporary Performance of Higher Level Duties
Checklist for Transfer without Promotion/Lateral Transfer

SAN BERNARDINO COUNTY | Behavioral Health

TRAINING REQUEST FORM

Date of Request:	
Person Requesting Training:	
Name of organization requesting training:	
E-Mail:	
Phone:	
Topic Suggestion: Choose an item.	
Other Topic:	
Suggested date(s) for presentation:	
Suggested presentation time:	**# of expected attendees:**
Intended audience:	
Preferred Location:	
What are the desired objectives of this training? 1. 2. 3. 4. 5.	

Revised 6/8/2016

SAN BERNARDINO COUNTY | Behavioral Health

Comments:

For Office Use Only:

Training Unit Received Date: **Training Unit Received By:**

Please complete form and return to:

Office of Cultural Competence and Ethnic Services
cultural competency@dbh.sbcounty.gov
(909) 555-5555 or 7-1-1 for TTY users

Revised 6/8/2016

San Bernardino County Department of Behavioral Health
Training Evaluation – Satisfaction Survey

Name (may be anonymous): _____

Course: Cultural Sensitivity

Date: Monday, 4/22/19

Agency/Group	Professional Discipline	Licensure Status
☐ DBH Staff	☐ Alcohol & Drug Counselor	☐ Certified
☐ CFS Staff	☐ Bachelor's	☐ Intern
☐ Consumer	☐ LVN	☐ Licensed
☐ Contract Agency Staff	☐ MBA/MPA/MPH	☐ Pre-Degree
☐ Community Member	☐ MFT	☐ Pre-Licensed
☐ Family Member	☐ MSW	☑ N/A
☐ Other Community Agency	☐ N/A	☐ Waivered
☑ Other County Department	☐ Occupational Therapist	
☐ Other_____	☑ Other M.A	
☐ Private Practice	☐ PCC	
☐ Probation Staff	☐ Peer Support	
	☐ Psychiatry	
	☐ Psychology	
	☐ Psych Tech	
	☐ RN	

For each question, please check the box under the number that best represents your assessment of the course, using the scale of 1 = Strongly Disagree and 5 = Strongly Agree. Please print!

Content of the Training	N/A	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)
1. The competencies and learning objectives were clearly met.		☐	☐	☐	☐	☑
2. The training included examples of evidence-based practices and/or best practices related to this topic.	☐	☐	☐	☐	☐	☑
3. The training addressed cultural issues and issues of diversity.	☐	☐	☐	☐	☐	☑
4. The training was appropriate to my education, experience, and licensure level.		☐	☐	☐	☐	☑
5. The training was relevant to my current work practice.		☐	☐	☐	☐	☑
6. The information provided was current and accurate.		☐	☐	☐	☐	☑
7. The training facility was adequate for the training.		☐	☐	☐	☐	☑
8. The instructional material(s) was suitable and/or useful.		☐	☐	☐	☐	☑

Trainer(s)	N/A	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)
1. The trainer(s) presented the content of the training clearly and effectively.		☐	☐	☐	☐	☑
2. The trainer(s) displayed a clear understanding and knowledge of the subject matter.		☐	☐	☐	☐	☑

San Bernardino County Department of Behavioral Health

Training Evaluation – Satisfaction Survey

3. The trainer(s) promoted and facilitated discussions of cultural sensitivity.	☐	☐	☐	☐	☐	☑
4. The trainer(s) stimulated discussion and was responsive to participants.		☐	☐	☐	☐	☑
5. The trainer(s) utilized course-appropriate technology to support participant learning.		☐	☐	☐	☐	☑

Application of Training	N/A	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)
1. As a result of the training, I substantially increased my knowledge on this topic.		☐	☐	☐	☑	☐
2. As a result of the training, I have developed new skills.		☐	☐	☐	☑	☐
3. The training has affected some of my attitudes concerning this topic area.		☐	☐	☐	☑	☐
4. As a result of this training, I have a better conceptualization of what I already do on the job.	☐	☐	☐	☐	☑	☐
5. I am motivated to put this training into practice on the job.	☐	☐	☐	☐	☐	☑
6. I will meet with my supervisor to discuss application of this training on the job.	☐	☐	☐	☐	☐	☑
7. My supervisor expects me to use this training on the job.	☐	☐	☐	☐	☐	☑
8. I will have sufficient opportunities to practice the new ideas/skills/techniques on the job.	☐	☐	☐	☐	☐	☑
9. During the training, I was thinking of ways I could apply the training content to the job.	☐	☐	☐	☐	☐	☑
10. My supervisor helped to prepare me for this training by discussing my learning needs and potential applications.	☐	☐	☐	☐	☐	☑
11. This training enhanced my knowledge of this topic area.		☐	☐	☐	☐	☑
12. As a result of the training, I will be a more effective worker.		☐	☐	☐	☐	☑
13. Overall, I am satisfied with this training.		☐	☐	☐	☐	☑

Please provide suggestions to improve the content and presentation of this training:

Suggestions of other training topics you would like to see us offer:

DEPARTMENT OF BEHAVIORAL HEALTH TRAINING EVALUATION SUMMARIES

Total	Avg
Objective Evaluation	4.5
Content Evaluation	4.6
Distance Learning	4.6
Trainer Evaluation	4.7
Application Evaluation	4.5
Overall Evaluation	4.8
CE Program Evaluation	4.6

Date of Training: Thursday, November 29, 2018
Topic & Presenter: Historical Trauma in Native Amercian Communities Dr Eduardo Duran/ Carlos Rivera
Coordinator: Greg Rossler
Location: Double Tree Hotel
Attendees: 53 Relias Enrolled 115 Community sign in sheet
Evaluations Received: 111

Objectives

1	4.5	Have a greater understanding of how Archetypal (Jungian)and Native American psychology can be used to achieve cultural responsiveness in different cultural contexts
2	4.6	Participants will be able to comprehend a theory of trauma that is derived from Indigenous and Archetypal Theory.
3	4.5	Participants will be able to identify the effects and symptoms of historical trauma which include addictive disorders and chronic somatic problems such as diabetes and self-destructive symptoms.
4	4.4	Participants will learn culturally appropriate teachings to assist parents, professional and grassroots service providers in developing approaches for treatment, recovery and prevention for adults, youth and families.
5	4.5	Participants will learn culturally appropriate teachings that address concerns about issues that undermine the recovery process, such as intergenerational and historical trauma, dealing with shames and stigma and solutions in dealing with these issues
6	4.6	Participants will gain a further understanding of the Indigenous concepts vs. western concepts and the utilization of both to approach Native Americans in the healing process.

Content of Training

1	4.7	The competencies and learning objectives were clearly defined.
2	4.5	The training included examples of evidence-based practices and/or best practices related to this topic.
3	4.7	The training addressed cultural issues and issues of diversity.
4	4.6	The training was appropriate to my education, experience, and licensure level.
5	4.6	The training was relevant to my current work practice.
6	4.7	The information provided was current and accurate.

7	4.6	The training facility was adequate for the training.
8	4.6	The instructional material(s) was suitable and/or useful.

Distance Learning (if applicable)

1	4.7	Questions/concerns were addressed effectively and in a tamely manner.
2	4.5	The activities/interactions and resources enhanced the effectiveness of this activity.
3	4.6	Navigating the training/module was easy and user-friendly.

Trainers

1	4.7	The trainer(s) presented the content of the training clearly and effectively.
2	4.8	The trainers(s) displayed a clear understanding of the subject matter.
3	4.7	The trainer(s) promoted ad facilitated discussions of cultural sensitivity.
4	4.7	The trainer(s) stimulated discussion and was responsive to participants.
5	4.5	The trainer(s) utilized course appropriate technology to support participant learning.
6	4.8	Overall, I am satisfied with TRAINER 1:
7	4.8	Overall, I am satisfied with TRAINER 2:

Application of Training

1	4.3	As a result of the training, I substantially increased my knowledge on this topic.
2	4.5	As a result of the training, I have developed new skills.
3	4.5	The training has affected some of my attitudes concerning this topic area.
4	4.5	As a result of this training, I have a better conceptualization of what I already do on the job.
5	4.6	I am motivated to put this training into practice on the job.
6	4.3	I will meet with my supervisor to discuss application of this training on the job.
7	4.4	My supervisor expects me to use this training on the job.
8	4.3	I will have sufficient opportunities to practice the new ideas/skills/techniques on the job.
9	4.6	During the training, I was thinking of ways I could apply the training content to the job.
10	4.0	My supervisor helped to prepare me for this training by discussing my learning needs and potential applications.
11	4.6	This training enhanced my knowledge of this topic area.
12	4.6	As a result of the training, I will be a more effective worker.
13	4.8	Overall, I am satisfied with this training.

CE Program Evaluation

How much did you learn as a result of this CE Program?

14 5 (1 being very little- 5 being a great deal)

Comments/Suggestions

(Please provide suggestions to improve the content and presentation of this training.)

Keep up the good work.
Everything was very moving, informative and necessary .I would recommend adding a small group breakfast and more videos.
Good Panel
Include more females
A handout with speaker topics
Interactive activites,subgroup discussion, more breaks.
Have a working video system.
It would have been nice to see that video that were intended as part of training.
more community resources present
Audio updates.
More history on historical trauma Native Americans have faced
it would be helpful if more interactive and the technology worked.
Excellent cultural training.
Speak about spiritual how can help our youth.

(Suggestions of other training topics you would like to see us offered)

On going
Domestic Violence and sexual abuse.
Domestic Violence and Trauma for abandoned children.
The impact o fatherhood or lack there of and trauma.
Abuse, trauma ,violence.
CT for Ptsd
How drumming and singing traditional songs can help with trauma.

San Bernardino County Department of Behavioral Health
Training Evaluation – Satisfaction Survey

Name (may be anonymous): _____

Course: _____

Date: _____

Trainer 1: _____

Trainer 2: _____

Agency/Group	Professional Discipline	Licensure Status
☐ DBH Staff	☐ Alcohol & Drug Counselor	☐ Certified
☐ CFS Staff	☐ Bachelor's	☐ Intern
☐ Consumer	☐ LVN	☐ Licensed
☐ Contract Agency Staff	☐ MBA/MPA/MPH	☐ Pre-Degree
☐ Community Member	☐ MFT	☐ Pre-Licensed
☐ Family Member	☐ MSW	☐ N/A
☐ Other Community Agency	☐ N/A	☐ Waivered
☐ Other County Department	☐ Occupational Therapist	
☐ Other_____	☐ Other_____	
☐ Private Practice	☐ PCC	
☐ Probation Staff	☐ Peer Support	
	☐ Psychiatry	
	☐ Psychology	
	☐ Psych Tech	
	☐ RN	

For each question, please check the box under the number that best represents your assessment of the course, using the scale of 1 = Strongly Disagree and 5 = Strongly Agree. Please print!

Objective(s)	Strongly Disagree **1**	**2**	**3**	**4**	Strongly Agree **5**
1.	☐	☐	☐	☐	☐
2.	☐	☐	☐	☐	☐
3.	☐	☐	☐	☐	☐

Content of the Training	**N/A**	Strongly Disagree **1**	**2**	**3**	**4**	Strongly Agree **5**
1. The competencies and learning objectives were clearly met.		☐	☐	☐	☐	☐
2. The training included examples of evidence-based practices and/or best practices related to this topic.	☐	☐	☐	☐	☐	☐
3. The training addressed cultural issues and issues of diversity.	☐	☐	☐	☐	☐	☐
4. The training was appropriate to my education, experience, and licensure level.		☐	☐	☐	☐	☐
5. The training was relevant to my current work practice.		☐	☐	☐	☐	☐
6. The information provided was current and accurate.		☐	☐	☐	☐	☐
7. The training facility was adequate for the training.		☐	☐	☐	☐	☐
8. The instructional material(s) was suitable and/or useful.		☐	☐	☐	☐	☐

Distance Learning (if applicable)	**N/A**	Strongly Disagree **1**	**2**	**3**	**4**	Strongly Agree **5**
1. Questions/concerns were addressed effectively and in a timely manner.		☐	☐	☐	☐	☐
2. The activities/interactions and resources enhanced the effectiveness of this activity.		☐	☐	☐	☐	☐

San Bernardino County Department of Behavioral Health
Training Evaluation – Satisfaction Survey

3. Navigating the training/module was easy and user-friendly.	☐	☐	☐	☐	☐	☐

Trainer(s)	**N/A**	Strongly Disagree **1**	**2**	**3**	**4**	Strongly Agree **5**
1. The trainer(s) presented the content of the training clearly and effectively.		☐	☐	☐	☐	☐
2. The trainer(s) displayed a clear understanding and knowledge of the subject matter.		☐	☐	☐	☐	☐
3. The trainer(s) promoted and facilitated discussions of cultural sensitivity.	☐	☐	☐	☐	☐	☐
4. The trainer(s) stimulated discussion and was responsive to participants.		☐	☐	☐	☐	☐
5. The trainer(s) utilized course-appropriate technology to support participant learning.		☐	☐	☐	☐	☐
6. Overall, I am satisfied with TRAINER 1: _____		☐	☐	☐	☐	☐
7. Overall, I am satisfied with TRAINER 2:_____	☐	☐	☐	☐	☐	☐

Application of Training	**N/A**	Strongly Disagree **1**	**2**	**3**	**4**	Strongly Agree **5**
1.		☐	☐	☐	☐	☐
2. As a result of the training, I have developed new skills.		☐	☐	☐	☐	☐
3. The training has affected some of my attitudes concerning this topic area.		☐	☐	☐	☐	☐
4. As a result of this training, I have a better conceptualization of what I already do on the job.	☐	☐	☐	☐	☐	☐
5. I am motivated to put this training into practice on the job.	☐	☐	☐	☐	☐	☐
6. I will meet with my supervisor to discuss application of this training on the job.	☐	☐	☐	☐	☐	☐
7. My supervisor expects me to use this training on the job.	☐	☐	☐	☐	☐	☐
8. I will have sufficient opportunities to practice the new ideas/skills/techniques on the job.	☐	☐	☐	☐	☐	☐
9. During the training, I was thinking of ways I could apply the training content to the job.	☐	☐	☐	☐	☐	☐
10. My supervisor helped to prepare me for this training by discussing my learning needs and potential applications.	☐	☐	☐	☐	☐	☐
11. This training enhanced my knowledge of this topic area.		☐	☐	☐	☐	☐
12. As a result of the training, I will be a more effective worker.		☐	☐	☐	☐	☐
13. Overall, I am satisfied with this training.		☐	☐	☐	☐	☐

CE Program Evaluation	**1**	**2**	**3**	**4**	**5**
How much did you learn as a result of this CE program? (1 being very little – 5 being a great deal)	☐	☐	☐	☐	☐

Please provide suggestions to improve the content and presentation of this training:

Suggestions of other training topics you would like to see us offer:

Department of
Behavioral Health
Research and Evaluation

Dawnland Screening Survey Evaluation

Department of Behavioral Health
Research and Evaluation

Table of Contents:

Methodology…….…….Pg. 3

Responses for Questions #1-4……..…….Pg. 4

Response Distribution for Questions #5-7…….....Pg. 8

Themes for Questions #5-6…….....Pg. 9

Top Quotes for Questions #5-7…….....Pg. 10

Images and Themes for Question #7…...……Pg. 11

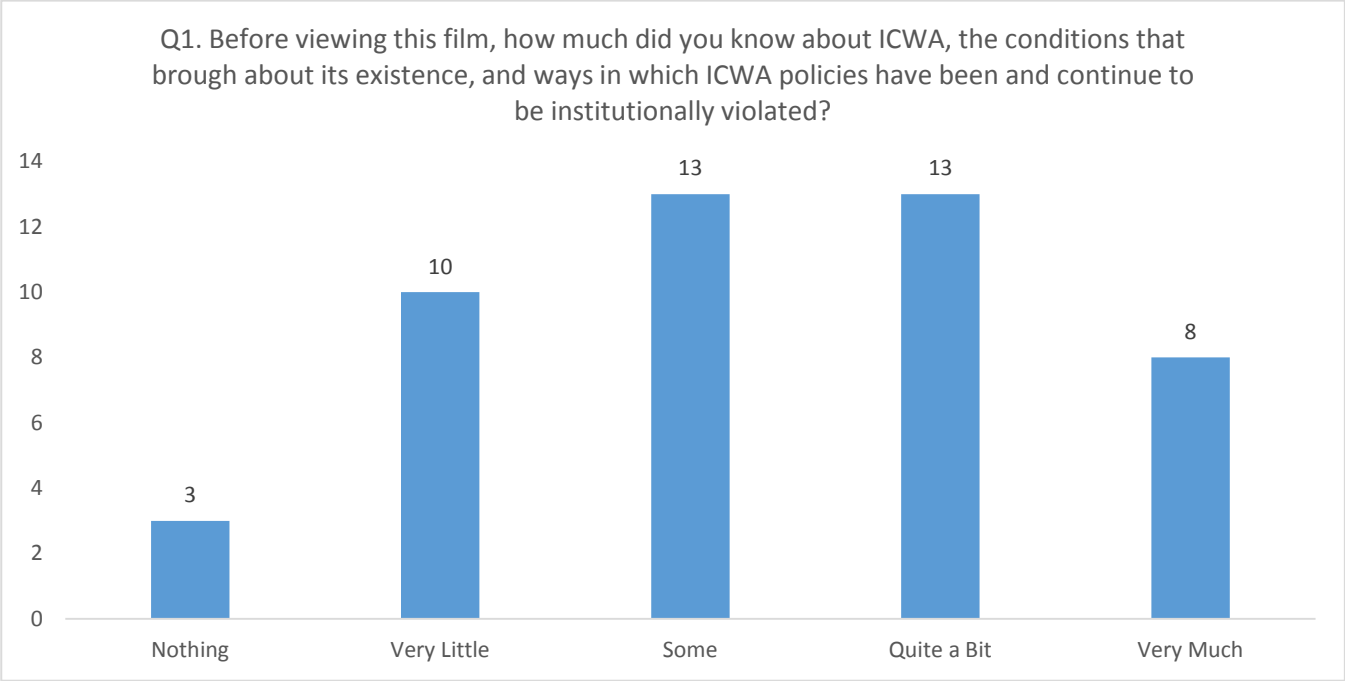
Department of Behavioral Health
Research and Evaluation

Methodology

For the Dawnland Screening Evaluation Form, we approached the analysis using both qualitative and quantitative methods. In total, we received 46 surveys from attendees. For the first four questions we took a total count of each response as seen in graphs below (Pgs. 4-7) to examine the distribution. We then calculated the average of each question by summing each individual answer and dividing them by the total to achieve an overall group response. Questions #5-6 were open-ended asking respondents whether there was any more information around this topic that would be useful to receive more training/information on and to share moment's that stood out for them. In total, 33 attendees filled these questions out and response distributions can be seen on page 8. After examining all comments, codes were created based on common themes observed and categorized and quotes we felt were significant were also included. Finally, Question #7 allowed respondents to share an image that represented or expressed what viewing and discussing the film was like for them. Of the 46 surveys we received, 15 attendees took advantage of this opportunity and contributed something for this question. For this portion, we sought themes within the imagery and selected those which stood out the most and grouped them to create categories we felt best defined them.

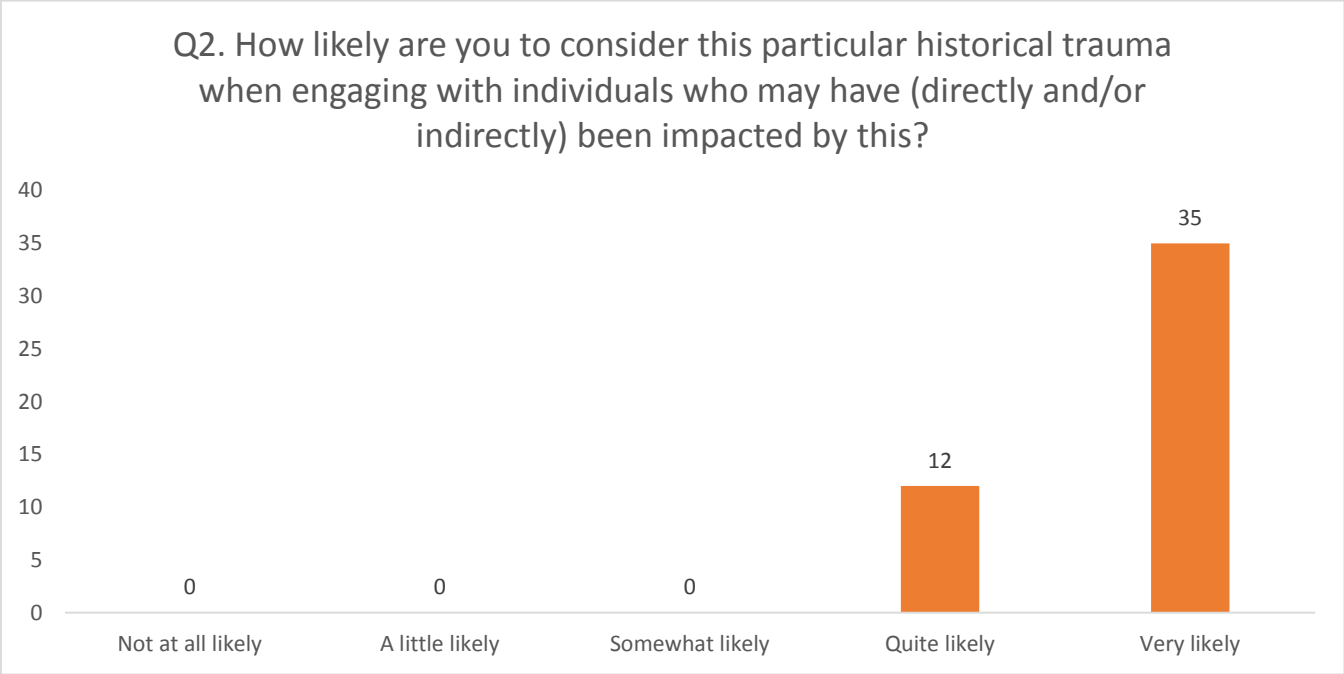
All raw data, quotes, images, and information shown in this document will be emailed to the Chair/Co-Chairs of the Subcommittee, however, we wanted to showcase some of them and attempt to put them into a digestible format.

Questions #1-4 – Response Distribution



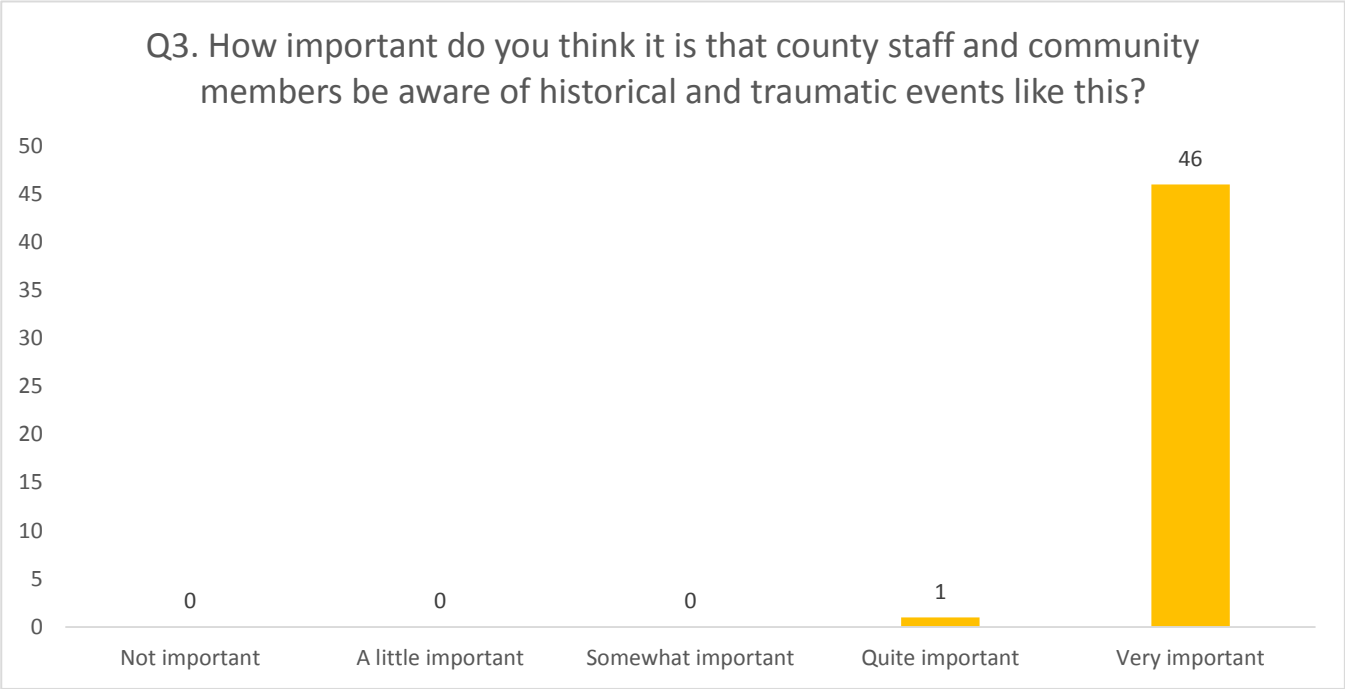
Department of Behavioral Health
Research and Evaluation

With regard to question #1, there were mixed responses on how much attendees knew about ICWA as well as the conditions and policies that surrounded it. Thirty-six individuals (76.6%) knew between **"Very Little to Quite a Bit"** about this subject, while only 8 attendees (17%) knew **"Very Much"**. Only 3 individuals (6.4%) knew **"Nothing"**. The average response for this question was 3.28, falling into knowing **"Some"** about this topic.



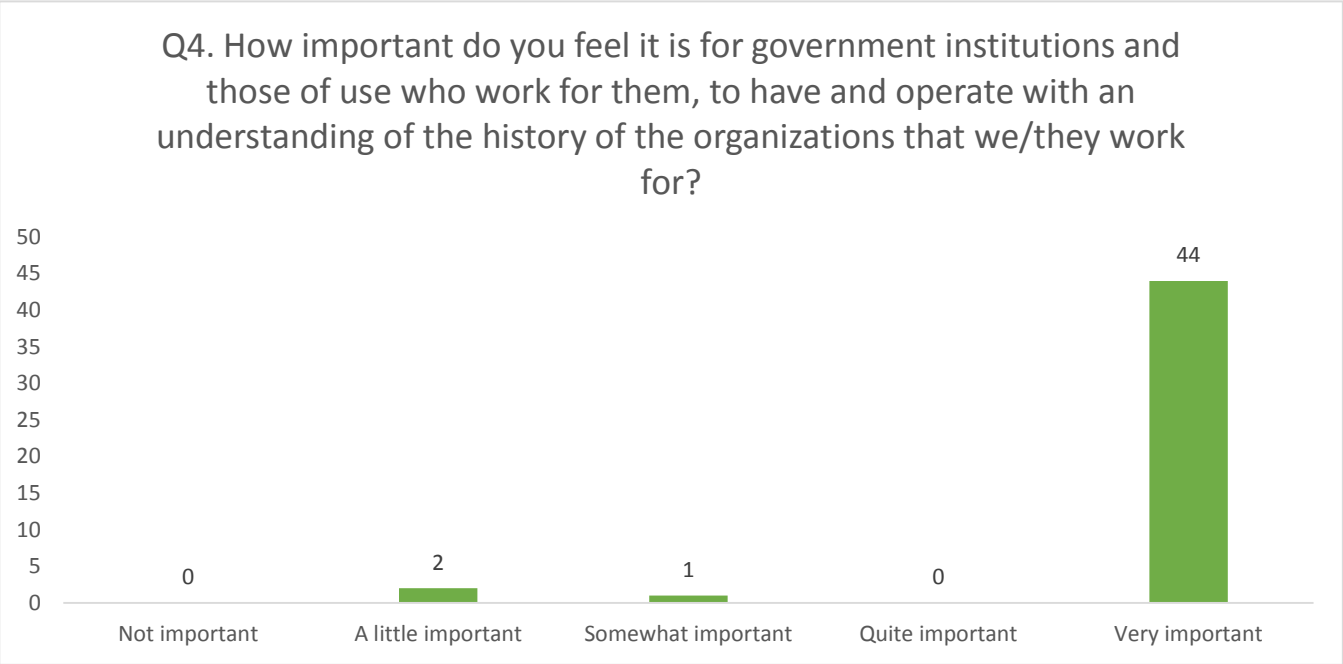
For question 2, three quarters of the attendees (74.5%) noted that they were **"Very likely"** to consider this particular historical trauma when engaging with individuals who may have been impacted by ICWA. Twelve attendees (25.5%) expressed they were **"Quite likely"** while none marked that they were "Not at all likely", "A little likely", or "Somewhat likely" to consider this topic when working with others. The average response for this question was 4.74 corresponding to **"Quite likely"**, but leaning more towards **"Very likely"**.

Department of Behavioral Health
Research and Evaluation



The majority of attendees, 46 individuals (97.9%), noted that it is **"Very important"** for county staff and community member to be aware of historical and traumatic events such as this one. Only one individual (2.1%) marked that it was **"Quite important"**, but responses, nonetheless, leaned towards this topic being of significance. The average response for this question was 4.98 making the group average lean towards **"Very Important".**

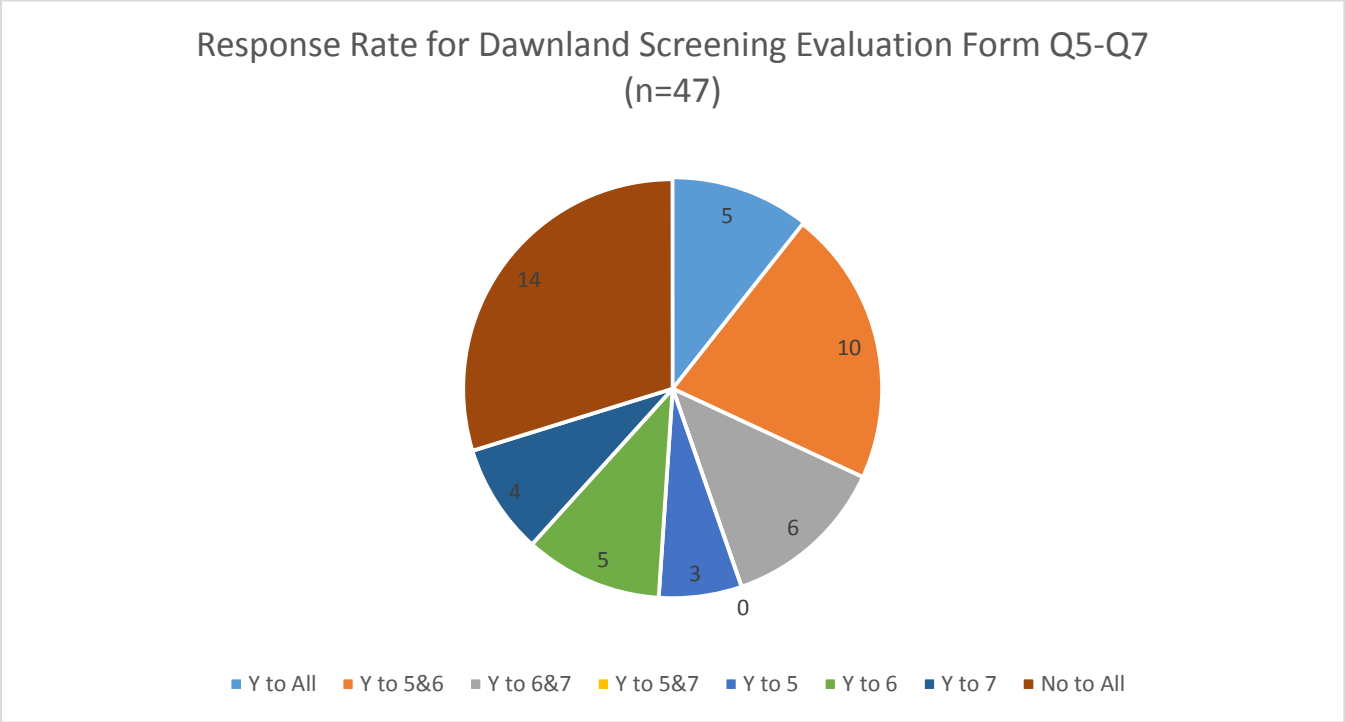
Department of Behavioral Health
Research and Evaluation



Similar to Question 3, the majority of attendees, 44 individuals (93.6%), felt that government institutions and those who work for them, to have and operate with an understanding of the history of the organization that they work for was **"Very Important"**. One (2.1%) and two (4.3%) respondents felt that it was only **"Somewhat important"** and **"A little important"**, respectively, that institutions and individuals operate with this understanding. The average response for this was 4.83, again, leaning more towards the group feeling this is **"Very important"**.

Department of Behavioral Health
Research and Evaluation

Questions #5-7 Response Distribution:



Department of Behavioral Health
Research and Evaluation

Question #5&6 – Themes:

Question 5		Question 6	
Theme	Count	Theme	Count
Continued education and resources	7	Learning native historical trauma	5
Native historical trauma	5	Excellent/Impactful/Meaningful panel	3
Learning Native Culture	3	Audience diversity & good discussion	3
Training specific agencies	3	Difficult/powerful/poignant film	3
Being an ally	2	White supremacy & harms of colonialism	3
Cultural humility	2	Additional trainings for agencies	2
Listening, understanding, respect	1	Healing	2
Current impact of trauma	1	Addressing truths	1
Native identity	1	All groups historical trauma	1
Healing	1	Current policies	1
Truth/Reconciliation	1	Descendant healing	1
		Exploring/owning privilege	1
		Institutional ignorance	1
		Learning Native culture	1
		Partnerships	1
		Restorative justice	1
		Sadness/anger/frustration	1
		Sharing stories as healing	1
		Understanding different perspectives	1
		White ancestral burdens	1

Department of Behavioral Health
Research and Evaluation

Questions #5-7 – Top Quotes:

Question #5 Top Quotes

- CA historical trauma to native peoples
- Listening is of utmost importance because its respect and you don't know what you don't know
- I'm a resolute, repentant, earnest white perpetrator. How can I be a part of the move to restoring the sovereign native movement?
- I feel that if we aren't aware of past we might be doomed to repeat it
- Spiritual beliefs of Native Americans and how non-Native Americans can provide effective behavioral health interventions to Native Americans and/or mixed Native Americans and other cultures respecting Native American values
- Not sure of appropriateness, but some guidance to/for white folks on how to start their own healing so they stop committing the harms

Question #6 Top Quotes

- We never seem to address California History where we live which separates us in feelings
- Made me understand my grandparents better; their perspectives and fears of acknowledging their history
- The gap in information regarding ICWA within state/county organizations that actually handle ICWA cases. There needs to be more training
- It is very unfortunate that after so many years, the understanding of ICWA or even knowing about ICWA is still non-existing or even knowing about ICWA is still non-existing in so many organizations. Informing organizations and educating organizations on the subjects is extremely important
- The stories from the victims of this story have impacted me deeply. Being in social work I want to do all I can to change this for future generations of children and families.
- I have felt that for many cultures, Natives included, that people have hurt, anger, anguish, and other pain and it's all valid because of the trauma that the race experienced as a whole. The problem lies in that these people don't understand "why" they are hurt. They don't know their history and they need to know the truth of our nation's history (true U.S. history)

Department of Behavioral Health
Research and Evaluation

- "Living under skin of the oppressor" made me think about my situation
- Sadness and anger. How dare the Eurocentric voice decide white, non-culture was better for native children. White people would never agree or accept these decisions being made for their children.
- "A pair of shoes is more important than an Indian dance" So much ignorance in that statement and that was a person who is suppose to utilize ICWA not see it as a burden
- My grandmother went through boarding school in Mexico where she learned Spanish, hygiene, and housework in haciendas. This was in 1939. It makes me sad that in every country you go, you see the state trying to get rid of Native people.

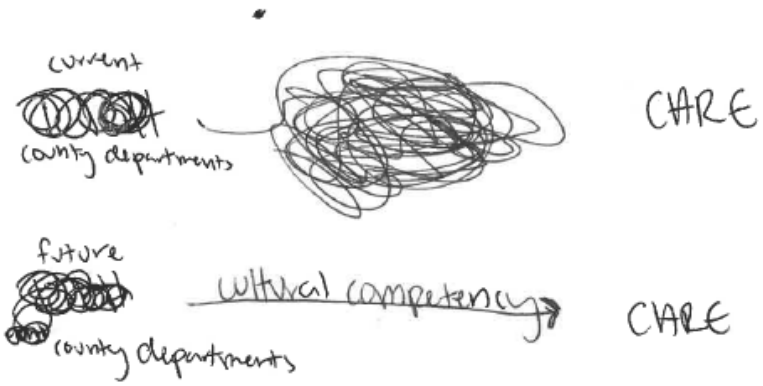
Question #7 Top Quotes

- Cultural genocide is occurring and it is a sad reality
- "Sneakers are more important" No! Culture is key! Knowing your culture and traditions is key to an indigenous person's identity and spirit!
- Truth and reconciliation - healing the past and our ancestors through truth-telling and restorative relationship between the living

Department of
Behavioral Health
Research and Evaluation

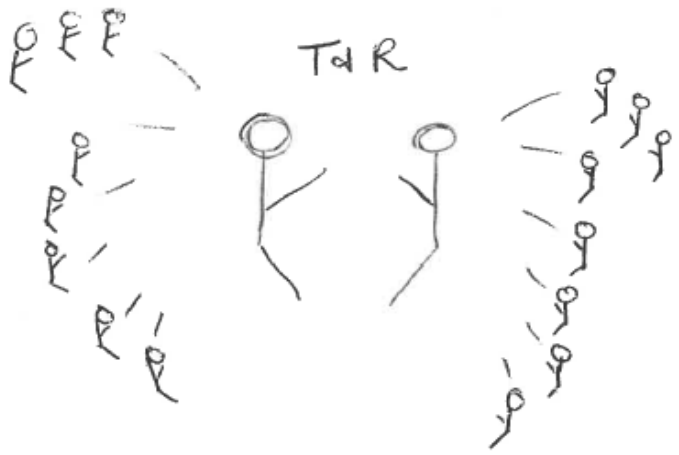
Question #7 - Images & Themes:

More County Cultural Competency (1/1)



Department of
Behavioral Health
Research and Evaluation

Ancestral Healing (1/1)



Truth + Reconciliation –
Healing the past + our ancestors
through truth-telling +
Restorative relationship between
the living

Department of
Behavioral Health
Research and Evaluation

Community Support (1/1)

Department of
Behavioral Health
Research and Evaluation

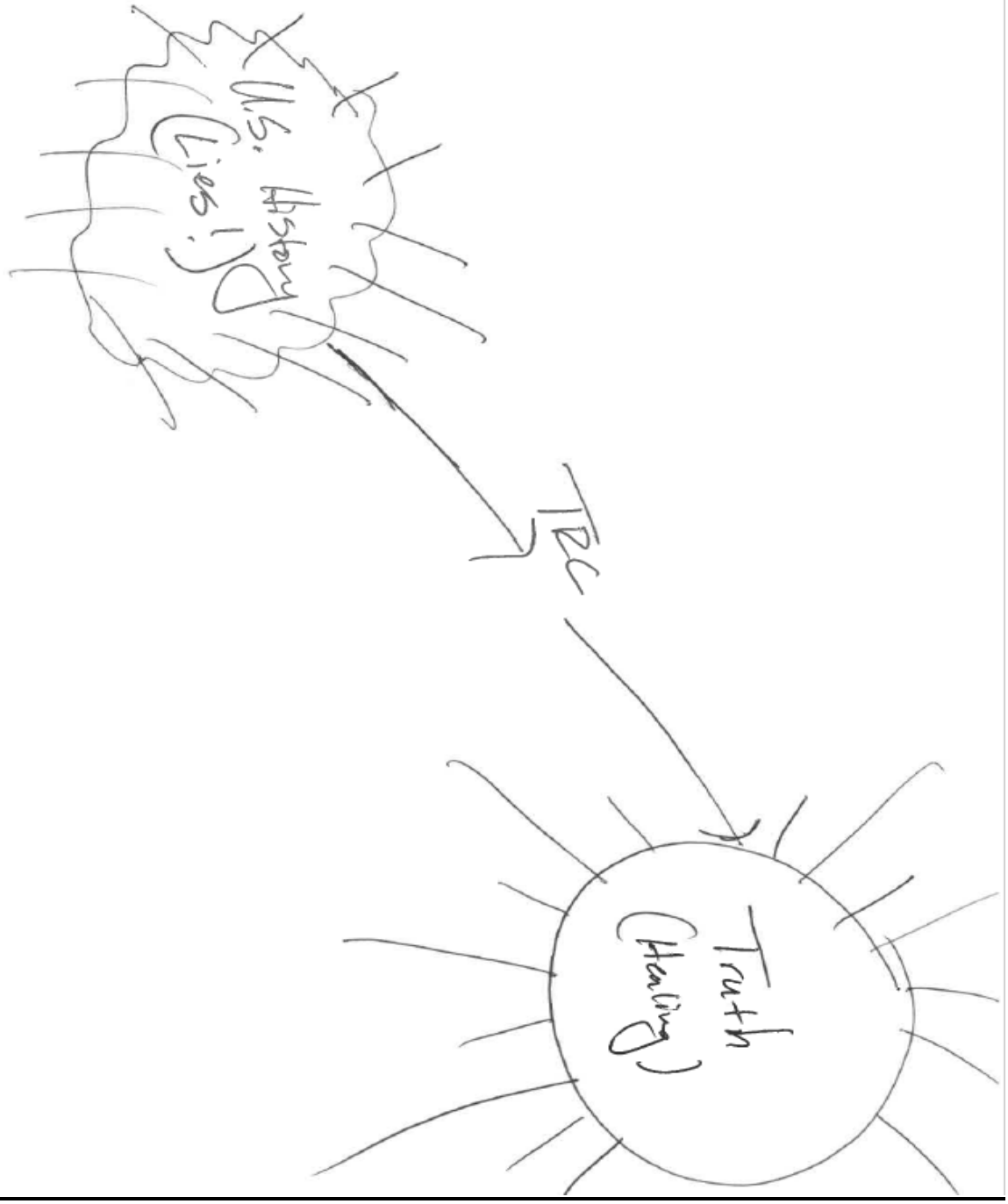
Protection/Support (1/1)

Department of
Behavioral Health
Research and Evaluation

Sadness (1/1)

Department of
Behavioral Health
Research and Evaluation

Healing by Addressing Truth (1/1)

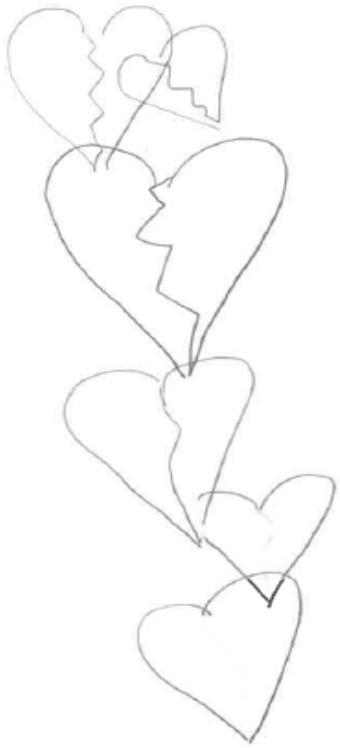


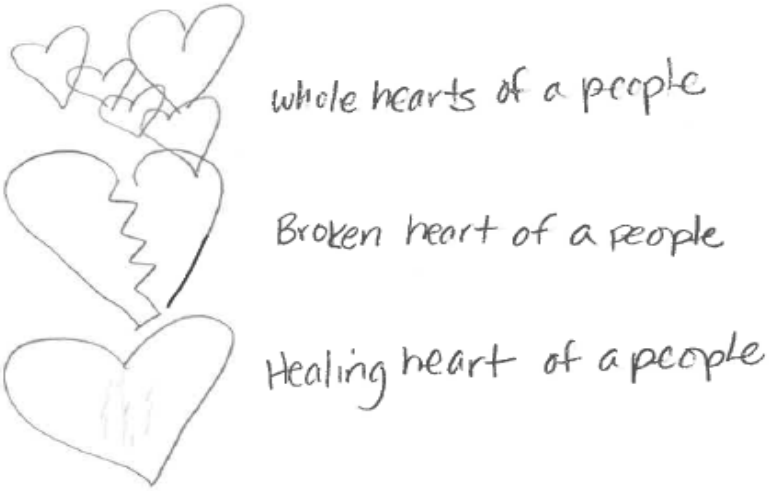
Department of
Behavioral Health
Research and Evaluation

Adrressing Truth (1/1)

Department of
Behavioral Health
Research and Evaluation

Healing Together (1/3)





Department of
Behavioral Health
Research and Evaluation

Healing Together (2/3)

Looks like animal paws but its human Hands - I felt like we shared love for each other today and came together for greater understanding and peace

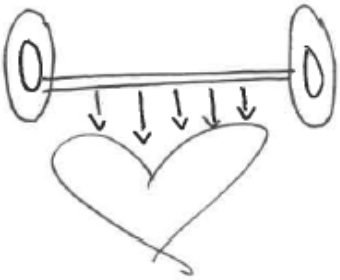
Department of
Behavioral Health
Research and Evaluation

Healing Together (3/3)

Department of
Behavioral Health
Research and Evaluation

Head & Heart Connection (1/2)

Head & Heart Connection (2/2)



Department of
Behavioral Health
Research and Evaluation

Knowing Culture & Navigating Identity (1/1)

"Sneakers are more important"
No! Culture is key! Knowing your culture & traditions is key to an indigenous person's Identity & spirit!

Department of
Behavioral Health
Research and Evaluation

Miscellaneous (1/2)

AB 6·85 AB 6·86

Department of
Behavioral Health
Research and Evaluation

Miscellaneous (2/2)

Cultural agenda is still
occurring & it is
A SAD REALITY.

OFFICE OF CONSUMER AND FAMILY AFFAIRS- Shaken Tree

SAN BERNARDINO COUNTY

Date- 3/11/2019
Facilitator- Lauretta Ross? Doris Turner
Location- CIT Law Enforcement Training

NAME (Please Print)	SIGNATURE	DEPARTMENT/ EMAIL
CODY BECKER		S.B.C.S.D.
D'ERIC SKILLERN	D'Eric Skillern	S.B.S.D.
JACOB PADILLA		S.B.S.D.
CHRISTOPHER NAVARRO		S.B.S.D.
DONTE GENTRY		S.B.S.D.
JACOB MORUA		S.B.S.D.
DANIEL CAMPOS		STAN S/O DCAMPOS@STANSHERIFF.COM
MARIO HERNANDEZ		STAN S/O mhernandez@stansheriff.com
DEREK CROWLEY		STAN S/O dcrowley@stansheriff.com
BROCK DIAS		STANISLAUS CO. S/O BDIAS@STANSHERIFF.COM
DAVID THOMPSON		STANISLAUS COUNTY S/O

OFFICE OF CONSUMER AND FAMILY AFFAIRS- Shaken Tree

SAN BERNARDINO COUNTY

Date- 3/11/2019
Facilitator- Lauretta Ross? Doris Turner
Location- CIT Law Enforcement Training

NAME (Please Print)	SIGNATURE	DEPARTMENT/ EMAIL
ADAM STOVALL		STAN S/O ASTOVALL@STANSHERIFF.COM
RUBEN NUÑO		STAN S/O RNUNO@STANSHERIFF.COM
CODY CHEARY		STAN S/O CCHEARY@STANSHERIFF.COM
BRADLEY PISZKIENICZ		CHINO P.D. BRADLEYSP54@GMAIL.COM
ANDREW IBARRA		S.B.S.D. AJ25IBARRA@YAHOO.COM
ADOLFO A. BAHENA		S.B.S.D. BAHENA9721.ap@Gmail.com
AGUSTIN HUAZANO		SBSD HUAZANOAGUSTIN@GMAIL.COM
ROBERT BEUTTLER		STAN S/O rbeuttler@stansheriff.com
RANDALL GIN		STAN S/O RGIN@STANSHERIFF.COM
Nathan Malone		SCSD nmalone@stansheriff.com
DALTON GONZALEZ		STAN S/O dgonzalez@stansheriff.com

OFFICE OF CONSUMER AND FAMILY AFFAIRS- Shaken Tree

SAN BERNARDINO COUNTY

Date- 3/11/2019
Facilitator- Lauretta Ross? Doris Turner
Location- CIT Law Enforcement Training

NAME (Please Print)	SIGNATURE	DEPARTMENT/ EMAIL
RYAN JENKINS		5825@STANSHERIFF.ORG
JACOB QUESADA		SBSD
ANTHONY VILLEGAS		SBSD
JACOB SERNA		SBSD
WILDER SALAS		SBSD
ZA XIONG		STAN CO S/O
JOSH TAYLOR		STAN CO S/O

Other DBH Services

Access Unit	(888) 743-1478
Adult Forensic Services	(909) 580-3702
Patients' Rights	(800) 440-2391

Other Community Resources

211 San Bernardino County	2-1-1
Sheriff's Department Project HOPE	(909) 387-0623
Dept. of Aging and Adult Services (DAAS) **Adult Protective Services (APS) - 24 Hr. Hotline**	(909) 891-3900 (877) 565-2020
Coalition Against Sexual Exploitation (CASE)	(909) 383-9677
Inland Regional Center (IRC) **Emergency After Hours Numbers**	(909) 890-3000 (866) 230-7425 & (909) 820-3900
Autism Society - Inland Empire	(951) 220-6922
Alzheimer's Association	(800) 272-3900
Veterans Affairs Loma Linda Health Care System **Homeless Program** **Patient Eligibility**	(909) 825-7084 Ext: 2309 or Ext: 4633 Ext. 5312
Veterans Crisis Line	(800) 273-8255 Press 1
California Smoker's Helpline	(800) NO-BUTTS
National Suicide Prevention Hotline	(800) 273-8255
Child Abuse Hotline	(800) 827-8724
Narcotics Anonymous	(800) TODAYNA (800) 863-2962
Alcoholics Anonymous	(909) 825-4700
National Alliance on Mental Illness (NAMI) Helpline	(800) 950-6264

SAN BERNARDINO COUNTY

Behavioral Health

Department of Behavioral Health (DBH) Program and Community Resource Guide

For more information, contact:
DBH's 24/7 Access Unit at (888) 743-1478
In an emergency dial 9-1-1
TTY users dial 7-1-1
For resources not listed, dial 2-1-1

Community Crisis Services

Community Crisis Response Team (CCRT)

Will assist with:

- 5150/5585 Assessments
- Crisis Intervention
- Referral & Linkage
- Education & Resources
- Critical Incident Response

West Valley CCRT	East Valley CCRT
Covering Chino, Chino Hills, Fontana, Montclair, Ontario, Rancho Cucamonga Office: (909) 458-1517 Pager: (909) 535-1316 Operates 7 days a week from 7:00 a.m. – 10:00 p.m.	Covering Bloomington, Colton, East Fontana, Loma Linda, Redlands, San Bernardino, Yucaipa Office: (909) 421-9233 Pager: (909) 420-0560 Operates 7 days a week from 7:00 a.m. – 10:00 p.m.
High Desert CCRT	**Morongo Basin CCRT**
Covering Adelanto, Apple Valley, Barstow, Hesperia, Lucerne Valley, Phelan, Victorville Office: (760) 956-2345 Pager: (760) 734-8093 Operates 7 days a week from 7:00 a.m. – 10:00 p.m.	Covering Joshua Tree, Morongo Basin, Twentynine Palms, Yucca Valley Office: (760) 499-4429 Operates Monday - Friday from 8:00 a.m. - 4:30 p.m.

Crisis Walk-In Clinics (CWIC)

Will assist with:

- 5150/5585 Assessments
- Crisis Stabilization
- Psychiatric Medications

CWIC - Rialto	CWIC - High Desert	CWIC - Morongo Basin
850 E. Foothill Blvd. Rialto Mon-Fri 8:00 a.m. - 10:00 p.m. Saturday 8:00 a.m. - 5:00 p.m. Phone: (909) 421-9495	12240 Hesperia Rd. Victorville Available 24/7 Phone: (760) 245-8837	7293 Dumosa Ave., Ste. 2 Yucca Valley Available 24/7 Phone: (855) 365-6558

Prevention and Early Intervention

Prevention and Early Intervention (PEI) program services are intended to implement strategies to prevent mental illness from becoming severe and disabling, emphasizing improvement to timely access to services for underserved populations.

Administration Contact Information

(800) 722-9866

Family Resource Centers (FRC)

The FRCs offer various programs that are tailored to be culturally and linguistically competent and meet the identified needs of the communities of all ages they serve.

BARSTOW Riverside-San Bernardino County Indian Health, Inc. 170 N. Yucca Ave. Barstow (760) 256-9016	**MENTONE** Building A Generation Mentone Elementary School 1320 Crafton Ave. Mentone (909) 794-7753	**ONTARIO** Ontario Montclair School District— Family Solutions Collaborative 1556 S. Sultana Ave. Ontario (909) 418-6923
REDLANDS Building A Generation 932 W. Cypress Ave. Redlands (909) 793-8822	**REDLANDS** Building A Generation Lugonia Elementary School 202 E. Pennsylvania Ave. Redlands (909) 307-2424	**REDLANDS** Building A Generation Franklin Elementary School 850 E. Colton Ave. Redlands (909) 748-6770
SAN BERNARDINO Valley Star Behavioral Health, Inc. 1585 W. D St., Suite 101 San Bernardino (909) 388-2222	**SAN BERNARDINO** Victor Community Support Services 1053 N. D St. San Bernardino (909) 522-4656	**SAN BERNARDINO** Building A Generation Victoria Elementary School 1505 Richardson St. San Bernardino (909) 307-2487
SKYFOREST Rim Family Services 28545 Highway 18 Skyforest (909) 336-1800	**VICTORVILLE** Victor Community Support Services 15400 Cholame Rd. Victorville (760) 780-4505	**YUCCA VALLEY** Pacific Clinics 58945 Business Center Dr., Ste. D Yucca Valley (760) 228-9657
MONTCLAIR Ontario Montclair School District Montclair Community Collaborative 10200 Lehigh Ave. Montclair (909) 445-1618	**MONTCLAIR** Ontario Montclair School District The House Family Resource Center 9916 Central Ave. Montclair (909) 625-9485	

Substance Use Disorder and Recovery Services

The DBH Substance Use Disorder and Recovery Services Administration is responsible for managing a full range of Substance Use Disorder (SUD) prevention, treatment services and education programs for communities and residents of San Bernardino County.

Administration Contact Information

(800) 968-2636

Screening Assessment and Referral Center (SARC)

The Screening Assessment and Referral Center (SARC) is a resource for those who are battling with alcohol and/or drug abuse and are ready to get treatment. The SARC is ready to help you on your road to recovery.

Contact Information

(909) 421-4601

Recovery Centers

Recovery centers provide support in the recovery efforts of individuals by providing a drug and alcohol free, sober living social environment and other recovery resources. Recovery centers are located at the following:

COLTON	NEEDLES	SAN BERNARDINO
MHS Central Valley 1076 Santo Antonio Dr., Suite B Colton (909) 433-9824	MHS Needles Center for Change 300 H St. Needles (760) 326-4590	Inland Valley Recovery Services 939 North D St. San Bernardino (909) 889-6519
SKYFOREST	**UPLAND**	**VICTORVILLE**
Rim Family Mobile Resource Center 28545 Highway 18 Skyforest (909) 366-1800	Inland Valley Recovery Services 934 N. Mountain Ave. Ste. A & B, Upland (909) 949-4667	St. John of God Hospitality Center 15534 6th St. Victorville (760) 952-9192

YUCCA VALLEY
MHS Recovery Center for Change
58945 Business Center Dr., Suite N, Yucca Valley
(760) 369-1074

Community Crisis Services

Crisis Stabilization Unit (CSU)

24/7 Psychiatric Urgent Care Center that will provide immediate crisis stabilization including medication services and monitoring in an unlocked, voluntary facility. Individuals can stay up to 23 hours for stabilization. There are 16 adult beds and 4 adolescent beds.

Windsor Center—San Bernardino
1481 N. Windsor Dr.
San Bernardino
(909) 361-6470

Merrill Center—Fontana
14677 Merrill Ave.
Fontana
(951) 643-2340

Crisis Residential Treatment Center (CRT)

The CRT is a short-term, 16-bed home established to provide recovery-based services to adults in need. The CRT center provides a temporary alternative for people experiencing a serious psychiatric episode or intense emotional distress. It serves San Bernardino County residents ages 18-59 for stays up to 90 days, depending on mental health needs.

Casa Paseo Center - San Bernardino 720 East Gilbert St. San Bernardino (909) 332-6000	**Desert Hill Center - Victorville** 16552 Sunhill Dr. Victorville (760) 780-4400
Wellspring Center - Fontana 15217 San Bernardino Ave. Fontana (951) 643-2150	**Morongo Oasis Center - Joshua Tree** 60805 29 Palms Hwy. Joshua Tree (760) 974-5990

The STAY - Crisis Residential Treatment Center (CRT)

The STAY is a short-term, 14-bed center for Transitional Age Youth (TAY) in crisis located in the City of San Bernardino. This facility is the only one of its kind in the state! It serves San Bernardino County residents ages 18-25 for stays up to 90 days, depending on mental health needs.

San Bernardino - The Stay

780 East Gilbert St., Bldg. H, San Bernardino
For referrals, call: (909) 763-4760 ext. 100

DBH ENGAGEMENT AND SUPPORT SERVICES

Consumer Clubhouses

Clubhouses are programs run by consumers or members 18 years and over with minimal oversight from staff. They offer peer support, job training, social activities and education.

Desert Stars 1841 E. Main St. Barstow (760) 255-5705	**A Place to Go Clubhouse** 32770 Old Woman Springs Rd., Suite B Lucerne Valley (760) 248-2327	**Amazing Place** 2940 Inland Empire Blvd. Ontario (909) 458-1396
Our Place 24950 Redlands Blvd., Suite 1 Loma Linda (909) 557-2145	**Central Valley FUN Clubhouse** 1501 S. Riverside Ave. Rialto (909) 877-4889	**Pathways to Recovery** 17053 E. Foothill Blvd. Fontana (909) 347-1300
TEAM House 201 W. Mill St. San Bernardino (909) 386-5000	**Serenity Clubhouse** 12625 Hesperia Rd., Suite B Victorville (760) 955-6224	**Santa Fe Social Club** 56020 Santa Fe Trail, Suite M Yucca Valley (760) 369-4057

Transitional Age Youth (TAY) Centers

TAY are individuals between the ages of 16 & 25. TAY centers offer:

- Recreational activities
- Shower/laundry facilities
- Referral and linkage to other resources
- Support groups
- And much more…

Ontario	San Bernardino	Victorville	Yucca Valley
Mental Health Systems - One Stop TAY Center 316 East E St. Ontario (909) 983-4466	**San Bernardino One Stop TAY Center** 780 E. Gilbert St. San Bernardino (909) 387-7194	**Victor Community Services - TAY Center** 15400 Cholame Rd. Victorville (760) 243-5417	**Valley Star Community Services - One Stop TAY Center** 58471 29 Palms Hwy., Suite 102 Yucca Valley (760) 852-4888

DBH ENGAGEMENT AND SUPPORT SERVICES

Crisis Intervention Training Program (CIT)

Will assist with:

- Crisis Intervention Training for law enforcement partners
- Crisis and de-escalation training for community agencies, county and city departments
- Other community trainings

Contact Information

(909) 386-8258

Homeless Outreach Support Team (HOST)

An outreach-based program providing services in the field to engage chronically homeless individuals with mental illness into permanent supportive housing.

Contact Information

(909) 421-4633

Recovery Based Engagement Support Team (RBEST)

RBEST provides engagement field based services for mentally ill individuals who are noncompliant and/or resistant to necessary psychiatric care.

Contact Information

(909) 421-9452

RESOURCES FOR FAMILIES

Office of Consumer and Family Affairs	(909) 388-0818
Inland Caregiver Resource Center	(800) 675-6694
Al Anon Support Group Hotline	(800) 356-9996
Nar-Anon Family Groups	(800) 477-6291

National Alliance on Mental Illness (NAMI)

NAMI is a family and consumer self-help support and advocacy organization dedicated to improving the lives of people affected by mental illness.

Inland Valley (High Desert) Chapter (760) 217-4109
San Bernardino Chapter (909) 654-4134
(909) 800-7834
Pomona Valley Chapter (909) 625-2383

For more information, please visit:
www.namica.org