SYBH Takes On Community Outreach!
by, Trish Hull

In many ways, Sutter-Yuba Behavioral Health (SYBH) staff have assisted our community by increasing awareness of common misconceptions about mental health and substance use disorders.

Mental health stigma continues to be misunderstood by many. SYBH often holds rallies and functions within our communities in support of the well-being of those suffering with behavioral health issues.

In the following pages, you will read about staff from Substance Use Disorder Services (SUDS), First Steps, Prevention and Early Intervention (PEI), the Hmong Outreach Center, the Latino Outreach Center, Wellness and Recovery, and the Bi-county Elder Services Team (BEST).

Outreach is defined as the act of reaching out, the extent or limit of reach, the extending of services or assistance beyond current or usual limits. Outreach has a broad spectrum of opportunity. Outreach allows us to deliver truth, support, and understanding to agencies, communities, and families.
PREVENTION AND EARLY INTERVENTION (PEI)
by, Cory Quinn

FRIDAY NIGHT LIVE

In the first year of implementing the Friday Night Live (FNL) program, SYBH PEI has established four school chapters at Marysville High School (MHS), Live Oak High School (LOHS), East Nicolaus High School (ENHS), and Sutter Union (SUHS) High School. Each chapter meets weekly or bi-weekly to develop school specific environmental prevention, designed to tackle real problems on campus. Projects are youth-led and adult-facilitated. Each chapter utilizes five steps to achieve their goals: Capacity Building, Assessment, Planning, Implementation, and Evaluation/Reflection. The program is open to all students looking for a sense of purpose, for connection, and to build leadership skills. MHS this year is looking at the connection between bullying and substance use. LOHS wants to measure acceptance of Marijuana on campus. SUHS wants to look at increasing protective factors on campus to prevent suicide. Meanwhile ENHS wants to address stress and how it affects school performance.

YOUTH ADVOCACY SUMMIT 2017

In partnership with Sutter County Public Health and Colusa County Public Health, PEI collaborated to put on a half day training to educate students about advocacy and policy change on campus and in their communities. During the training, 31 students from four FNL chapters and two other youth coalitions identified the key people involved with policy change, how to research the facts, how to get public support, and how to present their case to those making policy. The topic was focused around tobacco and smoking in public housing, however, the students were able to use the tools they learned about in order to take the next step in their individual chapter projects. Since this is the first year for FNL chapters in our four schools, we thought it would be beneficial to give them a crash course on environmental prevention. We intend to do it yearly to give students the opportunity to take a more active role in the roadmap process even if they were unable to attend the Youth Traffic Safety Summit. This is an annual summit for FNL leadership students from across the state of California who come together for two days and share, connect, create, and empower one another to make their local communities safer.

HMONG OUTREACH CENTER
by, Mai Vang, LCSW

The Hmong Outreach Center (HOC) provides education about mental health services at events and also educates other agencies about the Hmong culture and Hmong perceptions of health and wellness in order to help build their capacity as a resource for the community. The HOC provided a cross training program to Hmong traditional healers and other health providers about one another’s way of healing to help bridge cultural gaps and continues to work closely with Hmong traditional healers for cross referrals. The HOC also has partnerships with other agencies to problem solve access and services challenges/ barriers to increase the Hmong Center’s capacity to provide quality behavioral health services in the community.

My favorite part about providing outreach in the community is that I get to go out and interface with community members, myself, so that they know what I look like, who I am, and I can provide answers to whatever they need to know about the program. It helps to build that relationship so people who need services or agencies that would like to work with us can easily take that first step because, as we all know, that first step can be the most difficult one to take.

The most crucial issue we need to address with community outreach is the stigma associated with mental health. While there is stigma in general with mainstream population, there is an extra layer of stigma that the Hmong and other ethnic groups have about services that we must break through in order to begin to engage them. One of the items in this extra layer that must be addressed is not being familiar with the concepts of mental health and mental health counseling because it doesn’t exist in their culture. Traditionally people have gone to clan leaders for family issues and traditional healers for health issues, so there really needs to be detailed education about what mental health counseling is (and isn’t), what it looks like, and how to access it, in order for people to really utilize the services at all or at early onset. Another important issue that also needs to be addressed is confidentiality. Face, reputation, and just the value of keeping personal issues personal and/or in the family is highly valued in the Hmong culture, so it is extremely difficult for people to open up and seek out help for issues that warrant professional help outside of the family.
HOMELESS OUTREACH TEAM
by Lesia Chase, ICI and Mark Schlutsmeyer, PhD

For the past year, SYBH has been a part of major efforts in both Sutter and Yuba counties to address the problem of homelessness. “We have helped our clients find housing and access resources”, says Mark Schlutsmeyer, Adult Services Program Manager. It began with Housing Resource Specialist, Rupi Dail who has been with SYBH for more than ten years. Rupi began working closely with Intervention Counselor, Lesia Chase, who with the help of the Projects for Assistance in Transition from Homelessness (PATH) Grant has become the outreach staff member working with the homeless, mentally ill population. Due to a marked increase in housing/homeless referrals, Adult Services is adding another Intervention Counselor position to work with this population. Urgent Services Supervisor, Myia McClendon will be assuming responsibility for oversight of this team in the future.

The main goal of this team is to assist homeless and precariously housed mentally ill and dually-diagnosed clients with getting the support and resources needed to achieve safe and stable housing. This may include activities indirectly related to housing, such as getting medical care, accessing mental health and substance abuse treatment, resolving legal issues, or obtaining public assistance benefits.

The team is actively involved in community-based case management and rehabilitation services. A typical day involves providing direct support to clients to identify housing needs and resolve barriers to successful housing. It also involves working very closely in both counties with community rental agencies, local healthcare providers, and agencies that support the homeless such as 14 Forward, County Social Services, and Hands of Hope.

“Our team believes that by educating the community on homelessness, it helps community members to become more effective problem solvers so they can end homelessness and the conditions that create it”, says Lesia Chase. “The best part of being on this team,” she adds, “is that we get to help build lives, watch people change, and help them to believe in themselves.”

RECOVERY HAPPENS PICNIC
by, Lori Stone, LAADC

National Recovery Month is a national observance held every September to educate Americans that substance use treatment and mental health services can enable those with a mental and/or substance use disorder to live a healthy and rewarding life. Recovery Month celebrates the gains made by those in recovery. The observance reinforces the positive message that behavioral health is essential to overall health, prevention works, treatment is effective, and people can and do recover. There are millions of Americans whose lives have been transformed through recovery. Since these successes often go unnoticed by the broader population, Recovery Month provides a vehicle for everyone to celebrate these accomplishments. Each September, tens of thousands of prevention, treatment, and recovery programs and facilities around the country celebrate National Recovery Month. (SAMHSA 2016). Now in its 28th year, National Recovery Month is celebrated in California with a kick-off ceremony held on the steps of the state capital building in Sacramento.

Locally, we celebrate the month with a picnic held at Sam Brannan Park on the last Friday in September, in which all of the treatment providers come together to celebrate the clients we serve. Hundreds of people attend the event and we have had people tell us years later how much the event meant to them as it showcased that recovery can be fun and that unity in recovery is one of the cornerstones to success. Date and time for this event TBA.

References: https://recoverymonth.gov/about

WELLNESS AND RECOVERY RALLY
by, Chai Thao

The SYBH 9th Annual Wellness and Recovery Rally will be held on Friday, May 5th 2017, from 10:30am to 2:30pm, in recognition of Mental Health Awareness month. SYBH invites all mental health consumers and staff to the Wellness and Recovery Rally to celebrate mental health recovery with one another. The location will be at SYBH Adult Services (1965 Live Oak Blvd, Yuba City, 95991) in the front lawn area next to the white house. There will be an art display, music, performances, Zumba, food contest, games/activities, raffle prizes, and a potluck.

One of the highlights of the Rally is the Wellness & Recovery awards presented to clients for their achievements and progress. Another highlight, and one of my favorite parts of the rally, is the fashion show where clients get to strut their stuff, show off some fashion, and express themselves.

BI-COUNTY ELDER SERVICES TEAM (BEST)
by, Charlie Benson, LMFT

Charlie Benson, MFT, began the Bi-County Elder Services Team 11 years ago as a Mental Health Services Act (MHSA) program at SYBH. BEST is an older adult program catering to the needs of those ages 60 years and older that have mental health needs. In addition to providing therapy services to this population, BEST has also had over 250 community outreach events and trained over 2,500 people in the Sutter/Yuba area on how to recognize older adult mental health issues, how to tell the difference between medical and mental health problems, and how to get help. BEST has presented to and continues to work with local churches, law enforcement, housing entities, FREED Center for Independent Living, The Yuba Sutter Legal Center for Seniors, Adult Protective Services in both counties, social groups, civic groups, In Home Supportive Services (IHSS) orientees, and has attended numerous senior health fairs in the community. Charlie has been on KUBA 1600 AM several times as a guest during the Senior Talk show. BEST is also involved in both the Sutter and Yuba County Senior Commissions advocating for seniors in the community and will soon be teaming up with Victim Witness in Sutter County to provide community outreach presentations to the Regional Housing Authority sites that serve seniors in our community.
Within Behavioral Health are many committees that have been created to assist with systems organization, safety, consumer advocacy, cultural competence, employee appreciation and participation, and utilization review. Here is an overview of each committee and information about what and how they play an integral part in community and staff outreach.

## SYBH Committees

### ACTIVITIES COMMITTEE

**by, Meredith Evans, LMFT**

The overall goal of the SYBH Activities Committee is to coordinate enjoyable and rewarding activities and services for SYBH Employees. Our mission, is to essentially foster good relations between and among employees, make them feel connected to this organization, provide recognition, and celebrate their hard work. We serve as a resource for the employees of SYBH.

We encourage employees to share experiences, facilitate opportunities to increase staff morale, and participate in growth within Behavioral Health.

### CULTURAL COMPETENCE COMMITTEE

**by, Beverly Griffith**

The purpose of SYBH’s Cultural Competence Committee (CCC) is to ensure access to services by all Sutter and Yuba county residents regardless of social/cultural and linguistic diversity. CCC sets goals and objectives to ensure that culturally and linguistically appropriate services are provided in a respectful and responsive manner.

CCC provides guidance towards achieving and maintaining cultural competence in:

- Policies and procedures
- Service Delivery
- Staff and Contractor trainings
- Increasing awareness of mental health through outreach and educational events
- Stigma reduction

### SAFETY COMMITTEE

**Referenced by, P&P 06-042**

The Safety Committee serves as a means of identifying safety concerns and solutions. SYBH staff members are encouraged to discuss their safety concerns with their manager or with the Safety Committee representative for their area.

The committee reviews all Employee Injury Investigation reports for injuries that have occurred since the last meeting, recommend areas in which additional staff training may be required, and reports on any safety issues of the Quality Improvement Committee.

The committee is comprised of a designated staff from each of the following programs; Adult Services, SUDS, Business Office, Reception, Transcription, First Steps, Holly Oak, Medical Records, PHF/PES, Social Services, and Youth and Family Services.

### UTILIZATION REVIEW COMMITTEE

**by, Rick Bingham, LMFT**

The Utilization Review Committee (URC) is a part of the Quality Improvement activities of SYBH’s Quality Assurance (QA), ensuring that consistent standards for authorization decisions to deliver specialty mental health services to Sutter-Yuba beneficiaries are met through prior authorization or post-service utilization review.

The URC reviews all forms or other documentation designed to go into the medical record. Also reviews inpatient hospital utilization and all managed care activities and has the authority to deny services to providers if they are not in compliance with applicable Medi-Cal regulations.

URC identifies trends and patterns in a variety of areas and develops meaningful studies accordingly, and makes suggestions for process improvement when needed.

### SPIRITUALITY COMMITTEE

**by, Mark Schlutsmeyer, PhD**

The Spirituality Committee is a sub-committee of the cultural competence committee at SYBH. Our purpose is to bring about awareness of the important role spirituality plays in the recovery process of both mental and substance abuse disorders. We promote the following ideas:

- As with emotional and physical well-being, a feeling of spiritual well-being is a crucial indicator of success in recovery and self-care.
- The spiritual domain of recovery is often overlooked or un-addressed in the clinical setting.
- SYBH clients and clinicians will benefit from more trainings and tools to assist clients with addressing the spiritual domain of their recovery.
- When the cultural norm in this agency is to frequently talk about, consider, and value our own and our clients’ spiritual well-being, we will have succeeded as a committee.

### QUALITY IMPROVEMENT COUNCIL

**by, Beverly Griffith**

The Quality Improvement Council (QIC) is a formal body that has responsibility for reviewing the quality of services provided by SYBH and its contracted providers. The ultimate goal of QIC is to increase consumer satisfaction, and ensure a culture of continuous self-monitoring and improvement.

QIC monitors service delivery capacity of the Mental Health Plan (MHP), accessibility of services, beneficiary and provider satisfaction, coordination of care with physical health providers, provider appeals, and Performance Improvement Projects (PIPS).

Outreach is conducted through SYBH’s Ethnic Outreach, Prevention and early Intervention (PEI), and Substance Use Disorders (SUDS) teams and reported to the Cultural Competence Committee and the QIC.
SYBH awards staff with Longevity Awards and acknowledges them individually for their appreciated years of service with Sutter County. Here was this quarter’s recipient:

Robert Ahu, 30 years
Steve Shoup, ICI 15 years
Mai Vang, LCSW 10 years

Quality Assurance Award for Excellence

Xay Chue was recognized this quarter by Quality Assurance for her excellence in progress note writing. Xay was selected out of the clinical staff who provide billable services and was chosen as a result of having no voided or held back services. Congratulations Xay on a job well done!

“We Believe You Soar Awards...”

At the April 20th SYBH Quarterly All Staff meeting, the Administrative Staff issued the “We Believe You Soar” awards. Awardees were nominated by their peers and voted on by Administration based on their teamwork, leadership, service excellence and commitment. This quarter's Awardees are:

January: Lupe Gonzales
Lupe is always early to work; maintains her caseload with almost no assistance; is willing to go the extra mile to get all of her work finished and never calls out sick. When Lupe takes on a task it is completed quickly and accurately. She demonstrates the meaning of Commitment, Integrity, and Service Excellence on a daily basis and is regarded as a highly valuable member of the Adult Services Team. Way to SOAR Lupe!

February: Debbie Greathouse
Debbie continually demonstrates the value of her unmatched longevity at Sutter-Yuba Behavioral Health through her knowledge of the needs of the clients we serve and her dedication to ensuring that everything we do is centered around the welfare of our clients.

During the evacuation Debbie worked tirelessly at the Brittan School site to assist with processing medication refills, feeding clients and staff, and doing anything else that needed to be done, while also drawing on her experience during previous emergencies to offer valuable advice when needed.

Debbie holds herself to high standards and effectively leads her team to provide excellent service to clients and staff. Way to SOAR Debbie!

March: Megan Ginilo
Megan has recently taken on many additional duties while our second Staff Analyst position is vacant. She has taken on the responsibility of overseeing contracts, which has been a significant task to take over. Her leadership skills, demonstration of the values of integrity, effectiveness and commitment to service excellence have really shined in this area – she has implemented systems to organize the completion, processing and approval of contracts, worked hard to develop positive relationships with our vendors/contractors and has a clear commitment to improving the overall quality of the contracts we are completing. Megan’s commitment to quality and leadership is impressive. Megan is an asset to our management team and to the agency as a whole. Way to SOAR Megan!

March: Wanda Short
Wanda was nominated for this award for multiple reasons. For one, her work during the evacuations; she went above and beyond to provide excellent service for clients. She displayed compassion to their needs, often working with the client to address their various concerns, provided direction to the team and continued support throughout the entire process, displayed excellent communication and leadership skills by coordinating with various government entities to accomplish the goal of providing care for the clients. Next, Wanda and the CSS team worked on repairing the home for a client that was uninhabitable and the client was able to move back into her home therefore freeing up an already overtaxed care home bed. Wanda and the CSS team responded to a care home fire and organized temporary housing for approximately 20 clients who were placed in hotels and other care homes. This effort included food, medication and other accommodations. This is only a small sampling of what Wanda does throughout the year. Wanda represents the ethics and compassion of Sutter-Yuba Behavioral Health and this community. Way to SOAR Wanda!
SYBH Case Manager, Cole Evans adorned the Valley Oak Conference Room with these hand-drawn movie depictions for several programs at the Quarterly Staff Meeting that was held in January 2017. Such a talented colleague!


Quarterly staff celebration luncheon. Staff from all programs gathered to celebrate birthdays, new licenses, promotions, and work anniversaries.

On February 28th 2017, SYBH PES and Rideout nursing staff were recognized by the Sutter County Board of supervisors for their collaboration work at Rideout Hospital. Left to right: Theresa, Joshua, Katherine, Katherine, Tammie, Kendra, Jason, Sonya, Michael, Naomi, Myia, Tony, Susan, Bonnie, Kelly, and Danielle. Excellent teamwork!
Q & A: How do you help in your community?

**The Diabetes Society**

**J'lene Kurtz, LPT**

“I have volunteered for different events over the past 15 years and for the past 5 years with Bike Around the Buttes. My niece was diagnosed with diabetes at age 1, so it has been important to be involved in the society, to help find a cure, to support public awareness, and to let others know they are not alone. It’s a family thing with my husband, daughter, sister, her husband, children, and my mother in law”.

**Feeding the homeless and supporting the Special Olympics**

**Donna Brown, CAADC**

“I feed the homeless during Christmas and do every Christmas. Plus, we hand out socks, gloves, and blankets. I go out to the Special Olympics and help cheer them on and keep them hydrated at different events”.

**Hands of Hope**

**Wanda Short, LPT**

“I’ve been a board member with Hands of Hope for almost two years. They provide compassionate care to the homeless population of Sutter-Yuba Counties. The facility has showers, washers, dryers, computers, and financial assistance with housing. They provide assistance with empowering homeless individuals with finding employment and housing to be self-sufficient. I have learned about an enormous amount of available resources in the community for the homeless population which are available to my mental health clients, and I have the ability to educate numerous members in the community about mental illness.”

**Girl Scout Leader**

**Kristen Batchelder**

“I’ve been a Girl Scout leader for 6 and a half years, and a Cub Scout den leader for 6 months. I also served as the Parent-Teacher Organization treasurer and scholarship coordinator at my child’s school. These have all been ways for me to spend time with my kids and to support the school/organizations that support them”.

**Regional Emergency Shelter Team/ Restoration Railroad**

**Janet Amaya, LCSW**

“During the cold season I volunteer for REST (Regional Emergency Shelter Team) an organization that provides cold weather shelter and warm meals to families, single women and couples who are homeless in the Yuba-Sutter area. Twice a month I will do one of two positions; Intake staff who interviews and signs in guests each evening or Transition staff which accompanies guests during the evening at the shelter.”

Throughout the year, I also provide translation/interpretation assistance in Spanish and help with coordination and distribution of Hope Packs for Restoration Railroad (a gospel-based organization that is growing to help survivors of human trafficking, domestic violence, and sexual assault restore their lives and to help prevent human exploitation in our community)”.

Early in my career I had the fortune of learning the principles of wraparound services when working with children and their families. Among the ten basic principles of wraparound is the need to include and collaborate with the formal and informal resources within a youth’s social ecology in an effort to improve their lives. The philosophy of wraparound challenges the notion of the treatment provider as the sole “expert” and, instead, relies on the expertise of the family and community to make sustained change. The days of providing direct services and being part of a treatment team, for me, has transformed into being part of a larger collaborative system within our community. Community outreach for SYBH is akin to being part of a wraparound treatment team in that we rely on the strengths and resources of our community partners to effectively serve those in need.

SYBH engages with partners such as family members, the education system, probation, law enforcement, social services, public health, primary care, local businesses, and those with lived experience whom have needed behavioral health care. Community outreach is not limited to stigma reduction or creating awareness of the prevalence of mental illness and substance use disorders. Community outreach also entails building relationships with those in our community in order to more effectively address the needs of community members who access and rely upon multiple systems. Although I am no longer a direct service provider, I feel privileged to be part of a larger care organization and part of the SYBH treatment team.

**DIRECTOR’S CORNER**

With Tony Hobson, PhD—Behavioral Health Director