

# **SONOMA COUNTY MENTAL HEALTH BOARD PROGRAM/SERVICE REVIEW FRAMEWORK AND SITE VISIT REPORT**

**BOARD DUTY:** Review and evaluate the community's mental health needs, services, facilities, and special problems.

**BOARD ACTION PLAN:** Choose multiple MH Board focus areas for the fiscal year and conduct site visits of relevant County and contractor operated programs.

**SITE VISIT OUTCOME:** The site visits are conducted for the purpose of addressing the following questions:

- Is the program/service achieving the desired outcomes?
- Does the program/service incorporate the principles of the recovery model?
- Does the program/service have methods for determining consumer satisfaction?
- Are consumers satisfied with the program/service?
- Does the program/service have a method for determining the satisfaction of other stakeholder groups such as referral sources, case managers, and family members?
- What steps does the program/service take to provide culturally competent services?
- Does the program/service support the appropriate involvement of family members?
- Is the program/service meeting revenue and expense targets?
- What factors may influence the success of the program/service over the next 24 months?

## **METHODOLOGY:**

- A. The Mental Health Board as a whole will select the programs to be visited.
- B. The Board will create a committee that will coordinate the site visits.
- C. A site visit team, at least two Board Members, will conduct each site visit. One of the Board members will assume responsibility for arranging the logistics of the site visit, completion of the site visit report, and presenting the report to the Board.
- D. In preparation for the visit the team will do the following:
  1. Understand the intent of the program by reviewing the following documents prior to the site visit:
    - a) The relevant section of the County's **THREE YEAR PROGRAM AND EXPENDITURE PLAN**.
    - b) The program description.
  2. Determine the goals and outcomes of the program by reviewing the following documents prior to the site visit:
    - a) If the program is operated by a contractor, the most current contract with the County.
    - b) If the program is operated by the County, review a current program description.
    - c) If the program was in operation during the previous year, review the previous year's performance in regard to outcomes and/or expected service levels.
    - d) If the program is in its initial year, review progress in relation to implementation plan.
- E. Prior to the site visit the team will:
  1. Involve the Board liaison in carrying out steps E. 2 through 5.
  2. Determine a time and date for the visit that is mutually acceptable to both the site visit team and the program/service.
  3. Provide the organization with a copy of this document to insure that there is a mutual understanding of the purpose and scope of the site visit.
  4. Unless there are extenuating circumstances the site visit should include meetings with consumers, program staff, and family members.
  5. Review all applicable confidentiality requirements.
- F. A written report will be submitted to the Board Chair within 15 days of the site visit.

SONOMA COUNTY MENTAL HEALTH BOARD

# Site Visit Report

**Reviewed by** Bob Cobb, Mary Ann Swanson, Sherry Weyers, Marsha Dupre

**Date** 10/17/16

**Facility/Program Reviewed:** Santa Rosa Community Health Center (integrated health care group)

**Location/Address:** 1110 North Dutton Avenue, Santa Rosa

**Program Type(s)** - check all appropriate boxes:

☒ Outpatient      ☐ Inpatient      ☐ Day Treatment      ☐ Residential      ☐ Other

**Program Age Group:**

☒ Child 0-17      ☒ TAY 18-25      ☒ Adult      ☒ Older Adult

**Standard Services Provided to All Participants:**

Staff at this clinic are developing a holistic approach in a medical home for treatment and interface with Sonoma County Behavioral Health including Peer Navigator services, Healthy Tomorrows HRSA grant to train all providers in ACES/trauma informed care. Providers interface with Roseland & Elsie Allen Schools, SAY, home visits at board & care and home visits at patient homes

**Specialty Services Offered:**

Parenting classes (Triple P), consultation and support, assist patients in transition to community from hospital, encourage patients to develop a "medical home."

**Number of Clients in Program:** 43,000 health clinic patients with 5,800 using mental health wraparound service

**Average Length of Stay in Facility or Program:** does not apply as this is all outpatient services

**Program Staffing:**

Number of Staff Directly Involved With Participant: varies depending upon client needs

Types of Professionals involved (e.g., Psychiatrist, LCSW/MFT, Peer Counselor): All of the above

**Brief Description of Additional Partnership Services:**

SAMHSA grant funds services at Brookwood, Turning Point, Bridges, VA mental health services, Child Parent Institute

**Transportation Available:**    ☒ YES    ☐ NO    TYPE A-C Taxi

**Home visits by staff for program participants:** ☒ YES    ☐ NO

**Brief Summary (include key positive/negative impressions):**

Very enthusiastic staff with a can do problem solving attitude. Very committed to the holistic/mind-body concept of health care.

The site visit also included a tour of the dental facility and the care and thought that has gone into this dental clinic reflects the whole body approach this health center has for the patients.

**Board Member Recommendations:**

The health center staff made these recommendations to our board: need the IMD exclusion removed, double the capacity at the new CSU, update work processes on the electronic records (they see County as behind on this), for dual diagnosis patients consider medication assisted treatment. Staff also expressed concern that the County is understaffed and SMI appointments are a month out; patients don't know which system they belong to, need more hand-off coordination

The Board was welcomed and the providers were passionate in their eagerness to expand care and to continuously improve all health services to the community.