



Kern County Behavioral Health Board  
**ANNUAL REPORT**



**BEHAVIORAL  
HEALTH & RECOVERY  
SERVICES**

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# Message from the *Chair*

As the current Board Chair, in the midst of COVID-19, we are living in unprecedented times. It is a dark and dreary time for most of the world and seems difficult to find the silver lining.

However, observing Bill Walker and his team react so adeptly to this pandemic, I have found my silver lining. Within a few short days, the Kern Behavioral Health and Recovery Services team turned themselves into a well-oiled machine to serve the varied and complex needs of our clientele.

I feel confident that our clients, regardless if their needs be mental health, addiction, or homelessness, are being effectively served. I am certainly proud to be part of such a caring, competent, professional and adept team.



## Mission *Statement*

The mission of the Kern County Behavioral Health Board is to advocate for individuals and families living with mental illness and/or addiction by support and oversight of Kern Behavioral Health and Recovery Services and recommendations to the Board of Supervisors.

## About our *Members*

Each member of the Board of Supervisors appoints three county residents to represent their District and the Chair of the Board of Supervisors also appoints a staff representative from their office. Supervisors are asked to appoint members in three category types: consumer or family member, professional, and public interest, and attempt to make appointments that reflect the diverse ethnic and cultural background of their District.

The Behavioral Health Board must comply with Welfare & Institutes Code Section 5604(a), which requires:

- 1) Membership reflect the ethnic diversity of the client population in the county;
- 2) Membership of the Board must be 50% consumers or the parents, spouses, siblings, or adult children of consumers, who are receiving or have received mental health services; and
- 3) At least 20% of the total membership shall be consumers and at least 20% shall be a parent, spouse, sibling, or adult child of a consumer.

# 2020

## Kern County Behavioral Health Board

### Executive Committee

- ▶ **Kate Tandy**  
Chair
- ▶ **Jeffery Burdick**  
First Vice-Chair
- ▶ **Frank Ramirez**  
Second Vice-Chair
- ▶ **Doug Jauch**  
Parliamentarian
- ▶ **Bill Walker**  
Director of Behavioral Health & Recovery Services
- ▶ **Nicole Villaruz**  
Board of Supervisors Representative
- ▶ **Patricia Rodriguez**  
Department Liaison

### Member Representation by District & Supervisor

#### District 1 – Mick Gleason

Jeff Burdick  
Sonia Silva  
Stephanie Hermeston  
Doug Jauch

#### District 2 – Zack Scrivner

Fawn Dessy  
Deborah Fabos  
Shirley Jean Lockhard

#### District 3 – Mike Maggard

Charles Collom

#### District 4 – David Couch

Kate Tandy  
Traco Matthews  
Frank Ramirez

#### District 5 – Leticia Perez

Nicole Villaruz  
Nancy Solis  
Richard Hofferd

### Committees

#### Adult Treatment & Recovery Services

Co-Chair: Jean Lockhart  
Member Attending: Richard Hofferd  
Liaison: Lynn Corse  
Support: LaTicia Davis

#### Children's Treatment & Recovery Services

Co-Chair: Jeff Burdick  
Liaison: Jennie Sill  
Support: Jeanna Reynolds

#### System Quality Improvement Committee "SQIC"

Co-Chairs: Kate Tandy & Deborah Fabos  
Liaison: Lesleigh Davis  
Support: Cynthia Jackson

# KernBHRS Director Report



**Bill Walker**  
Former Director of Behavioral Health & Recovery Services



**Stacy Kuwahara**  
Director of Behavioral Health & Recovery Services

We started January 2020 with the usual level of optimism and hope as we welcomed a new decade, anticipating a year ahead like any other. We knew our then director, Bill Walker, was planning his retirement and this would be his last year leading the department. The trepidation we felt with this shift was significant. Little did we know this early in the year, that this would only be one of the many changes that would fundamentally shape all aspects of our service delivery and day to day operations.

Navigating operations during a pandemic was a challenge; however, the blessing was the universality of the shared experiencing happening in our community and throughout the world. Resources on how to balance ongoing service provision during Stay-At-Home orders were abundant. Our greatest challenges were keeping up with ever-changing scenarios and ensuring we maintained care and service delivery, holding to the highest standards for safety for our staff and clients.

The year brought more than structural changes in the department and new ways of working. Social justice issues brought forward conversations and insight opportunities to examine how we treat each other and elements that need to be brought to light for transformation. Politics, media and social media ignited passions that invite us to remember our humanity and consider how we connect through our differences.

We ended the year saying goodbye to our

esteemed Director Bill Walker, valuing his years of service and the great work he accomplished both for our department and our community. We look ahead, hopeful that the lessons of 2020 continue to make us more resilient, compassionate and effective in all of our efforts.

## Accomplishments

The following represents a brief snapshot of significant accomplishments of 2020.

### Housing and Homelessness

KernBHRS was approved for two rounds of funding totaling over six million dollars for No Place Like Home, which will provide mixed unit housing in the community for homeless with serious mental illness.

KernBHRS opened two Recovery Stations under Mental Health Services Act (MHSA) Healing Project Innovations Funding, with one in Bakersfield and one in Delano. Individuals brought to the Recovery Station have the opportunity to “sober up” safely and be evaluated for mental health and/or substance use service needs.

The department continued coordinated street outreach through Flood Ministries and KernBHRS Homeless Adult Team. Staff are co-located to provide supportive services at the county’s new M Street Low Barrier Shelter, in addition to expanding services at existing shelters.

Finally, we completed the first project through the department’s Conditional Grant Program which improved the standards of living at an existing housing provider location.

### Expansion of Substance Use Disorder Services and Addressing the Opioid Crisis

KernBHRS began providing Drug Medi-Cal Organized Delivery System services in March 2019, which added new services in 2020, including case management and additional medications for opioid use disorders. Case management has helped to connect individuals to physical health care, mental health treatment and community supports.

The Drug Free Kern Coalition continued its work on the county-wide Opioid Response Plan by installing a total of seven medication drop boxes, starting an advertising campaign on the dangers of opioids, and began a Naloxone Distribution Program to make this overdose-reversal medication available to the community via outreach groups. This program provides training on opioids, overdose recognition, and how to assist someone in case of an opioid overdose.

### Adult and Children’s Service Delivery

The department moved forward with standardization of practices among internal and contracted adult service team, including at clinic sites outside of Bakersfield. The department restructured the Assisted Outpatient Treatment (Laura’s Law) programming and increased referrals and petitions for court-ordered outpatient treatment significantly. In collaboration with the Department of State Hospitals, the department established a Felony Incompetent to Stand Trial Diversion program. The program has received high praise from the State.

### Challenges & Concerns for 2021

- ▶ The impacts of COVID-19 in operations are anticipated to continue. The pandemic offers opportunities for change and growth, increasing demands for technological solutions and increased flexibility in how services are provided.
- ▶ California counties have been affected by the significant impact of homelessness. KernBHRS continues to work with the Bakersfield-Kern Regional Homeless Collaborative and partner

agencies to address the needs of Kern County’s homeless population; this includes additional outreach to identify and engage homeless who are experiencing behavioral health challenges and collaborating on homeless shelter projects locally. The needs of the homeless are complex and developing long-term sustainable housing opportunities for this population continues to be a challenge.

- ▶ Preparing for the next 1115 and 1915(b) waivers, which is anticipated will bring the department toward increased integration between the Mental Health Plan (MHP), Substance Use Disorder Plan (SUD-P) and the Managed Care Plan (MCP). This work is in great flux, especially as the waivers were postponed due to COVID-19 for a year but is anticipated to be addressed in the upcoming year. These waiver renewals will require changes to several delivery systems and potentially impact payment reimbursements. The department must be able to maintain appropriate services aligned with regulated mandates in the event of future economic challenges and in preparation for the upcoming changes the waivers will bring.
- ▶ The entire country is impacted by the opioid crisis. While rates of prescribed opioids are decreasing, overdoses are still increasing. Substance Use Disorder (SUD) services are significantly underfunded despite the impact of homelessness and the opioid crisis.
- ▶ Maintaining a specialized and adequate workforce in response to Department of Health Care Services regulations outlined in Network Adequacy requirements continues to be an ongoing challenge throughout California and specific to the Central Valley. This is especially relevant and challenging as we face reductions in primary funding across MHSA and Realignment over the next few fiscal years and increased service demands and more Medi-Cal beneficiaries can be anticipated in response to the fiscal recession.

## KernBHRS Mission Statement

Working together to achieve hope, healing and a meaningful life in the community.

## KernBHRS Vision Statement

People with mental illness and addictions recover to achieve their hopes and dreams, enjoy opportunities to learn, work, and contribute to their community.

## KernBHRS Values Statement

Hope, Healing, Community, Authority

- ▶ We honor the potential in everyone.
- ▶ We value the whole person – mind, body and spirit.
- ▶ We focus on the person, not the illness.
- ▶ We embrace diversity and cultural competence.
- ▶ We acknowledge that relapse is not a personal failure.
- ▶ We recognize that authority over our lives empowers us to make choices, solve problems and plan for the future.

# COVID-19 Operations for *Clinical Services*

The Governor's Stay-At-Home orders, issued March 17, 2020, were unprecedented. KernBHRS went into the pandemic with the benefit of having a strong Department Operations Center (DOC) structure that has historically been used to respond to various disasters and events. The DOC structure quickly operationalized to navigate how we would maintain services in the face of a quickly escalating pandemic that presented various safety, logistical and operational challenges never before encountered.

Facing early supply issues and shortages, navigating how to maintain essential face-to-face services that could not operate remotely and evolving into how to provide ongoing routine services during and after a pandemic to ensure the safety of client served and staff providing the service, the department was able to respond quickly and flexibly.

The department has followed the state's tiered system for guidance to determine the level of remote versus in-person services provided wherever possible, ensuring the safety and well-being for the workforce and clients served. While the county remained in the most restrictive tier for the majority of 2020, we developed Continued Operation Plans (COOPS) to guide teams on staggering in-person services and developing a "bubble" system of rotating staff to minimize exposure risk. These measures ensured ongoing operations during the worst phases of the pandemic, as on-site work exposures for the entire department were minimal.

## IT Services

Our IT division was able to rapidly procure and deploy required equipment to support staff across the department to continue provision of all services to support ongoing operations. We experienced minimal disruption in service, using protective measures to support staff operating in clinics that were not able to provide services remotely and deploying needed materials to support all other staff working safely from home.

To date, we continue operations across all service platforms, having expanded into increased utilization of tele-health and field-based services to ensure the safety of staff and clients served.

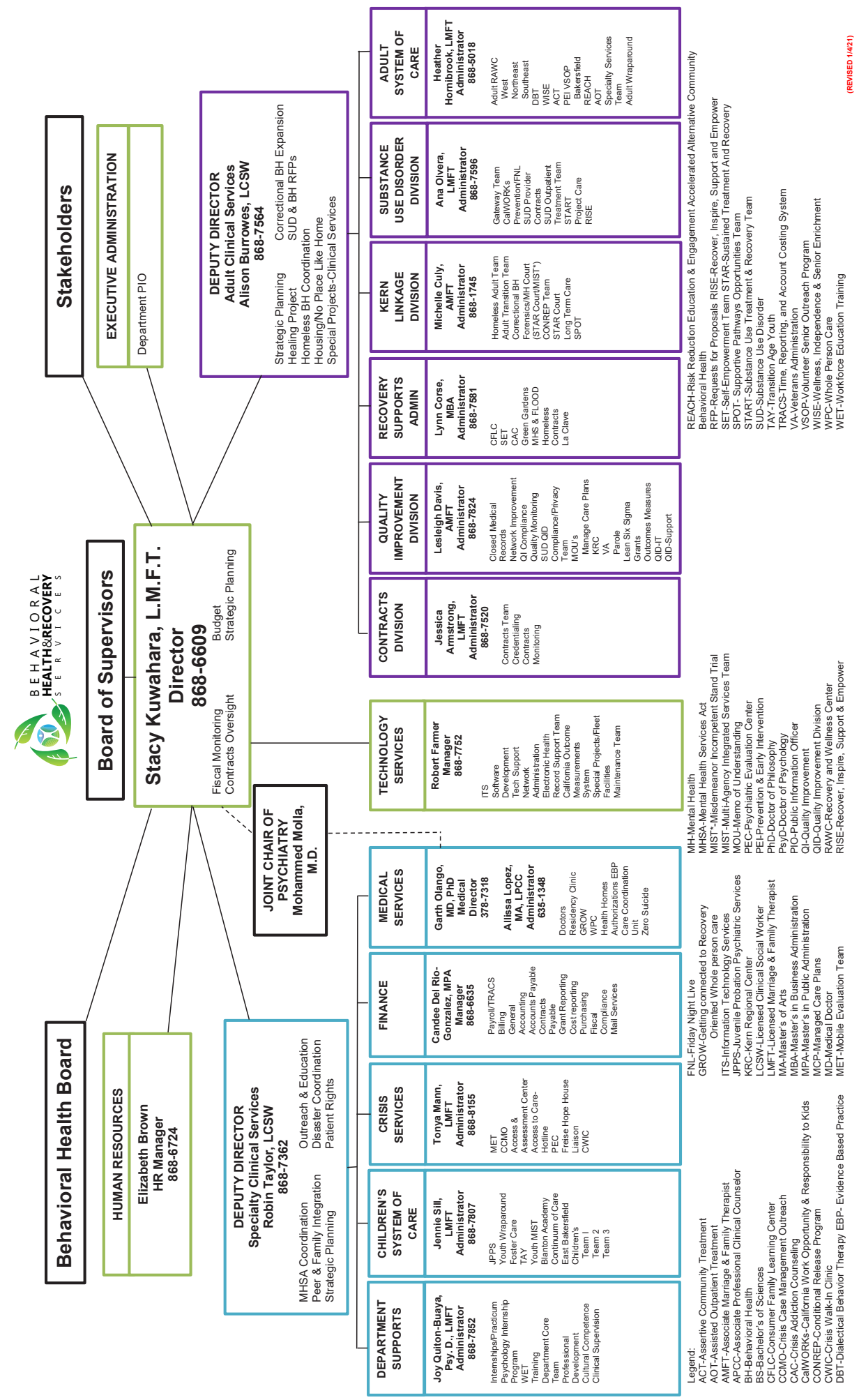
## Adult Services

Adult outpatient services have remained open throughout the pandemic. Early interventions taken in March 2020 limited in-person, clinic-based services to one site. This allowed the department to minimize contacts for clients and staff while ensuring services continued for individuals at highest risk or who needed necessary services that could not be provided remotely. During this time, the majority of services were provided remotely utilizing phone or tele-health platforms. Field-based services were provided when required and crisis services have been prioritized throughout, ensuring that there is always a staff on-site for urgent needs.

Overall, the full array of services have been maintained for clients. Services continue to be provided in the field as staff are seeing clients in their homes, at their residential facilities and in



Our IT staff quickly prepped and deployed hundreds of pieces of equipment that allowed staff to work from home.



inpatient units when allowed, utilizing all safety precautions to ensure risk is minimized.

Full Service Partnership teams have continued to provide in person services in the field to clients, ensuring all clients on these teams are seen in person.

### Children's Services

Children's Services maintained contact with all clients throughout the pandemic. At the onset of the stay at home orders, they developed data to monitor direct services and ensure continuity of care in the new work environment. Services for children in typical venues pre-pandemic were limited as staff were not able to provide services in schools, in client homes, or at Jamison Center. Staff relied on technology and innovation, utilizing iPads and tele-health platforms. In home services moved to services provided in the front yard where needed. At times, staff have taken tele-health equipment to clients in their home to ensure they have access to necessary services.

### Medical Services

Doctor services during the pandemic moved to remote, tele-health and phone based services. Exceptions included jail based services (at Lerdo and Juvenile Hall) and services through the Psychiatric Evaluation Center, both of which maintained in-person services during the pandemic. Medical assistants remained on site to support operations for clients seeing their doctors remotely.

Nursing services have continued throughout the pandemic. Initially all clinic based services were condensed to a single clinic to minimize staffing and exposure. As the pandemic has progressed, all clinics have opened for limited in person services. Nursing staff rotate between on-site and remote work to ensure all clients receive the necessary nursing services while maintaining minimum in-person staffing for safety precautions.

### Crisis Services:

During 2020, the Crisis Services Division diligently worked to ensure that clients continued to have full access to crisis services during the COVID-19 pandemic. With a quickly changing environment, Crisis Services was able to maintain face-to-face services at our Crisis Walk-In Clinic (CWIC), Mobile Evaluation Team (MET), and Psychiatric Evaluation Center (PEC), facilitating all services in these teams in the same manner provided pre-COVID Stay-At-Home orders. Other crisis services teams balanced between office based services and work from home, depending on client need and availability.

Service provision to continue growth and expansion continued during the pandemic.

Notably, the MET team extended hours to provide 24/7 coverage and also deployed several iPads to

local area hospitals in order to increase access to clients in need of behavioral health evaluations. The Psychiatric Evaluation Center expanded capacity for periods of time during the pandemic to respond to surge capacity in the local hospital facilities. This ensured all need behavioral health crisis services were provided during times when hospital capacity was limited.

KernBHRS's Crisis Hotline was also heavily advertised throughout the community in order to signify the service not only as a "hotline," but also as a "warmline" for individuals needing a safe place to talk during the pandemic.

Though extra safety measures and precautions, all Crisis Divisions were able to maintain operations in response to a fluctuating society and helping those needing behavioral health care.

### SUD Services

SUD services maintained during the pandemic, utilizing teams that rotated through the office in order to maintain operations and continue to provide services. Services first shifted to fully remote, and slowly began increasing face to face as we delivered more services in the field with limited in-office services at L St. and CalWORKs. The Gateway team had to remain mostly in the office since their call center functions could not be adapted to remote work.

SUD providers were required to cancel group services, which was a significant impact to services as SUD treatment is mostly delivered via group services. Services shifted to individual, phone based services, maintaining contacts with clients remotely to maintain COVID precautions. The Narcotic Treatment Program programs applied flexibilities granted by DHCS (expanding who could take doses home and allowing for tele-health initial visits later on). Residential providers were impacted in that they had to reduce capacity and address positive COVID operations when these circumstances arose. Thankfully, these disruptions were limited.



Pexiglass installation at all sites were one measure KernBHRS took to protect staff and clients.

# Division Reports

## Executive Administration – Stacy Kuwahara, Director

### Human Resources

In response to the COVID-19 local emergency, the KernBHRS Human Resources team adjusted our work options for staff to include flexible schedules and remote work. We negotiated with the labor union an Essential Worker Benefit plan to include a Technology Stipend for employees working remotely, Child Care Reimbursement for employees who work on-site and have children under 18 of age and instituted a Paid Time Off Reward Program for essential employees working during the COVID-19 local emergency.

Qualified employees were awarded up to 109 hours of paid time off. Although the county implemented a county-wide hiring freeze, the department was able to sustain a moderately low vacancy rate of just over 10% of our frequently filled direct service positions. We developed a Workforce Development Coordinator classification/ position to facilitate the recruitment efforts for all psychiatrists and hard to fill positions.

The Human Resources team successfully completed National Health Service Corps (NHSC) recertification of all BHRS sites to improve Health Professional Shortage Area (HPSA) score with the Bureau of Health Workforce to ensure KernBHRS clinic scores are within awardable range for loan forgiveness programs for staff.

### Public Information Officer

In 2020, the KernBHRS Public Information Team kept Kern County residents informed as the COVID-19 pandemic impacted and changed the world. The Public Information Team work on developing original content for social media and worked with media to highlight the innovative work being done by department. The team will continue to grow communication methods to improve reach on social media and will implement innovated media campaigns to connect with rural and hard-to-reach populations.

### Technology Services

Due to the coronavirus pandemic, the landscape of work done by the IT division was completely overhauled with some projects being suspended indefinitely, while others ramped up and were completed in a matter of weeks. From March to May, IT deployed nearly 500 laptops and 350 smartphones to staff. By the end of the year, IT had deployed more than 900 laptops and 800 smartphones to employees. To partner with the laptops, IT made external monitors, keyboards and mice available to those staff working from home to allow for them to be more efficient; IT deployed over 400 external of these bundles to staff and continue to do so today.

IT also quickly moved to ramp up the implementation of the Citrix environment into the County's DMZ Network. Citrix is the portal KernBHRS staff use to access the Electronic Health Record (EHR). By making Citrix accessible through the DMZ Network, staff no longer were required to connect to the software based Virtual Private Network client to access the EHR and several other internally hosted services. By deploying the massive amount of technology and making the systems accessible without requiring the VPN, this greatly increased the staff's ability to successfully, and mostly

painlessly, work while sheltered within their homes during the pandemic. Finally IT was finally able to implement the long-awaited Ultra-Sensitive Exchange extension of the Electronic Health Record system. This extension allows for licensed staff to electronically prescribe controlled substances securely and much more efficiently than a handwritten script.

## Adult Clinical Services – Alison Burrowes, Deputy Director

### Adult System of Care

The Adult Redesign team continues to monitor the various outpatient teams and has implemented a discharge process to assist the teams with the flow of clients back into the community. In October 2020, the Adult Wraparound team partnered up with contractors to ensure wraparound services for clients in need of level 4 service with the goal of reducing the need for crisis utilization.

The Specialty Services team continues to grow with the addition of an internship program with The Center for Sexuality & Gender Diversity (the Center), which provides KernBHRS staff the opportunity to receive training and increase their knowledge and competence in working with the LGBTQ+ community.

The Individual Placement and Support (IPS) program has moved over to the Specialty Services team and was launched through two teams in the department: Adult Transition team (ATT) and the Transition Age Youth (TAY) team. The IPS participants received training in 2020 from the California Institute for Behavioral Health Solutions (CIBHS) and are in the process of recruiting local businesses to link our clients to employment.

Our Eye Movement Desensitization and Reprocessing (EMDR) treatment program continues to grow. We have expanded to 28 staff trained, making it possible to provide this service to more clients.

### Contracts Division

The streamlining of the contracting efforts of our department is continuing to progress. The web-based application for the contract development needs of the department has been completed and will be implemented after the current contract season.

The Credentialing Team has grown to a team of three. This team has completed the credentialing process for all applicable KernBHRS employees as well as most of our contract providers. They continue to work towards having all applicable staff enrolled and ensure our contractors are credentialing their staff in accordance with Department of Health Care Services (DHCS) regulations. The credentialing team is working with MD-Staff to implement credentialing software to make this process easier for both staff and the credentialing team. It is hoped that it will reduce the amount of manual tracking that is currently occurring.

The biggest change within the Contracts Division over the last six months is the movement of both the Adult and Children's outpatient mental health contracts under the Contracts Division for oversight. The Contracts Division is now responsible for managing 21 Adult/Children clinics throughout Kern County. This change was made to share the workload among administrators as well as have one point of contact for the outpatient contractors instead of two. It is hoped that these efforts will allow for more direct contact with contractors and further strengthen our working relationship with our community partners.

### Housing Services

In partnership with the Housing Authority of the County of Kern, applications for funding were successfully approved for multiple housing projects through the No Place Like Home (NPLH) program, provided through the California Department of Housing and Community Development.

For the first round, 29 one-bedroom units were funded; during the second-round funding was approved for 14 one-bedroom units. KernBHRS along with the Housing Authority applied for a third-round project for an additional 19 NPLH units. Notification for the third round is anticipated later this year.

Housing Services continued to implement the Conditional Grant Program, which is used to remove certain barriers for community members who may be interested in becoming housing providers but are hindered due to these barriers. Currently, there are three potential projects in the approval process. The Packed for Recovery Program was completed with approximately 1,800 Packed for Recovery bags provided to clients. Clients reported that the bags help them engage more quickly in treatment and other appointments.

### Kern Linkage Division

The Adult Transition Team (ATT) transitioned Integrated Services for Mentally Ill Parolees (ISMIP) clients into the system of care when the program was discontinued and began a new process for Parole referrals. The Homeless Adult Team (HAT) has been stationed at the new low barriers shelters in the county to provide intensive services and linkage into the system of care. HAT continues their co-response with Flood and work collaboratively to assist individuals in the community to obtain housing and mental health services.

Supportive Pathway Opportunities (SPO) has had a successful year providing mental health/substance use treatment using a Forensic Assertive Community Treatment (FACT) model with serious mental illness who are involved with the criminal justice system. They have transitioned 20 individuals into mental health services and safely diverted them from being sent to the State Hospital.

### Quality Improvement Division

The QID division ensured the department successfully fulfilled all network adequacy requirements for mental health and substance use requirements. The QID division implemented standardized adult clinical outcome measures to support the department in evaluating the progress of clients in a more efficient and accurate manner. QID continues to provide oversight, guidance and monitoring of over 50 quality improvement activities.

### Recovery Supports Administration

The Homeless Outreach Program contracted with Flood Ministries to continue field-based outreach and engagement with a focus on homeless individuals with high behavioral health needs. Recovery Innovations provided virtual sessions of Peer Employment Training and peer certification to consumers and family members with behavioral health lived experience. The Yoga Program provided online, on demand free yoga classes focused on wellness and overcoming anxiety. The Consumer Family Learning Center, the Self-Empowerment Team, and the Green Gardens team all made virtual services available to consumers.

## Substance Use Disorder Division

KernBHRS's Substance Use Disorder Division signed two agreements to establish referrals for Medication Assisted Treatment in primary care to assist in expanding access to opioid use disorder treatment. The division supported SUD providers in continuing treatment services during the COVID-19 public health emergency by encouraging the use of tele-health.

Two new Recovery Stations were launched to provide a safe environment for individuals to sober and be connected to mental health and substance use disorder treatment services. The department continues Naloxone training and distribution to assist in preventing opioid overdoses in Kern County.

## Specialty Clinical Services – Robin Taylor, Deputy Director

### Children's System of Care

During this past year full of the pandemic and lockdowns, there has been a heightened need to circle together across our community to ensure that the work of the Continuum of Care Reform and cross system coordination continues.

The Children's System of Care has endeavored in a multitude of projects aimed at helping to knit together this web of supports with the aim of ensuring the well-being of our children and families. Efforts in the past year include but not limited to the following: the continued outpatient services by our steadfast Geographical Service Area providers; engagement with school partners through the Mental Health Student Services Act and the PEI school-based services program.

In addition, work has continued in integrating Short Term Residential Treatment Programs into Kern's Continuum of Care. The Children's Treatment and Recovery Committee has given a platform to share these and many more resources to be utilized in support of our children and families.

### Crisis Services Division

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Notably, the MET team extended hours to provide 24/7 coverage, and also deployed several iPads to local area hospitals to increase access to clients in need of behavioral health evaluations.

KernBHRS's Crisis Hotline was also heavily advertised throughout the community in order to signify the service not only as a "hotline," but also as a "warmline" for individuals needing a safe place to talk during the pandemic. Though extra safety measures and precautions, all Crisis Divisions were able to maintain operations in response to a fluctuating society and helping those needing behavioral health care.

## Department Supports

KernBHRS continues to utilize online and in-person blended learning capabilities to over 900 KernBHRS internal staff and approximately 900 contracted partner staff. During COVID-19, incorporating web-based presentation methods into training platforms allowed maximum flexibility to offer facilitator-led web-based trainings. Department Supports developed specialized training plans for Kern Medical residents, on-site and tele-health medical staff and Substance Use contract partner agency staff enabling standardization of information presented as well as accountability means to ensure compliance.

The American Psychological Associate Accreditation (APA) Accreditation on Commissioner approved KernBHRS Psychology Internship Program as APA Accredited status on April 2020. APA accreditation status is a golden standard achievement of psychology programs that will enhance recruitment and retention of diverse psychologists in the department and community, providing specialty services to those we serve.

### Finance Division

The department's cost allocation software has allowed the Finance Division to begin producing monthly reports for management. The division's Billing team has been seeking out opportunities to increase billing to Medicare and private insurance companies. Staff in the Finance Division have provided support at the County's Mass Vaccination site and other venues combating COVID.

### Medical Services Division

Medical Services division hired two additional psychiatrists, both are home grown UCLA-Kern Psychiatric trained fellows. Additionally, Medical Services has initiated training and implementing the Zero Suicide Initiative throughout the system of care.

### Mental Health Services Act

KernBHRS continues to utilize MHSA funding to support valuable services for our community. Our MHSA 3-Year Plan was submitted to DHCS and the Mental Health Services Oversight and Accountability Commission (MHSOAC) highlighting 47 programs providing services and supports to adults and children throughout our community.

KernBHRS held 11 total public stakeholder meetings in 2020 despite the challenges provided by the pandemic. The stakeholder process is provided as a means for the Kern County community to give input and have their voice heard on the behavioral health needs of the community. Out of 11 meetings, nine were provided online and two were provided in person. A total of 436 individuals participated in the stakeholder process.

In the last year, we expanded our prevention and early intervention programs to include Prepare U, a school-based class for social and emotional wellness for students in 8th through 12th grade in Taft and Lost Hills. PrepareU has been a promising program with the intention for expanding to support more students and schools during the pandemic. Additionally, KernBHRS successfully launched two new sobering and recovery stations called The Healing Project. The Healing Project closes a gap in services offering recovery-based support as a bridge into behavioral health services.

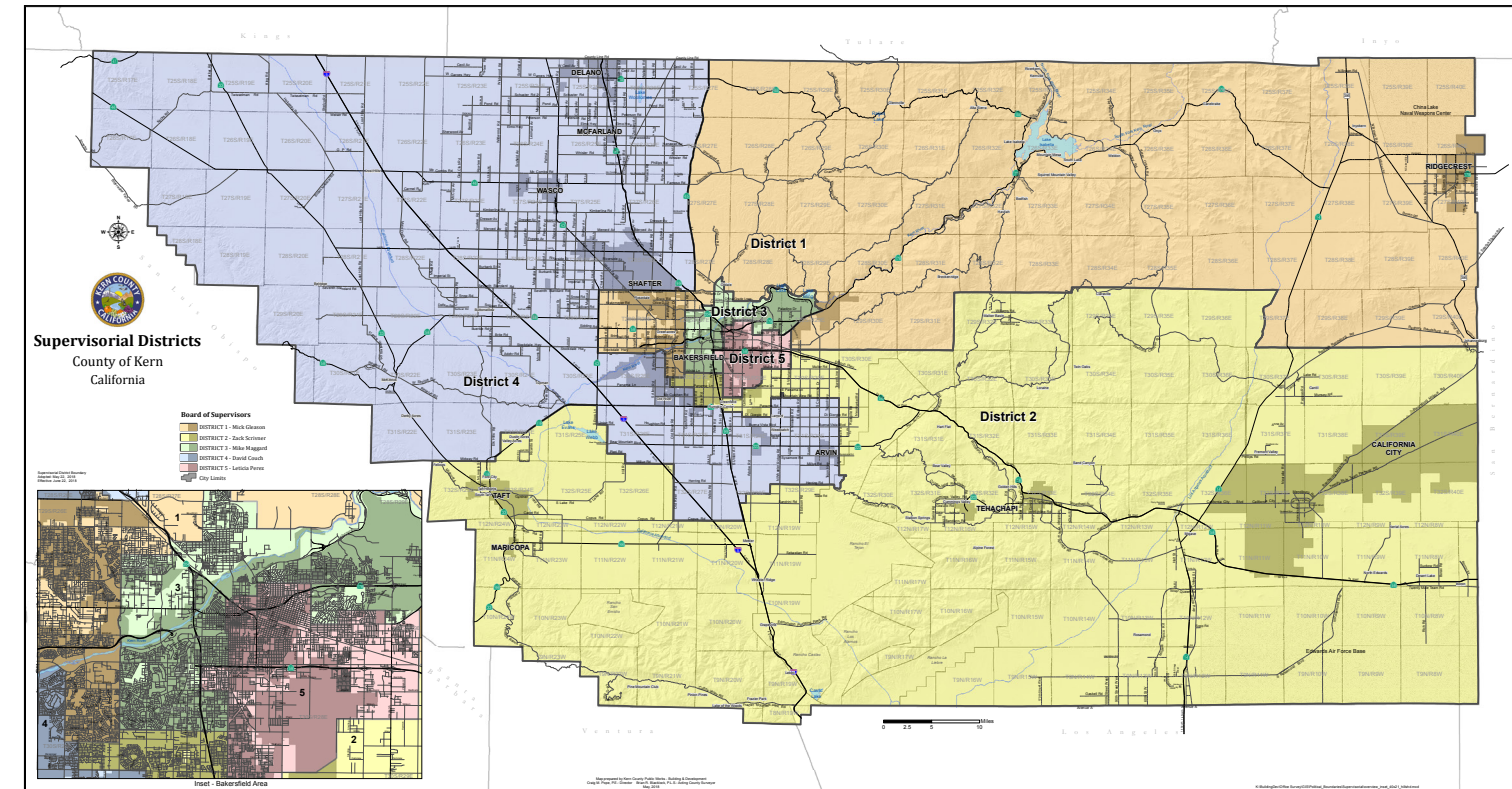


**Patient's Right Advocate/Family Advocate**

The Patient's Right Advocate office continues to utilize the grievance and appeal web application to increase ease and efficiency of timely processing of resolutions for client grievances and appeals. In 2020, we remained compliant with all DHCS regulations and maintained our goal of responding to 100% of all grievances and appeals within the appropriate time frame. We continue to provide coaching to KernBHRS staff and contract providers to increase participation in family and support persons in treatment.

# Provider Network

KernBHRS has a robust network of contracted providers who are committed to providing outstanding services throughout the county. The following pages show a map of Supervisorial Districts, a list of the Department's contracted service providers, and the corresponding district where they provide services. In order to easily identify which areas are served by a particular provider, we have color-coded Supervisorial Districts. We value and appreciate our provider network, so we asked them to provide us with short paragraphs about their agencies and the services they provide.



- District 1** – Supervisor Mick Gleason
- District 2** – Supervisor Zack Scrivner
- District 3** – Supervisor Mike Maggard
- District 4** – Supervisor David Couch
- District 5** – Supervisor Leticia Perez

# Contract Providers

Fiscal Year 2019-2020

Provider	Services Provided	Adult Mental Health	Children's Mental Health	Substance Use Disorders	Supervisor District by Location of Services				
					1	2	3	4	5
Aegis Treatment Centers	Methadone			X	X		X		X
American Health Services	Methadone			X					X
Bakersfield Behavioral Healthcare Hospital	Inpatient hospitalization	X	X			X			
Bakersfield Recovery Services	Detox, outpatient, residential, perinatal			X					X
Bethany Services	Supportive services	X							X
Cameron Youth Home Facilities	Short term residential		X					X	
Child Guidance Clinic	Outpatient		X		X		X	X	
ChildNet Youth & Family Services	Short term residential		X				X		
Clinica Sierra Vista	Outpatient	X	X	X	X	X	X	X	X
College Community Services	Outpatient, drug diversion, prevention	X	X	X	X	X		X	
Community Service Organization	Outpatient, drug diversion			X					X
Cottage of Hope & Gratitude	Residential	X							X
Crestwood Behavioral Health	Long term inpatient, psychiatric health facilities, crisis residential	X					X		X
Express Pharmacy	Prescription services	X	X	X	X				
Freedom House	Residential	X				X			X
Global Family Care Network	Short term residential		X				X		
Good Samaritan Hospital	Geropsychiatric inpatient hospitalization	X					X		
KernBHRS (shown for demonstration purposes – not contracted)	Outpatient, crisis, prevention, drug diversion	X	X	X	X		X	X	X
Kern County Hispanic Commission	Outpatient, women's residential			X			X		
Kern Medical	Inpatient hospitalization	X					X		
Mental Health Systems, Inc.	Outpatient	X					X		
New Start Youth Facility	Short term residential		X				X		
North Chester Pharmacy	Prescription services	X	X	X			X		
Rave Mobile Safety	Software and training	X	X	X	X	X	X	X	X
STEPS	Drinking driver program, outpatient			X			X		
Stewards, Inc.	Representative payee	X							X
Sycamore Healthcare	Residential	X						X	X
Telecare Corporation	Crisis stabilization	X	X						X
Unicorn Gardens	Short term residential		X						X
Your Drug Store	Prescription services	X	X	X			X		
Youth Quest Guidance Center	Short term residential		X			X			

# Provider Spotlight

The Kern Behavioral Health & Recovery Services contracted service providers were asked to contribute short paragraphs that provide information about their programs. These partners play a vital role in the "Serve First: Provider Network of Choice...Safe in the Community" concept.



This past year, Clinica has embarked on utilizing a collaborative care model in three community health center pilot sites in Kern. At these sites, the Behavioral Health Provider (BHP), partners with the Primary Care Provider (PCP) to provide early intervention to patients with depressive symptoms, that were identified by a PHQ9 score over 10. In this model, the PCP and BHP provide behavioral activation interventions, while consulting with a psychiatrist on a weekly basis where medication management needs are identified. This model allows for early intervention, within the primary health care setting, preventing the need for more intensive services, as well as removing barriers to behavioral health treatment, such as stigma. In addition, we have begun implementing Medication Assisted Treatment (MAT services) at two community health center sites to assist individuals who struggle with opioid addiction, to complement the whole person care that Clinica Sierra Vista offers in our community health centers.

Behavioral health is an integral part of motivating behavior and positive health outcomes in specialty as well as primary and substance use disorder care. Quality driven services help mitigate the many social determinants of health; facilitate resilience and recovery from traumatic experience and abide the promise of seeing our patients from a holistic perspective, where behavior change is recognized as a primary means to better mind and body health outcomes.

It is our distinct pleasure and honor to be entrusted with the care, treatment, and services for thousands of patients and clients, through the course of tens of thousands encounters each year at low to no cost to the patient. Our coordinated system of care for serving mild-moderate through severe and persistent mental health concerns, alongside Drug Medical certified substance disorder treatment, demands a deliberate and well-orchestrated relationship between our patients, their primary care and behavioral health providers, and the communities where we practice

We work with the Mental Health Plan in rural, farm worker communities where our familiarity and understanding of the language, culture and hardships of poverty and rural life resonate with our clientele. We also proudly serve children in southeast Bakersfield through school, home, and family engagement. This year we began a specialty mental health program in south Bakersfield that will soon become Kern County's first Behavioral Health Home – a place where substance use, mental health and primary care services are delivered by a unified clinical care team, in a single location, architecturally designed from the floor up to meet the needs of this valued population.

We are proud of our commitment to quality service on behalf of the thousands of Kern Behavioral Health and Recovery Services members and look forward to continuing a reliable, innovative, and best practice care model in partnership with KernBHRS for many years to come.

Clinica Sierra Vista is privileged and delighted to be of service to the residents of Delano, McFarland, and South Central Bakersfield, Lamont, Arvin, Weedpatch, and the Frazier Mountain communities.

## College Community Services

District 1 District 2 District 3 District 4 District 5



College Community Services (CCS) is a subsidiary of Pathways, one of the largest national providers specializing in accessible, evidence and outcome-based mental health and substance use services. Our core competencies include a national network of recovery-focused, community-based behavioral health service delivery systems. Nationwide, Pathways delivers a full spectrum of behavioral health care in 17 U.S. States and the District of Columbia. Nationwide, Pathways serves more than 54,000 unduplicated behavioral health consumers every year via home-based and community-based services. At Pathways, we are a recovery-focused organization that values people. We are passionate about what we do, and we strive to provide the best service possible.

College Community Services (CCS), a subsidiary of Pathways, has been providing a comprehensive continuum of mental health and substance use disorder services for children, youth, adults and families in Kern County since 1996. Our mission is to provide and advocate for recovery-focused, accessible and effective community-based services that promotes hope and resiliency.

We currently provide outpatient services to the communities of Bakersfield, Wasco, Taft, Lake Isabella, Ridgecrest, Tehachapi, Mojave, and surrounding areas. In Kern County, CCS operates seven outpatient adult behavioral health programs, six outpatient children's behavioral health programs, and five outpatient substance use disorder (SUD) programs. Our Ridgecrest and Wasco programs also offer adolescent outpatient SUD services, as well as a behavioral health program at Camp Erwin Owens, and two Consumer Family Learning Centers.

CCS offers personalized recovery-oriented treatment planning, trauma-informed care, co-occurring capable services, and evidence-based treatment to meet individualized needs. We utilize a multidisciplinary treatment team approach to service delivery which offers a network of service providers that best meets the needs of the individuals and families being served. CCS strives to provide strength-based solutions in partnership with clients, their families, and local partner agencies to improve overall life functioning. The use of field-based technologies enhances CCS treatment by facilitating off-site and in-home service delivery.

Based in the community and driven by our consumers, all services are designed to meet individual linguistic and cultural needs. CCS staff employ a strength-based, family-centered approach that is highly collaborative and consistent with Kern Behavioral Health and Recovery Services.

## Special Treatment Education & Prevention Services

District 1 District 2 District 3 District 4 District 5



STEPS has been a proud partner with Kern Behavioral Health & Recovery Services for a number of years. Initially STEPS provided only DUI services but has now expanded to provide outpatient drug-free services in both regular outpatient (1.0) as well as intensive outpatient services (2.1).

Both of our outpatient drug-free programs use nationally recognized, evidence-based practices in the treatment of our patients. We perform screening, assessments, diagnosis, drug testing, individual and group therapy. We coordinate with other county and state agencies to provide mental and physical health assessments. We work to coordinate transfers for care to either higher or lower levels of care based on ongoing assessment and progress.

We work closely with county and state agencies to provide various length DUI programs. We also provide minor prevention services through a small Responsible Beverage Service (RBS) training contract. DUI services for minors with our Minors Alcohol and Drug

Education Program (MAADEP) program. Our "Get Your License Back" program, in cooperation with the Community Corrections Partnership helps parolees obtain a legal driver's license.

STEPS has two sites in metropolitan Bakersfield that are located to better assist the community. Our efforts allow us the opportunity to offer adults multiple avenues to recovery, and youth a healthier way to live. Ultimately, Kern County benefits in a healthier, safer community and our residents become more productive citizens.

## Community Service Organization

District 1 District 2 District 3 District 4 District 5



Community Service Organization, Behavioral Health Programs provides 1.0 Intensive Outpatient Program (IOP) services, domestic violence, anger management classes, and PC 1000 education at both the Lamont and Bakersfield locations. CSO provides space for weekly NA meetings for clients. CSO Behavioral Health Programs is a non-profit organization that has been in operation for the past 40 years. We have two locations that serve SUD clients – the Brotherhood Center in metro Bakersfield, and the Centro De Colores facility located in Lamont that serves the outlying communities of Arvin, Lamont, Frazier Park, and Tehachapi.

## Freedom House

District 1 District 2 District 3 District 4 District 5

Freedom House and Terra Lynn are operated by Lynn Huckaby and Danette Reynolds. For over 20 years, this husband and wife team have provided a living environment that supports individuals in recovery for individuals 18 and older. Freedom House has partnered with many agencies serving the behavioral health and criminal justice population.

The organization is in its second three-year contract for providing services to early release offenders with a substance use disorder under the AB109 program and is in the third multi-year contract the County of Kern to provide Specialty Transitional Housing Services for a variety of populations with behavioral health and substance use challenges. Between the Men's and Women's homes, there are 108 beds.

The Huckabys have a very personal reason to work with our most vulnerable populations and are grateful to be able to continue serving the community. Although maintaining their homes in such high standards is not always easy, they feel it is an absolute honor to serve this community where they were born and raised.

## Henrietta Weill Memorial Child Guidance Clinic

District 1 District 2 District 3 District 4 District 5



The Henrietta Weill Memorial Child Guidance Clinic is a private nonprofit, outpatient mental health center serving children and families since 1946. The Clinic uses evidenced-based practices and treatment theories to provide a variety of mental health and substance abuse services to empower parents with the tools and techniques needed to guide their children through emotional and behavior difficulties.

Families who reside in Delano/McFarland, north Bakersfield, and west Bakersfield may receive a full array of services including individual, family, and group therapy, Therapeutic Behavioral Services and crisis intervention. Services are provided in the client's home, at school, in the community or wherever the family feels the most comfortable.

The Clinic also serves children and adolescents who have experienced various forms of abuse, neglect, or other traumatic events. A psychiatrist and psychiatric nurse practitioner are available to provide medication support services, as needed. All of these services are provided in a bilingual, culturally appropriate environment.

### Hispanic Commission on Alcohol & Drug Abuse Services

- District 1
- District 2
- District 3
- District 4
- District 5



The Kern County Hispanic Commission on Alcohol and Drugs (KCHC) outpatient recovery offers levels of services based on the client's needs. Our licensed clinical staff is focused on helping the client to successfully achieve their goals of abstinence from substance use. The use of the ASAM helps identify the needs of the client, treatment planning identifies the appropriate services and referral to meet the best needs of our clients. We offer 1.0 and 2.1 services. A client who is placed as a 1.0 may receive services up to nine hours per week; the client's needs determine the scheduling of services for the client. A client placed as a 2.1 is attending our intensive outpatient services with a minimum of nine hours per week with a maximum of 19 hours per week. This is an option for those individuals who may be resistant to a residential treatment program or on a waiting list for a residential program.

Our hours of operation are 7 a.m. to 8 p.m. Monday through Thursday, Friday 8 a.m. to 5 p.m., and Saturday 9 a.m. to 1 p.m. The individualized client schedule is to help make reaching treatment goals and objectives less stressful to obtain success. Services may range from three to six months and longer if needed. Group services are tailored to meet the needs of clients.

KCHC is open to daily walk-ins who are provided a secure and safe location to complete a screening with the Gateway Team. Our clients are also informed of the guidelines and process to obtain a food basket from KCHC if needed. We hope to be approved to offer parenting classes by Fiscal Year 2020-2021 and follow up with anger management classes in fall of 2020.

### Cottage of Hope & Gratitude Sober Living

- District 1
- District 2
- District 3
- District 4
- District 5

Since 2011, Cottage of Hope & Gratitude Sober Living has been providing housing services to men, ages 18 and up. Recently, a women's home was added to support a growing population of women who needed sober living homes. We offer a safe environment that provides structure for those referred by Kern Behavioral Health and Recovery Services, Kern County Probation Department, and Kern County Sheriff's Office.

Cottage of Hope & Gratitude staff aid case managers and probation officers by identifying residents' Recovery Plans and assisting them in meeting their goals. Cottage of Hope & Gratitude assist individuals in enrollment into job training programs, Drinking Driver Programs, Consumer Family Learning Center classes and groups, and with getting identification cards. We also assist with medical appointments and follow up to ensure their residents are never out of their prescriptions. We support and encourage medication compliance so that individuals are better able to maintain their goals and improve and sustain their recovery and makes recommendations to referring case workers, probation officers, and Electronic Monitoring Program (EMP) officers for referrals to enroll individuals into alcohol and drug outpatient treatment when needed.

Our caring and compassion show in the welcoming, home-like atmosphere and quality customer service approach.

### Bakersfield Recovery Services, Inc.

- District 1
- District 2
- District 3
- District 4
- District 5



Bakersfield Recovery Services (BRS) has been improving its facilities by adding additional space not only for our clients but for our professional staff to conduct better quality of services in a more comfortable environment. BRS has recently signed on a new medical director Dr. Jasmeet Baines who is X waivered and very eager to provide oversight as well as help our agency in expanding the services available to our participants.

We are working towards becoming I.M.S. certified through the Department of Healthcare services, which will ultimately benefit the population we currently serve by expanding services available to meet participants needs. We continue to provide services at Lincoln Street Perinatal, Capistrano Women's Residential, Jason's Retreat Men's Residential, and at our outpatient facility as well. Our goal is to assist others in making positive changes in their lives and to reunite them with their families. We continue to seek new ideas to help the company grow so that we can better assist our clientele.

BRS has turned its focus to more community-based outreach such as assisting each month in "Restoration Wednesday," a project that feeds less fortunate individuals. BRS has a newly redesigned webpage and updated social media pages. All were developed to reach and promote our numerous services to the community.

### Crestwood Behavioral Health of Bakersfield

- District 1
- District 2
- District 3
- District 4
- District 5



Crestwood has been providing residential mental health recovery services to adults age 18 to 62 in Bakersfield since 1998. The Bridge is a 15-bed Adult Residential Facility and the Psychiatric Health Facility (PHF) is a 16-bed designated 5150 facility. Both facilities are innovative programs based on Crestwood's commitment to providing mental health clients a continuum of care that puts them on the road to recovery.

Crestwood operates, Freise Hope House, a 15-bed crisis residential facility with over 50% peer staff. At our 55-bed Mental Health Rehabilitation Facility (MHRC), community integration and dual recovery are key tenets. Community reintegration is designed for those clients who need help developing some of the basic life skills that will assist them when returning to their communities.

All of our clients, regardless of their area of focus, participate in a Wellness Recovery Action Plan (WRAP) as well as Dialectical Behavioral Therapy (DBT), an evidenced-based practice used to treat clients with borderline personality disorder. Welcome to Crestwood ...with us you are family!

### ChildNet Youth and Family Services

- District 1
- District 2
- District 3
- District 4
- District 5



The mission of ChildNet Youth and Family Services is to provide safe homes, education and counseling to vulnerable children and families. Our program philosophy reinforces personal responsibility and the need for a strong family unit.

ChildNet Youth and Family Services was founded in 1970 by a group of Long Beach civic leaders whose goal was to foster the social, emotional, and educational development of troubled and disadvantaged youth. It has since grown from a single youth home that served an average of 100 boys annually to an organization with seven locations covering five counties, serving upwards of 7,850 clients annually.

ChildNet is contracted to provide adjunctive mental health services that will include Therapeutic Foster Care (TFC) and will provide skill building interventions while the Kern Behavioral Health and Recovery Services geographical service area contracted provider provides the individual and family therapy to the client.

The TFC clinician supports the child and the resource/foster family in collaborative skill building in conjunction with the geographical provider serving the mental health diagnosis of the client. TFC is a clinical intervention, which includes placement in specifically trained resource/foster homes, for youth in foster care with severe mental, emotional, or behavioral health needs. Caregivers are trained in specialized skills to address emotional, behavioral, and relational needs of individual youth in their care and are supported and monitored toward measurable goals by TFC professionals.

The TFC parent serves as a key participant in the therapeutic treatment process of the child or youth. The TFC parent will provide trauma-informed interventions that are medically necessary for the child or youth. The specialty mental health service activities provided through the TFC service model assist the child or youth to achieve client plan goals and objectives; improve functioning and well-being; and help the child or youth to remain in a family-like home in a community setting, thereby avoiding residential, inpatient, or institutional care.

**Sycamore Healthcare, Inc.**

District 1   District 2   District 3   District 4   District 5

Sycamore Healthcare operates two assisted living facilities for the 18 to 59 years-old population in Kern County. Our Sandpiper facility is a six-bed non-ambulatory and ambulatory facility for female clients, located at 2301 Sandpiper Road in Bakersfield. Sycamore 17th is a six-bed facility for ambulatory males located at 2720 17<sup>th</sup> Street in Bakersfield.

Sycamore Healthcare provides specific individualized plans of care focused on strengthening independent living skills. Our clients also have access to county services such as CFLC and local learning establishments in our community. Our mission is that all our clients learn and maintain the ability to safely live and thrive in a less restrictive homelike environment and to manage their disease with assistance for the long term.

**Good Samaritan Hospital**

District 1   District 2   District 3   District 4   District 5



Good Samaritan Hospital is an essential access community mental healthcare organization whose mission is to provide safe, effective, and efficient psychiatric services in a caring manner. Our services include inpatient psychiatric care for adults/adolescents/children, inpatient chemical detoxification services, and intensive outpatient services with specialty tracks in mental health, chemical dependency, or those who have a dual diagnosis. The goal of our inpatient program is to provide intensive services designed to stabilize acute psychiatric illness.

**Aegis Treatment Centers, LLC**

District 1   District 2   District 3   District 4   District 5



Aegis operates 32 clinics in 14 counties throughout California, making Aegis the largest network of opioid treatment programs in the state. Aegis operates three locations in Kern County; two in the city of Bakersfield, with a third in the city of Delano.

Aegis specializes in the treatment of opioid use disorder and successfully treats thousands of individuals a day through an evidence-based and scientific approach, Medication Assisted Treatment (MAT). MAT combines the use of FDA approved

medications buprenorphine, methadone or naltrexone with counseling and behavioral therapies to provide a whole-person approach to the treatment of substance use disorders. These medications in combination with evidence-based curricula, and an integration of services specific to the needs of the person, provide the individual with the highest chance for success.

An individual who receives treatment with Aegis can expect treatment to be personal and individualized. At admission, a patient receives a comprehensive biopsychosocial assessment by an Aegis physician. Following this admission process, and in conjunction with the individual and treatment team, a personalized treatment plan is put in place to address the individual's specific clinical diagnosis. During recovery, patients move forward at their own pace, aiming for both short-term goals and long-term success. Aegis encourages patients to take charge of their health and their future. That's why individual and group counseling is at the heart of the Aegis program.

**Mental Health Systems, Inc.**

District 1   District 2   District 3   District 4   District 5



Mental Health Systems (MHS) is a nonprofit organization founded in 1978 to improve the lives of individuals, families, and communities facing substance abuse and behavioral health challenges. The MHS-ACTION Assertive Community Treatment (ACT) is a Full-Service Partnership that provides 24-hour community-based treatment for serious and persistent mentally ill (SPMI) individuals, including those with a criminogenic background. These individuals often had a lengthy history of mental health and have not responded well to traditional outpatient services.

MHS ACTION provides the highest level of care available for outpatient treatment. By nature of the program, the ACT team may meet with clients several times per week to maintain engagement in treatment and progress towards their goals. All clients are eligible to receive medication management and monitoring, therapy including Dialectical Behavior Therapy, group therapy, drug and alcohol counseling, case management, and housing assistance.

Our culturally sensitive, gender-responsive services promote mental wellness and independent living. They are designed to meet the individual needs of each client, which include services to family and their support systems. Within the last year, MHS-ACTION has served over 160 clients, which include 75 AB109 clients and 94 MHSA clients. Clients are referred through various resources, including hospitals, jails, and Kern Linkage Program, Mary K. Shell Access Center, and other outside agencies.

**American Health Services**

District 1   District 2   District 3   District 4   District 5



American Health Services is an Opioid Treatment Programs (OTP) providing medication-assisted treatment (MAT) throughout California and Texas. These programs offer methadone and buprenorphine, supported by counseling and services necessary to recovery for opioid addiction.

OTPs have been proven to be clinically effective for the treatment of opioid use disorder. For more than 50 years, methadone has been considered successful for medication-assisted treatment. The benefits of outpatient treatment services at American Health Services include management of withdrawal symptoms, decreased rate of relapse, decreased illicit opiate use, decreased illegal activity, improved health, improved pregnancy/parenting outcomes, strengthens recovery supports systems, and improves the ability to obtain/maintain employment.

While medication and counseling are the essential elements of an opioid treatment program, a number of additional recovery services are provided to our patients that include the following supportive services: medical screening, coordinated treatment for pregnant patients, supportive discharge planning, addiction/relapse prevention

education, and linkage with community referrals.

American Health Services is proudly serving over 400 patients in Bakersfield. Our treatment team embraces the many pathways to treatment and strives to ensure excellent access, efficiency, effectiveness and satisfaction of our patients and other stakeholders.

### Telecare Corporation



Telecare Corporation partners with KernBHS to provide much needed services to the East Kern County region. Telecare operates a Crisis Stabilization Unit in Ridgecrest, CA. The Telecare CSU operates 24/7 and provides services to individuals of all ages experiencing a mental health crisis. Services include crisis stabilization using evidence-based practices, skills building, linkage to family and community supports as well as linkage to ongoing behavioral health services.

In addition, Telecare is proud to bring two Recovery Stations to Kern County. The Recovery Stations provide screening, access and linkage to care for individuals presenting with co-occurring mental illness and substance use needs. The Recovery Station model integrates elements of a sobering station with the use of peer staffing and an emphasis on beginning recovery from mental illness and substance use disorders.

### Bakersfield Behavioral Healthcare Hospital



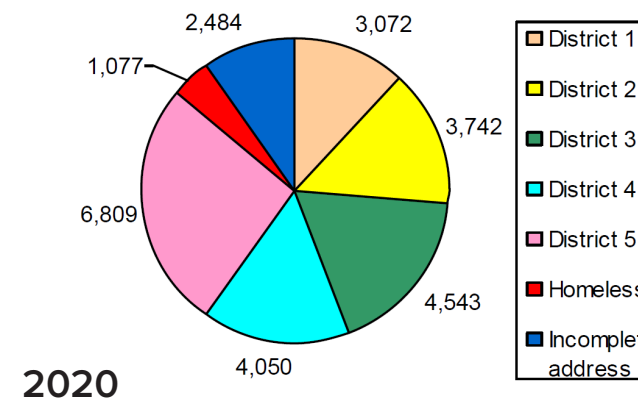
Bakersfield Behavioral Healthcare Hospital (BBHH) is an acute psychiatric 90-bed facility, serving all of Kern County. BBHH offers specialized units for children, adolescents and adults with mental/behavioral health and/or substance abuse concerns. BBHH's Stepping Stones also offers a variety of the same therapeutic programs for adolescents and adults but in an outpatient setting. Stepping Stones offers two programs to meet the needs of those we serve: intensive outpatient or a partial hospitalization program.

# Data & Reports

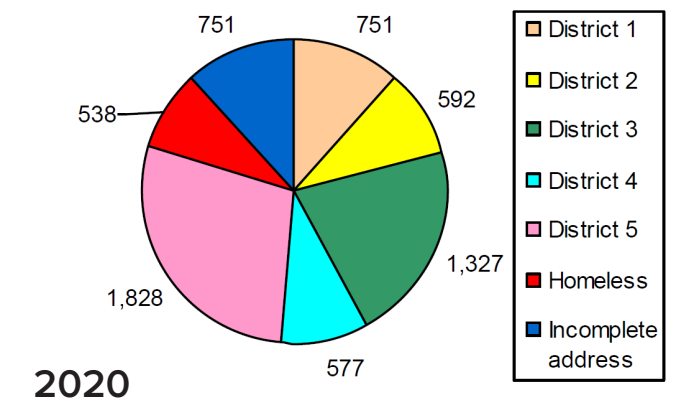
## Consumer Demographics

The following is information about mental health (MH) and substance use disorder (SUD) consumers, including graphs of the district in which they live, where they receive services, and the ethnicity of individuals served. While the Supervisorial Districts have approximately equal populations, with centralized services in Bakersfield, such as Kern Medical, the Mary K. Shell Mental Health Clinic, and substance use programs, District 5 has the largest number of persons served. It is important to note that the services provided in any one of the districts are available to all county residents.

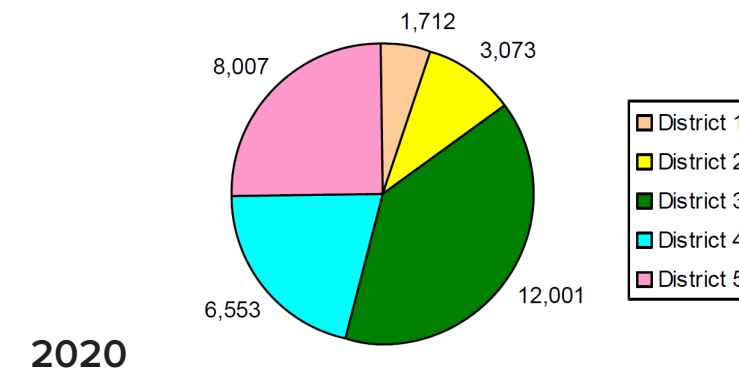
MH Clients Residence



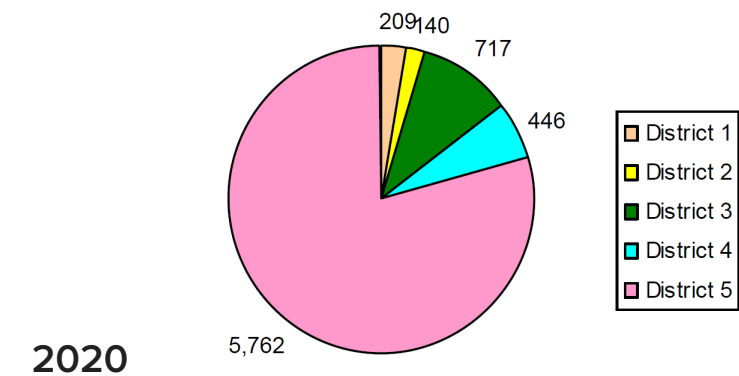
SUD Clients Residence



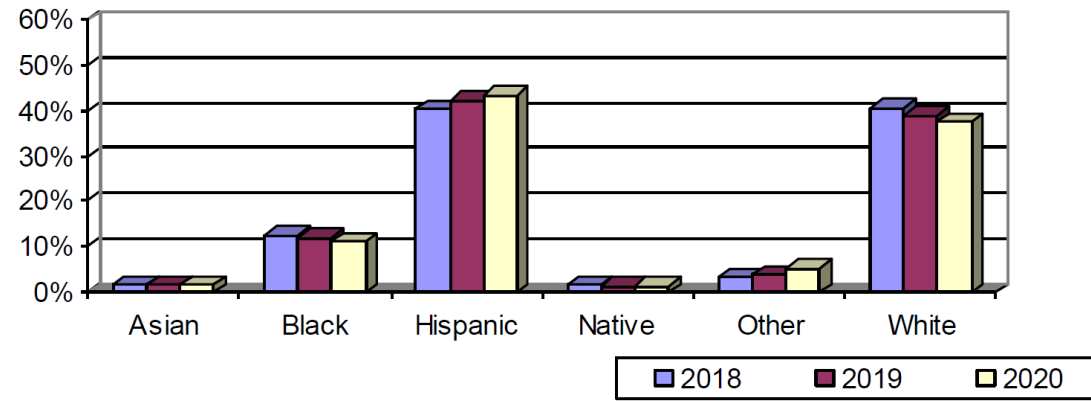
MH Clients Location of Services Received



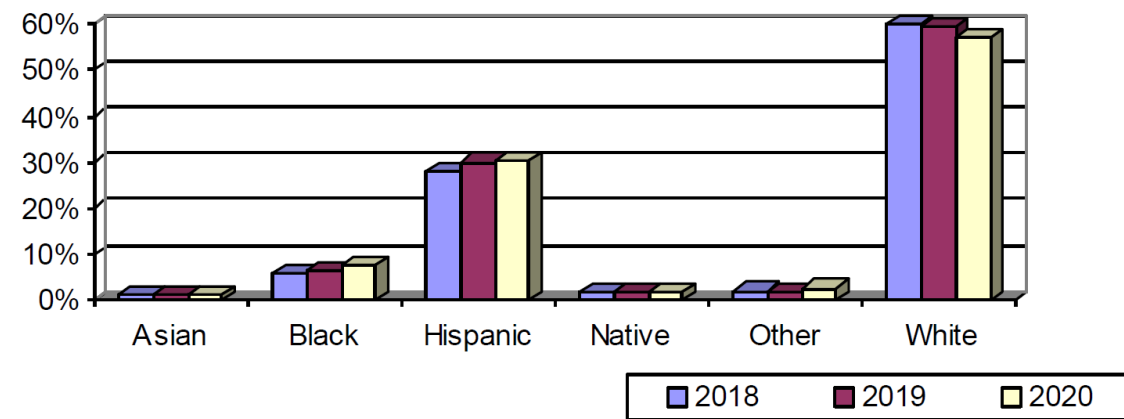
SUD Clients Location of Services Received



### Ethnicity of Individuals Served – Mental Health

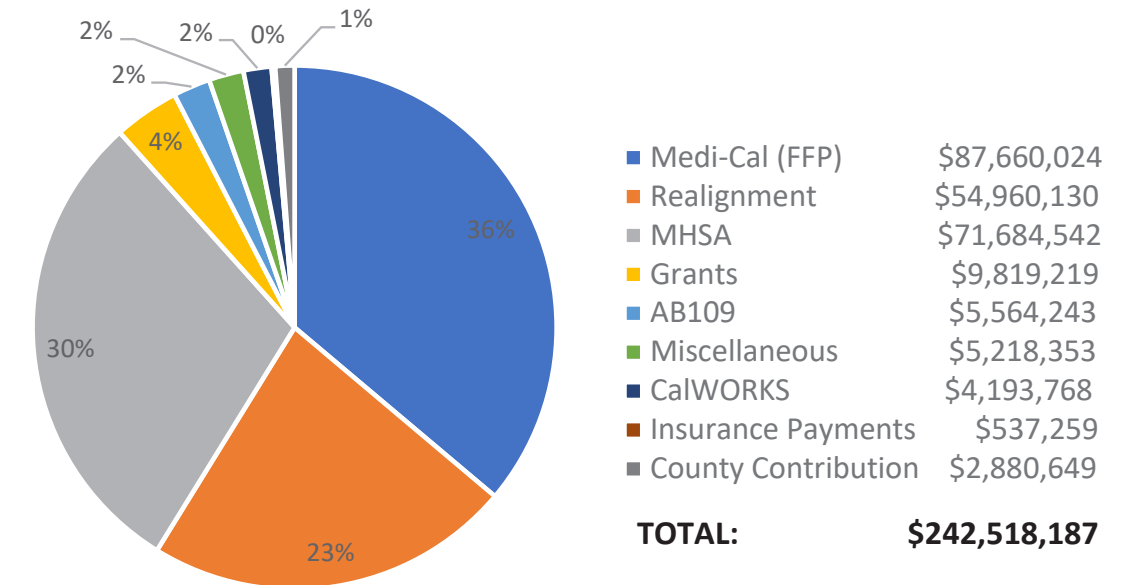


### Ethnicity of Individuals Served – Substance Use Disorder

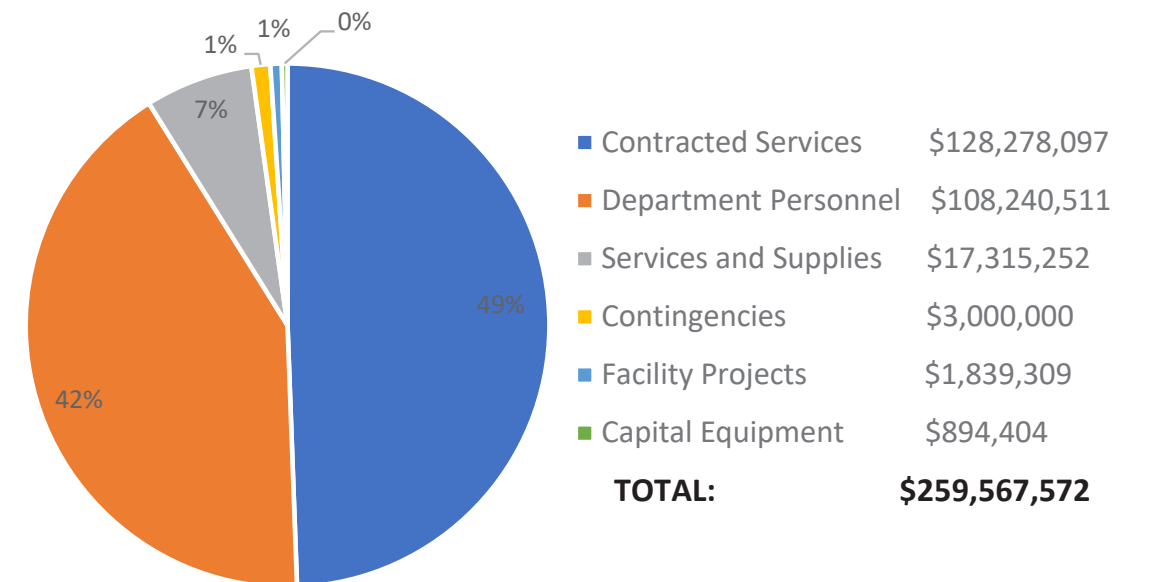


### Revenue Expenditures & Service Categories

#### Revenues FY 20-21



#### Expenses FY 20-21



# Highlights on *New Programs*

## Opening of the Bakersfield & Delano Recovery Stations

Two new Recovery Stations opened in June of 2020. The facilities are funded by MHSA Innovation funds and are based on sobering center models. The programs, located in Bakersfield and Delano, serve adults who may be under the influence and have interactions with various service agencies.

The Bakersfield and Delano Recovery Stations have capacity for 10 and five individuals respectively, operate 24/7 and services are provided by peer staff at all levels, which is the innovative component of this project. When individuals are brought in, they are given the opportunity to rest and recuperate from the effects of substances in a safe and voluntary setting. During the stay, peer staff discuss with guests the benefits of connecting with treatment for both substance use disorders and/or mental health and are provided with referrals.

KernBHRS conducted extensive outreach prior to services beginning to law enforcement partners, hospitals, SUD and MH service providers, faith-based organizations, and community members. Stakeholder meetings have continued in order to obtain feedback from referral agencies and continue to educate the treatment community about these new programs. Utilization has steadily increased in Bakersfield over the course of 2020, and additional outreach and education efforts are taking place in Delano, where utilization has been lower than expected.



Top: The ribbon cutting of the Bakersfield Recovery Station.

Left: A look at where clients can safely "sober up" at the Bakersfield Recovery Station.

Bottom: KernBHRS, Telecare Corporation and County of Kern officials at the Delano Recovery Station ribbon cutting.



## Housing/Homeless Initiatives

The Homeless Adult Team (HAT) have been providing services onsite at both the new low barriers shelters since they opened in 2020. Staff provide training to shelter staff, link individuals into the system of care, and are available to provide services for individuals seeking immediate and follow-up care. HAT also works with Flood Ministries on a weekly basis for co-response outreach to help clients with hygiene products, mental health services, substance use services, and, when appropriate, housing. HAT also conducts outreach to help engage individuals into services and provide them with supplies to help with their everyday needs (food, Band-Aids, sleeping bags, clothes, shoes, etc.).

KernBHRS contracts with Flood Ministries to provide homeless outreach, engagement, linkage to treatment services, housing placement and more, for homeless individuals in Kern County. KernBHRS and Flood collaborate to serve homeless individuals with high behavioral health needs, many of whom also have severe and chronic physical disabilities. Flood provided over 3,000 case management services to more than 400 homeless individuals during July 1, 2020 – Feb. 28, 2021, through the Homeless Outreach Program. In FY21-22, Flood expects to expand homeless outreach and engagement services to rural areas of Kern County.

Staff of the Special Projects Division within Adult Clinical Services serve on the Bakersfield-Kern Regional Homeless Collaborative Governing Board and various committees including Housing, Coordinated Entry, Planning and Performance and Homeless Management Information Systems (HMIS). Efforts in collaboration with community partners are in support of Federal, State and local homeless and housing initiatives.

In partnership with the Housing Authority of the County of Kern, applications for funding were successfully approved for multiple housing projects through the No Place Like Home (NPLH) program provided through the California Department of Housing and Community Development. For the first round, 29 one-bedroom units were funded; during the second round funding was approved for 14 one-bedroom units. KernBHRS along with the Housing Authority applied for a third -round



KernBHRS has expanded its homeless outreach efforts in the community.

project for an additional 19 NPLH units. Notification for the third round is anticipated later this year. The target population for NPLH as defined in the NPLH Guidelines, is: "adults or older adults with a serious mental disorder or seriously emotionally disturbed children or adolescents who are homeless, chronically homeless, or at-risk of chronic homelessness." This includes people with co-occurring mental, physical, or developmental disabilities and/or substance use disorders.

## APA Psychology Certification



Obtained American Psychological Association (APA) Accreditation Status for the KernBHRS Psychology Internship Program in April 2020. APA Accredited Status is the golden standard achievement for psychology programs.

This status will assist with recruitment and retention of clinical psychologists for our department and community. The clinical psychologists specialized training will assist our clients and community with the following services: psychological testing, court-ordered evaluations (such as incompetent to stand trial assessments), conservatorship evaluations (such as LPS, Probate, and Murphy Conservatorship), restoration-based evaluations, therapeutic services, program evaluation and development, and research and professional development.





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