



INNOVATION PLAN APPROVAL SUMMARY San Bernardino County Innovation

Name of Innovative Program: Recovery Based Engagement Support Teams

Total Requested for Innovation: \$6,066,925

Duration of Innovative Program: Four and a Half Years

Staff Recommends: APPROVAL

Review History

County Submitted Innovation Plan: March 4, 2014

MHSOAC Vote regarding Plan Approval: March 27, 2014

Innovation Plan Summary

San Bernardino County is seeking the Mental Health Services Oversight and Accountability Commission's approval for their Innovative Program, Recovery Based Engagement Support Teams (RBEST). The primary learning goal is to examine the viability of providing mobile outreach and engagement to community members with serious and chronic mental illness who have not engaged effectively with available mental health services and, as a result, are inappropriately served or, in many instances, not served at all. The focus is on engaging and meeting the psychiatric and related needs of the most challenging diverse adult clients in the community who suffer from untreated mental illness. This includes individuals who are not "active" in seeking and receiving necessary psychiatric care, those who are known to the public mental health system and are unwilling to engage in services, individuals who are high users of behavioral health services at points in the public mental health system that do not receive effective care that adequately meets their psychiatric needs, and "the invisible client" who is being cared for by family members without the benefit of psychiatric or related services. Many of these individuals are frequent – in some instances daily – users of community services and resources, which frequently are insufficient to meet their needs or the needs of their families.

The County of San Bernardino Department of Behavioral Health (DBH) proposes the establishment of RBEST in each of the four (4) regions within the County. These teams will provide services in the community and in homes, with a focus on outreach, engagement, case management, family education and therapy, peer support, and integrated treatment in an effort to "activate" the individual into the mental health system to receive appropriate services. Each of the four (4) outreach teams will include a Mental Health Specialist and a Peer and Family Advocate (PFA). Two licensed clinical

therapists, two alcohol and drug counselors, and two licensed vocational nurses (LVN) will be available to respond to the needs of the teams. A psychiatrist will be available to consult with the teams and also to provide direct treatment if needed, including prescribing psychotropic medications. The project will feature bilingual staff and team members.

Existing strategies in the field and in the San Bernardino Department of Behavioral Health rely on consumers initiating contact for services. This innovative strategy will reach out to these individuals and their families proactively. The RBEST project will identify the effectiveness of strategies to reduce and/or eliminate barriers to treatment through practice, participant input, and an evaluation.

Evaluation:

The County's evaluation will assess the following:

- Reduction in the use of crisis services and emergency services.
- Increase in the use of mental health services such as outpatient clinics, psychiatrists, clubhouses, holistic campus involvement, primary care providers and other culturally appropriate services.
- Reductions in psychiatric hospitalizations and in psychiatric hospital days.
- The families receiving RBEST activation strategies will increase their understanding and knowledge of mental illness, their array of coping strategies in providing support to their family member, and their perceived general well-being.