

Executive Summary

The intention of MHSAs is to expand and transform California’s mental health service systems by providing funds to reduce the long-term adverse impact of untreated severe mental illness and serious emotional disturbance. The goal of MHSAs programs is to continue to provide services that promote well-being, recovery, and self-help; prevent the long-term negative impact of severe mental illness; and reduce stigma. Services are culturally competent, easier to access, and more effective in preventing and treating severe mental illness.

QUICK FACTS

- MHSAs were approved by California voters on January 1, 2005 made the Mental Health Services Act (MHSAs) a state law.
- Its funding comes from a 1% tax on personal incomes over 1 million.
- It funds five funding categories:
 - Community Services and Supports
 - Prevention and Early Intervention
 - Innovation
 - Workforce Education and Training
 - Capital Facilities & Technological Needs

Imperial County Behavioral Health Services (ICBHS), through a stakeholder process which includes consumers, family

members, and community partners, has developed and implemented various MHSAs programs to meet the specific needs of Imperial County. As a result of this community program planning process, the following programs and services will be available during FY 2023-2024 through FY 2025-2026:

Community Services and Supports (CSS)

CSS programs, the largest component of MHSAs, focuses on children and families, transition-age youth, adults, and older adults who suffer from severe mental illness (SMI) or serious emotional disturbance (SED).

The CSS is divided in three sub-groups”

- Full Service Partnership Programs
- General Systems Development
- Outreach and Engagement

Programs provided through Community Services and Supports under Full Service Partnership:

Youth and Young Adult (YAYA) Services Full-Service Partnership (FSP) Program provides services and support to SMI and SED youth and young adults, ages 12 to 25. Services available to YAYA-FSP Program consumers include a variety of services to include case management; rehabilitative services; “wrap-like” services; integrated community mental health and substance abuse treatment; crisis response; alternatives to juvenile hall; home and community re-entry from juvenile hall; youth and parent mentoring; supported employment or education; transportation; housing assistance; benefit acquisition; and respite care. Staff within the YAYA -FSP Program are trained to implement a variety of treatment

models that support in the reduction of SMI and/or SED. Additional holistic services are also available to YAYA-FSP consumers such as health and exercise groups, general education development (GED) classes, and Tai Chi classes. The YAYA-FSP Program continues to monitor consumers progress by the use of assessment tools used to measure and identify service needs for their consumers.

During FY 2022-2023 the YAYA clinic in El Centro divided the program into two teams in order to improve quality of care and use of resources. For FY 2023-2024, YAYA will be collaborating with Salton Community Services District in order to expand to the population residing in the north end of Imperial County. The YAYA FSP staff will also continue to have a presence within school district Family Resource Centers.

The goals and objectives for FY's 2023-2024 through 2025-2026 include:



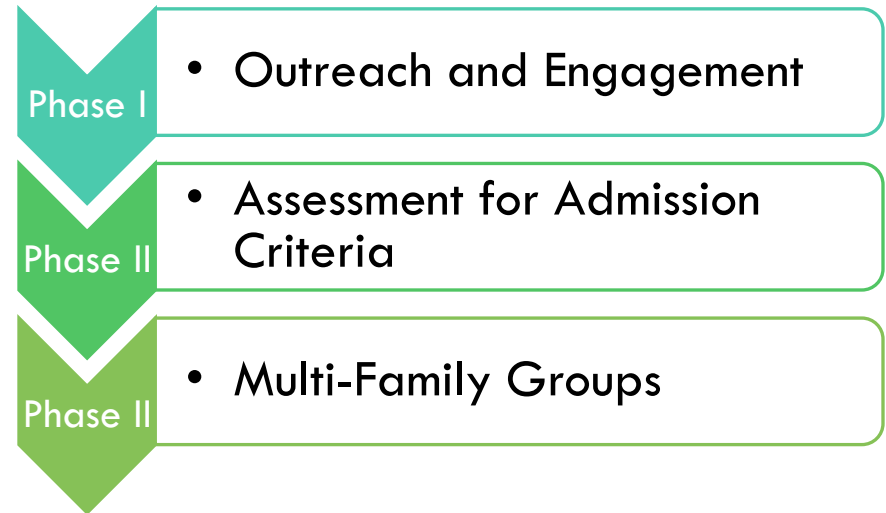
Adult and Older Adult Services - Full-Service Partnership Program (Adult-FSP) provides services and support to SMI adults and older adults, ages 26 and older in a culturally competent environment. Services available to Adult-FSP

Program consumers include medication support; case management; rehabilitative services; “wrap-like” services; integrated community mental health services; alcohol and drug services; crisis response; and peer support. The Adult-FSP Program provides consumers linkage to community a variety of community resources. Delivery of needed supports and services are also provided in the home for older adults who are homebound, do not have transportation, or are unable to access public transportation.

The Adult-FSP Program staff are trained to implement the treatment models and conduct outcome measurement assessments to conduct treatment planning and monitor consumers progress.

During FY 2022-2023, the Adult-FSP program continued to see a high need in support of financial and homeless prevention among their consumers due to COVID-19 impacts. The program continued to link consumers to necessary supportive treatment services including substance use disorder services. The program continues to monitor and report on the progress on reducing crisis-desk admissions; homeless incidences; and reach out to those involved in the criminal justice system.

The goals and objectives for FY's 2023-2024 through 2025-2026 for the Adult-FSP Program include:



Psychosis Identification and Early Referral Program –Full Service Partnership Program (PIER-FSP)

The PIER Model treats the earliest symptoms of mental illness. It was developed on a foundation of ongoing research that indicates that early mental illness can be markedly altered or reversed by earlier treatment. Through a combination of family psychoeducation, supported education and employment, and pharmacologic treatment, the PIER Model has a powerful effect in reducing the symptoms that place a young person at risk for the onset and severe disabilities of mental illness.

In addition to the PIER Model’s use of evidence-based treatments, the critical feature of this approach is community outreach by a clinical team to school professionals, general practitioners, pediatricians, and other key groups to educate and inform about the early signs of mental illness.

The model consist of three phases:

During FY 2022-2023 the PIER-FSP program continues to have a strong presence in the community. Continued to collect demographic information of those served, and conduct necessary trainings for staff on the PIER model.

For FY 2023-2024 through FY 2025-2026, the PIER-FSP Program will continue to increase accessibility to Mental Health Services for those experiencing prodromal or active symptoms; Continue to provide education and outreach at least once a month to the community; and continue to collect demographic and process evaluation data to measure the outcomes related to PIER-FSP services.

Full Service Partnership – Intensive Community Program (ICP)

The Intensive Community Program Full-Service Partnership (ICP-FSP) will provide total and intensive care for seriously and persistently mentally ill adults, ages 18 years and older,

24/7 in efforts to reduce preventable outcomes of mental illness, such as homelessness and substance use. This program will focus on providing individuals with the evidenced-based interventions and personal support needed to embrace recovery and self-sufficiency in the community, providing access to medical care, housing, employment, or volunteer activities along with intensive case management and medication support services.

Two important updates in support of the implementation of this FSP services is that a location is in the process of beginning renovations. In late 2022, the Assertive Community Treatment (ACT) overview training was provided to additional clinical and administrative staff in support of staff development.

A CSS program under the General Systems Development category is:

The **Wellness Center** serves a network of consumers who are 18 years of age or older. The mission of the center is to implement a wellness program of supportive resource services for adults with a significant and persistent mental health diagnosis and are actively participating in services at one of the ICBHS mental health clinics. Currently, there are two Wellness Center facilities, the El Centro, CA center serves most of the southernmost region of the county whereas the Brawley, CA center serves much of the northern region. The Wellness Center provides services that focus on social skills, recovery skills, encouragement, wellness, positive self-esteem, and community involvement. The Wellness Center partners with outside agencies in support of education, employment, holistic, and life skill development and wellness goals.

During FY 2022-2023 the Wellness Centers continued to implement the Illness Management and Recovery Scale (IMRS) and the Wellness and Recovery Action Plan (WRAP) to monitor consumers' insight towards their mental illness and gauge the level of independence and social connection.

For FY 2023-2024 through 2025-2026 the Wellness Center will:



The last category under CSS is Outreach and Engagement which has three programs, Outreach and Engagement, Transitional Engagement Supportive Services, and Community Engagement Supportive Services:

The **Outreach and Engagement Program** provides outreach services to unserved and underserved SED and SMI individuals in the neighborhoods where they reside, including those hard to reach populations, such as the homeless. The Outreach and Engagement Program aims to reduce the stigma associated with receiving mental health treatment and increase access to mental health services. The program also provides education to the community regarding mental illness and symptoms, early identification of mental illness, and resources to improve access to care through local outreach.

The program assists individuals in obtaining mental health treatment services from ICBHS by providing information pertaining to programs, services, and the intake assessment process; conducting home visits; scheduling intake assessment appointments; and providing transportation to intake assessment appointments when necessary. The Outreach and Engagement Program is also responsible for conducting outreach in order to ensure SED and SMI consumers, and their family members, could participate in the community program planning process of the MHSA plan.

During FY 2022-2023, the Outreach component of the program continues to target populations identified in the ICBHS Quality Management Penetration Rate Report:

- Children ages 0-5
- Older Adults 65+
- Spanish Speakers
- Calexico Residents
- Winterhaven Residents
- Alaskan Native/American Indian

Additional identified “At Risk” targets in Imperial County include:

Foster Youth

Homeless

LGBTQ+

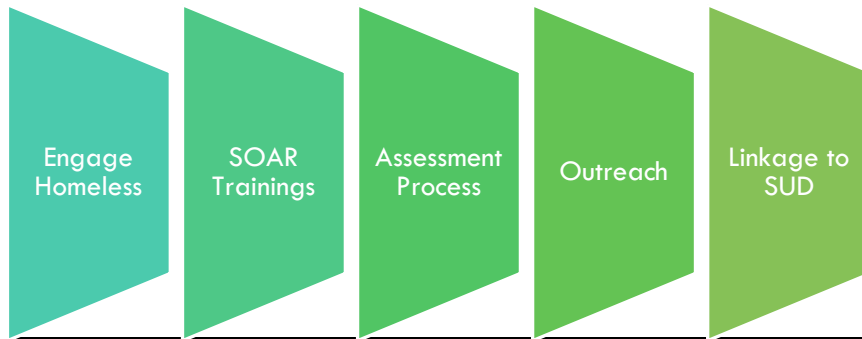
The populations listed above are served during community outreach event and where new locations are identified. Target populations for the upcoming FY for 2023-2024 through 2025-2026 will continue to be determined by the annual Penetration Rate reports.

In relation to the Engagement component of the program, during FY 2022-2023, nearly 2/3rds of the contacted clients rescheduled their appointments indicating this supportive role continues to strengthen engagement of clients. During the next FY’s of 2023-2024 through 2025-2026 the Engagement program will continue to conduct person-to-person contact and/or send follow-up letters to individuals that fail to show or reschedule their initial intake assessment appointments.

Transitional Engagement Supportive Services (TESS) Program conducts outreach and engagement activities to unserved and underserved SED and SMI individuals over the age of 14. The TESS Program serves individuals discharged from an acute psychiatric hospitals, Mental Health Triage Unit (MHTU), and Casa Serena. The objective of the TESS Program is to provide supportive services while individuals transition to outpatient mental health treatment. Services provided are directed to address the specific needs of each individual when he or she is transitioning to different levels of care. The program provides individualized mental health rehabilitation/targeted case management services to youth and young adults, adults, and older adults who have experienced a personal crisis in their life requiring involuntary or voluntary mental health crisis interventions services. SSI/SSDI Outreach, Access, and Recovery (SOAR) continues to be a supportive training offered to TESS staff to support clients who are at risk of homelessness and have SMI and/or other co-occurring substance use disorders. SOAR helps manage the intricacies of applying for Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI).

During FY 2022-2023, TESS focused on the implementation of short-term Mental Health Therapy services which will provide support in efforts to increase clients' engagement to services and support their continuum of care. Additionally due to the high enrollment of clients with co-occurring disorders, TESS will refer and link clients to SUD services.

For FY 2023-2024 through FY 2025-2026, the TESS goals and objectives include:



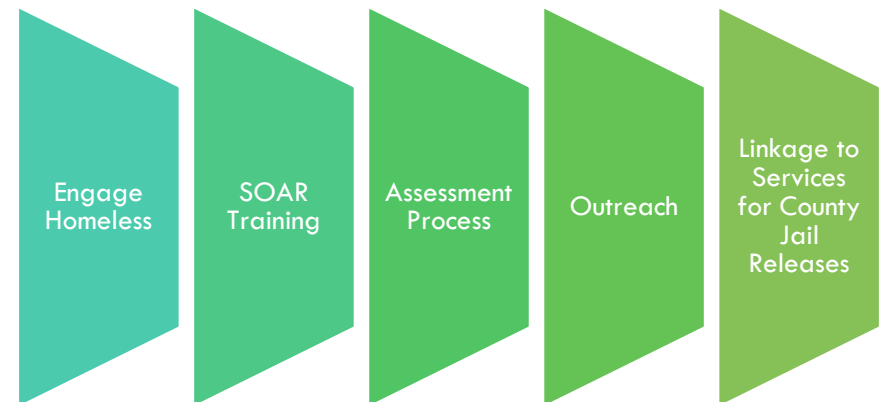
Community Engagement Supportive Services (CESS) Program – provides outreach and engagement supportive services to individuals 14 years of age and older including those who are homeless or at risk of homelessness. The focus of the CESS program is to address the specific needs of each individual to increase their support system and their willingness for linkage into Mental Health Treatment Services or Substance Abuse Treatment. The goal is to assist individuals with reunification with their family members and/or transitioning them back into the community or a higher level of care. Services provided by the CESS program include an expedited Intake process and linkage to Mental Health

Outpatient treatment services based on medical necessity. In addition, CESS program provides screening and referral services on site at Imperial County Jail to individuals who will soon be released from incarceration to ensure individuals are successfully reintegrated back into the community and linked to Mental Health Services.

During this FY 2022-2023, a significant change within the CESS program was the planning and initiation of short-term Mental Health Therapy Services. The CESS Program will be implementing short term therapy to all clients requiring additional support in efforts to increase client engagement to services and continuum of care. A mental health therapist will provide short-term Cognitive Behavioral Health Therapy.

Another significant change during FY 2022-2023, was the initiation of Dialectical Behavior therapy (DBT) Skills Groups provided to inmates at the Imperial County Jail in hopes of reducing recidivism.

For FY 2023-2024 through 2025-2026, the CESS program will:



Prevention and Early Intervention

Annual Report for FY 2021-2022

Included in the MHSA Three Year Plan is the Annual Prevention and Early Intervention (PEI) report for FY 2021-2022. The PEI programs apply a “help first” system approach. The goal is to engage individuals before the development of SMI or SED, or to alleviate the need for additional or extended mental health treatment by facilitating access to supports at the earliest signs of mental health problems. Programs provided through Prevention and Early Intervention include:

- **Prevention**
- **Stigma and Discrimination**
- **Outreach for Increasing Recognition of Early Signs of Mental Illness**
- **Access and Linkage to Treatment**
- **Early Intervention**

Prevention

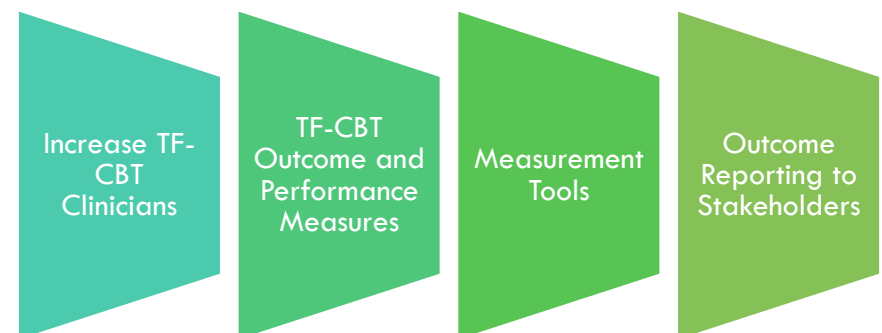
Prevention activities include those that are focused on providing information and education to children/youth, parents, family members, educators, administrators, and agencies or care providers of children and youth in order to identify individuals at risk of or who may be presenting early signs of mental illness or emotional disturbance in order to link them to treatment or other resources. Prevention activities are delivered to large or small groups in health fairs, career fairs, and school presentations.

Prevention Programs offered under MHSA include:

- **Trauma Focused Cognitive Behavioral Therapy**
- **First Step to Success**
- **Incredible Years**
- **Rising Stars**

The **Trauma Focused Cognitive Behavioral Therapy (TF-CBT)** program is a prevention model to address the needs of a priority population of children and adolescents, age 4 to 18, who have been exposed to traumatic experiences. The TF-CBT model is to prevent mental illness from developing in the event of a traumatic life event. The prevention services are offered out in the community in locations such as schools, homes, places of worship, etc...

For FY 2021-2022, the TF-CBT served a total of 75 children/youth. Measurement tools applied during this time frame demonstrated that TF-CBT continues to be effective in improving their overall functioning and had a reduction in symptoms of those children/youth who experienced trauma. Based on the needs and success of the program the TF-CBT Prevention Program will continue with the following goals for the upcoming years:



The **First Step to Success Program (FSS)** program utilizes an educational intervention model as a vehicle to develop a collaborative relationship between mental health and education to provide services to underserved children ages 4 to 6. Mental health staff are co-located in the classrooms and provide positive reinforcement utilizing Positive Behavioral Intervention and Services (PBIS) to children who have been identified/referred by the teacher. The interventions are designed to assist children in developing pro-social skills that will assist them in being successful at school, home and in the community. The goal of the FSS program is to prevent mental illness from developing.

For FY 2021-2022, the MHSA FSS Program provided services to 55 children and approximately 69 parents/legal guardians/caregivers. As school re-opened and referrals increased, the FSS program was limited in staff. The goals to be addressed in the upcoming years include:

- Continue to build collaborative relationships between education and mental health providers;
- Increase MHRT staff;
- Train additional Teachers and MHRTS;
- Increase awareness of FSS;
- Decrease stigma among parents and teachers;
- Collect data; and
- Outcome reports to stakeholders.

The **Incredible Years (IY) Prevention Program** is a comprehensive evidence-based practice with a set of curricula designed to provide parents with the necessary skills to promote children's development in a positive environment, nurturing relationships, reducing harsh discipline, and fostering parents' ability to promote children's social and emotional

development. Services are provided through contracts with the Child Abuse Prevention (CAP) Council and Teach, Respect, Educate, Empower Self (TREES). The curricula are offered at no cost in English and/or Spanish at non-traditional settings.

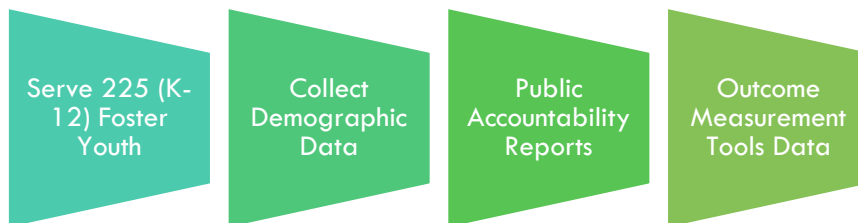
For FY 2021-2022, the CAP program conducted 16 parenting groups providing services to 205 parents; the TREES program conducted 4 parenting groups serving 40 parents. A notable change to IY was that effective December 3, 2021, the TREES program would no longer be able to sustain the obligations stated in the contract. ICBHS continues to seek a contract provider to fulfill the target areas that the TREES program fulfilled. The goals for the upcoming FY's for the IY program are to:



The **Rising Stars (RS) Prevention Program** is a prevention program targeting foster children/youth ages 5 to 18. The Rising Stars program targets *all PEI priority populations* and it targets 4 PEI priority areas: *childhood trauma prevention, youth outreach and engagement strategies targeting secondary school and TAY, early identification programming of mental health symptoms and disorder and all prevention services are culturally competent and linguistically appropriate manner.*

Imperial County Behavioral Health Services (ICBHS) contracts with the Imperial Valley Regional Occupational Program (IVROP) for the implementation of RS. The goal of this PEI program is to reduce the risk factors for mental health illness and enhance the protective factors of the participating foster students. RS staff will provide preventive services such as social emotional learning activities, leadership development, self-esteem enhancement, Developmental Assets workshops, team-building activities, mentoring, academic enhancement, enrichment activities, educational field trips, college-prep workshops, study skills workshops, and Science Technology, Engineering, Art, and Math (STEAM) workshops. All of the strategies utilized by RS will be culturally competent and linguistically appropriate for the targeted population.

During FY 2021-2022, RS provided services to a total of 170 foster youth. They referred 30 foster children/youth to mental health services and facilitated 56 workshops/activities. RS is involved with a total of 28 local schools. RS will continue with the following goals and objectives:



Stigma and Discrimination Reduction Program

The **Stigma and Discrimination Reduction Program** provides services to all residents of Imperial County, focusing on reducing the negative feelings, attitudes, beliefs, perceptions, stereotypes and/or discrimination related to being diagnosed with a mental illness, having a mental illness, or seeking mental health services. The PEI program strives to increase the community's acceptance and equity for individuals with a mental illness and their families. Stigma and discrimination reduction activities are delivered to large and small groups in health fairs, career fairs, and school presentations. Presentations are provided by PEI Program staff, which include master's level Clinicians, Mental Health Rehabilitation Technicians, Program Supervisor, and Program Manager. As a result of the outreach services provided by PEI staff, community members have become aware of the different types of mental health disorders and have become familiar with services provided by ICBHS.

On March 14 2022, ICBHS held its Mental Health Services Act (MHSA) Quarterly Steering Committee. Stakeholders were informed during the meeting funding of the three-year Innovation Project: Positive Engagement Team (PET) would end on March 31,



2022. Based on extensive qualitative information gathered through surveys, client testimonials and staff interviews, the PET program obtained successful responses and there was an overwhelming desire from members of the Steering Committee and Stakeholders for the PET program to continue. With the approval of the stakeholders, ICBHS transitioned the PET program to PEI as a new Stigma program with a start date of April 1, 2022. Goals and objectives for the PET program for the upcoming years include:



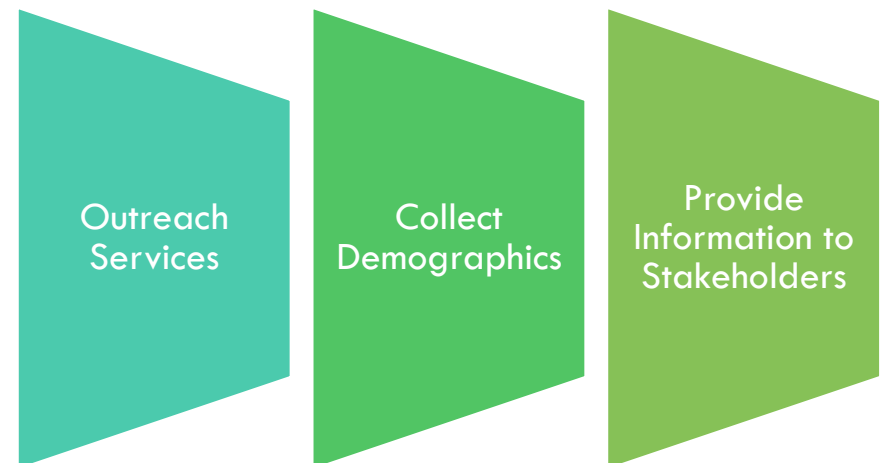
Outreach for Increasing Recognition of Early Signs of Mental Illness Program

The Outreach Services for Increasing Recognition of Early Signs of Mental Illness continuously engages and educates community members on ways to recognize and respond effectively to early signs of mental illness via. Mental Health Rehabilitation Technicians (MHRTs) assigned to the First Step

to Success (FSS) are co-located at several transitional kindergarten (TK) and kindergarten classrooms throughout Imperial County with the goal of educating teachers on identifying young children who may require mental health services.

FSS MHRTs also provide *Outreach Services for Increasing Recognition of Early Signs of Mental Illness* to the parents/legal guardians/caregivers in order to educate them in identifying early signs of mental health issues in their children and engaging them in seeking services. Trauma Focused Cognitive Behavioral Therapy (TF-CBT) clinicians also provide *Outreach Services for Increasing Recognition of Early Signs of Mental Illness* to families, school personnel, community members, and service providers.

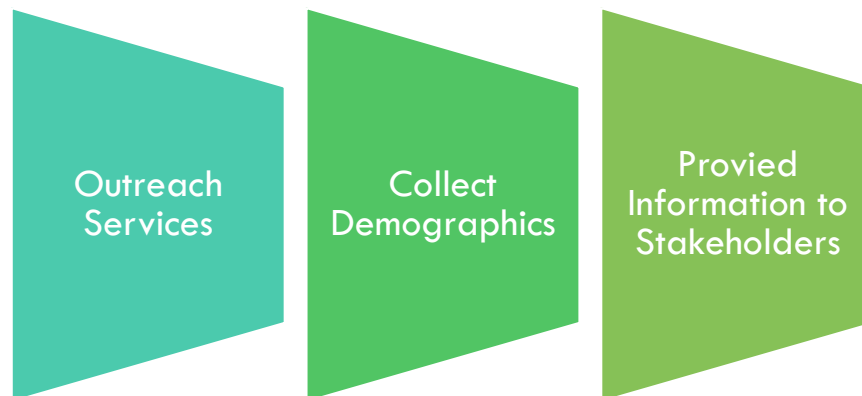
During FY 2021-2022, the program conducted 188 outreach activities in the community and schools and served 236 teachers and school staff. The program will continue with the following goals for the upcoming three FYs:



Access and Linkage to Treatment Program

Access and Linkage services are provided through the Prevention and Early Intervention (PEI) Trauma Focused Cognitive Behavioral Therapy (TF-CBT) and First Step to Success (FSS) programs. Both the TF-CBT and FSS programs connect children/youth and their parents/legal guardian/caregivers to appropriate mental health treatment. All children/youth referred to TF-CBT and/or FSS are screened and assessed by master's levels clinicians for mental health services. In addition, the children/youth who receives prevention services are consistently assessed by their service provided to determine if they require a higher level of services. If so, the service provider links the child/youth and their parents/legal guardians/caregivers to mental health treatment at one of the regionalized outpatient clinics

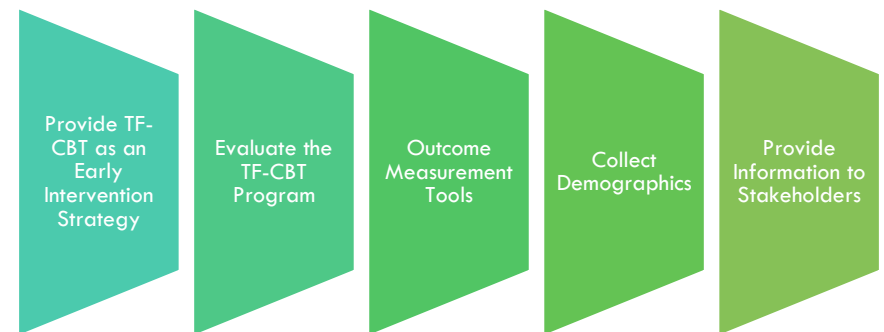
For FY 2021-2022 the *Access and Linkage to Treatment* Program provided services to three-hundred twenty-four (324) children/youth. The goals to be continued in support of the Linkage to Treatment program include:



Early Intervention

Trauma-Focused Cognitive Behavioral Therapy Program (TF-CBT) is an early intervention program that addresses the needs of children and youth in the community who have been exposed to trauma. The TF-CBT Program is utilized as an intervention to treat children and adolescents, ages 4 to 18, who have been exposed to a traumatic experience. The TF-CBT model is also implemented as an early intervention activity aiming to prevent mental illness from becoming severe and disabling. TF-CBT is being provided to help children, youth, and their parents overcome the negative effects of traumatic life events. TF-CBT incorporates cognitive and behavioral interventions with traditional child abuse therapies that focus on enhancement of interpersonal trust and empowerment.

For FY 2021-2022, the TF-CBT served a total of 100 children/youth and approximately 125 parents. The program is diligently working on how best to obtain reporting outcomes from their monitoring tools and are also challenged with the need to hire more staff in support of the increase in program referrals received. Goals and objectives for upcoming years include:



The **First Step to Success (FSS) Program** as an early intervention program provides positive reinforcement to assist children in developing pro-social skills that will assist them in being successful at school and home. The interventions are provided by Mental Health Rehabilitation Technicians (MHRTs) rather than school personnel.

For FY 2021-2022 the FSS program provided services to 94 children and approximately 118 parents/legal guardians/caregivers. Continued challenges for this and many programs has been obtaining the data from the outcome measurement tools and the limitation in staff. As the program moves forward in developing strategies to mitigate these factors the goals and objectives will continue to include:



New PEI Program P.E.A.R.L.S.

A CPPP process is currently underway that will help increase mental health services to older adults as the penetration rates for Older Adults 60+ continues to be low. As of January 2023, of 2779 clients served, only 294 (10%), considering these

numbers and data provided by local stakeholders there may be a need for specific services to address the mental health needs of Older Adults 60+ in our community.

Program to Encourage Active and Rewarding Lives (PEARLS) is a community-based treatment program designated to reduce depression in physically impaired and socially isolated people by utilizing three basic components: Problem Solving Treatment (PST), Social and Physical Activation, and Pleasant Activity Scheduling. PEARLS is an evidence-based program focusing on individuals who are 60 years of age and older. PEARLS aims to bring services to clients homes, providing up to eight session over a 19-week period. After those eight session are completed, clients are provided with follow up calls, which take place once a month for the following three months.

Once the Community Program Planning Process (CPPP) is conducted it will be determined if contracts with local service providers can help implement PEARLS and further determine if this new PEI program will fall under a more specific PEI category.

Innovation

Innovation projects provide opportunities for counties to learn something new that has the potential to transform the mental health system. Innovation projects are novel, creative, and ingenious mental health approaches that promote recovery and resilience and lead to learning that advances mental health.



The current project under Innovation is the *Holistic Outreach Prevention and Engagement* Innovation Project also known as HOPE.

From February 2021 to March 2021, ICBHS conducted an extensive CPPP for this new Innovation Project consisting of various activities intended to involve stakeholders. 41% of community members that completed surveys noted that the focus was to be on the use of wellness services as a way to increase access to mental health services, improve the quality of mental health services and reduce psychiatric emergencies. The age group identified through these surveys to best focus this approach was youth and young adults ages 13 to 25.

HOPE Project is focused on youth and young adults ages 13-25 who have experienced a recent psychiatric emergency. The goal of the project is to increase access to mental health services and improve the quality of existing mental health services for your and young adults to prevent psychiatric emergencies that lead to involuntary holds, including hospitalizations. The HOPE Project uses a holistic approach to meet the overall social, emotional, physical, spiritual, and mental needs of the clients. The activities are incorporated into the client's mental health treatment plan in efforts to

improve the quality of care and improve attendance to appointments by keeping them engaged into treatment.

Peer Support Specialists (also known as Community Service Workers) assist clients in navigating the mental health systems and provide support in a non-judgmental manner, which helps reduce stigma and assist clients in feeling more comfortable with receiving mental health services. Mental Health Rehabilitation Technicians (MHRTs) serve as the wellness coordinator and will assess the client's strengths and needs.

In FY 2021-2022 (February 2022-June 2022), HOPE served 30 unduplicated clients as services to clients began in February 2022. By December 31, 2022, HOPE was providing services to 114 active clients. This was an increase of about 75% in active clients. HOPE served a total of 169 unduplicated clients in FY 2022-2023. The goals and objectives for FY 2023-2024 through 2025-2026 include:



Semi-Statewide Enterprise Health Record System Improvement Innovation Project (INN)

ICBHS has recognized the need for a modern electronic health record in order to remain compliant with evolving state and federal standards. As a result of this initiative, CalAIM standards will be met and better service will be provided. ICBHS anticipates increased provider satisfaction and staff retention following the implementation of the new EHR.

Due to the new state and federal requirements, the CalMHSA semi-statewide project has completed extensive research and received comments from multiple counties to assist in developing an EHR that meets CalAIM's requirements. By participating in this new EHR project, ICBHS will be able to improve its ability to provide whole-person care by facilitating improved data exchange.

On January 25, 2023 the Mental Health Oversight and Accountability Commission (MHOAC) approved the (5) year Imperial County's Enterprise Health Project Semi-Statewide Plan.

Capital Facilities and Technological Needs

Capital Facilities and Technological Needs (CF/TN) provides resources for the efficient implementation of MHSA programs. Through the use of CF/TN funds, long-term results are expected that will advance the mental health system's objectives of wellness, recovery, and resilience, prevention/early intervention, and increasing access to community-based, accessible services to reduce disparities among underserved groups.

Consumer Portal Kiosks continue to be installed in various clinical sites. Successful installations were reported in 2 Children Teams sites and 3 Adult program clinics. Installations will continue in the next 2 FY's. MyHealth Pointe will be replaced with Smartcare which is ICBHS's new Electronic Health Record (EHR). Smartcare has a patient portal. The Smartcare Patient Portal will be pursued by FY 2023-2024.

Wellness Center Computer Upgrades have been installed; however, software and hardware upgrades will continue to be needed during the upcoming FY's of 2023-2024 through 2025-2026.

ICBHS continues and will continue to contract with XPIO Health to **conduct risk assessments** in efforts to strengthen security standards and sustain HIPAA compliances during the next three FYs.

ICBHS continues and will continue to **update and/or develop training materials in support of HIPAA Security, Privacy, and Compliance trainings** and will provide assistance to XPIO and the Center for Clinical Training.

As ICBHS moves forward with the new EHR, Smartcare, aside from having supported staff attend SQL and Crystal Report training, during FY 2022-2023 will now send staff to attend **JavaScript training** in the upcoming FYs.

Meaningful Use assessments were completed during FY 2022-2023. No other goals and objectives planned for the upcoming FYs.

Telecommunication Mobile Solutions – the tool ClinicianPOV that was identified in support to access ICBHS EHR via mobile devices was halted due to a defect in the program. Moving forward, the new EHR, Smartcare, is designed to help providers access the clients records due to its web-based functionality. During FY 2023-2024 through 2025-2026, provider will be able to access the EHR through new iPads and hotspots to be purchased.

During FY 2022-2023 it was assessed that there will be a need to **update Microsoft 365** and the recommendation is to move to a subscription-based Microsoft Office 365 which will provide all the software needed to continue day to day creation of reports and other documentation tools. By April 2023, ICBHS will upgrade to Microsoft 365 Government Version 3. During FY 2023-2024 through 2025-2026 ICBHS will renew MS 365 licenses, purchase Apple iPads, Wifi Hotspots, and Wifi Hotspot service.

Telephone System Upgrade - Mitel and ShoreTel, are currently used within ICBHS and are in need to be upgraded. Discontinued products has made it difficult for the department to standardize its telephone system. MyCloud Connect offered through Mitel will also be discontinued. Due to this, ICBHS is considering moving to Zoom phones as an option as it offers cloud-based private branch exchange services. Zoom phones would also integrate into the video conferencing.

Workforce Education and Training

The Workforce Education and Training (WET) component provides education and training for all individuals who provide

direct or support services in the Public Mental Health System. The mission of WET to develop and maintain a sufficient workforce capable of providing consumer and family-driven, culturally competent services that promote wellness, recovery, and resiliency, and lead to evidence-based, value-driven outcomes. Updates of what was accomplished during FY 2022-2023 are described in this section of the report. The following is a summary of the training planned for the upcoming three FYs:

Mental Health Interpreter Training

For FY 2023-2024 through FY 2025-2026 the ICBHS will focus in the area of Training and Technical Assistance by hosting a Mental Health Interpreter Training for ICBHS staff. The Mental Health Interpreter Training for Interpreters is designed to immerse bilingual staff, who currently serve as interpreters in a mental health setting, in the principles and practices of interpreter communication skills. Topics for the training included a discussion on federal and state regulations, communication in high and low context cultures verbal and non-verbal communication, the interpreting process, roles of the interpreter, interpreter techniques, and mental health terminology.

Assertive Community Treatment Model

For FY 2023-2024 through 2025-2026, ICBHS will be working in establishing the contract with the Center for Evidence – Based Practices at Case Western Reserve University and to extend contract services with the Center for Evidence-Based Practices at Case Western Reserve University to provide training and support to ICBHS staff on the ACT model. Intensive Community Program-Full Service Partnership (ICP-FSP) is looking to have an adequate amount of staff trained to

avoid service disruptions from staff transfers or promotions and provide continuous access to these intensive services for the individuals in need. Lastly, contracted activities will include programmatic and clinical consultations, clinical trainings, and evaluation services. Training has served as the support needed to further develop the ICBHS ICP-FSP program. Furthermore, staff's engagement in training and skill development has allowed for the advancement of the planning stages of the program and driven the ICP-FSP.

Psychosis Identification and Early Referral Training

The PIER-FSP program at ICBHS serves as a medium to provide Multifamily Groups (MFG) with the opportunity to meet with clinical staff and other PIER engaged families to discuss and learn about the troubling symptoms. These support groups focus on recovery, resiliency, optimistic therapeutic perspective and shared decision-making while keeping a client-centered focus. These support groups focus on recovery, resiliency, optimistic therapeutic perspective and shared decision-making while keeping a client-centered focus. The PIER-FSP program is a critical component of identifying and targeting youth in the ICBHS community to take preventable measures to proactively treat and prevent the development of Serious Mental Illness (SMI). The department is currently looking to secure this training for ICBHS staff to be able to provide these groups.

Interpersonal Psychotherapy

Imperial County Behavioral Health intends to train additional clinicians in Interpersonal Psychotherapy (IPT) during FY 2023-2024. IPT is intended for affective disorders, anxiety disorders, and eating disorders, and for a wide range of

patients from children and adolescents to the elderly. The evidence base for IPT supports its use from age 9 to 99+. IPT is a time-limited psychotherapy that focuses on interpersonal issues. The targets of IPT are symptom resolution, improved interpersonal functioning, and increased social support. IPT sessions range from 6-20 sessions with provision for maintenance treatment as necessary. The department would train up to 15 clinicians from all the divisions.

ICBHS Incentive Program

The recruiting and retaining qualified therapists and psychiatrists has always been challenging in rural areas such as Imperial County; however, the pandemic and high resignation rates further compounded this challenge. In an effort to recruit and retain qualified psychiatrists and therapists, ICBHS will create and incentive program that will be implemented in FY 2023-2024 through 2025-2026. Additionally, we will build the capacity of our mental health providers through trainings designed to improve their clinical skills in order to meet the needs of the populations we serve. By implementing the incentive program and enhancing the skills of ICBHS' mental health providers, we hope to increase our workforce to be able to accommodate the increasing demand for mental health services and be able to meet the needs of our clients.

ICBHS will develop a comprehensive ICBHS Incentive and Training Program in the upcoming three fiscal years with the goal to meet the service demands within our county.

Southern Counties Regional Partnership

The regional partnership activities are to support the mission of MHSA-WET in outreach to multicultural communities,

increasing the diversity of the mental health workforce, enhancing the competency of staff in providing data driven and culturally sensitive services, reducing stigma associated with mental illness, and promoting various workforce development projects. The Southern Counties Regional Partnership (SCRCP) is one of the 5 State regional partnerships and contains 10 counties in the southern part of the state (Imperial, Kern, Riverside, Orange, San Diego, San Bernardino, San Luis Obispo, Santa Barbara, Tri-Cities, and Ventura).

Through the partnership, Imperial County participates in the following programs:

- Loan Repayment Program;
- Graduate Student Stipend;
- Training Retention Trainings;
- SCRCP Regional Conferences; and soon considering to add
- Pipeline Activities