






KERN COUNTY BEHAVIORAL HEALTH BOARD **ANNUAL REPORT** *2021*



BEHAVIORAL
HEALTH & RECOVERY
SERVICES

Director Stacy Kuwahara, LMFT
PO Box 1000, Bakersfield, CA 93302
www.KernBHRS.org • @KernBHRS at   

Contents

BEHAVIORAL HEALTH BOARD 4

Forward from Chair	4
Members of the 2021 Kern County Behavioral Health Board	4
2020 Behavioral Health Board Committees	5

KERN BEHAVIORAL HEALTH & RECOVERY SERVICES 6

Director's Report	6
Organizational Chart	8

KernBHRS Mission, Vision & Values Statement	9
Division Reports	10
Provider Network	16
Contract Providers Fiscal Year 2019-2020	17
Provider Spotlight	18

DATA & REPORTS 28

Consumer Demographics	28
Resource Sources & Direct Services Cost	31
New Program Highlights	32



Chair's Forward

We find ourselves on the edge of a frontier. Behind us are two years of sickness, isolation, and death while ahead of us lies limitless possibilities bounded only by our ability to work and dream. The spirit of industrious vision is embodied by Stacy Kuwahara and the entire leadership team of Kern County Behavioral Health and Recovery Services.

As we pivot from a “pandemic” to “endemic” response, we look to renewing old relationships, expanding services to our clientele, and bringing hope where before there was none. Two years of storms have broken, and we are poised to be change agents of the spirit of renewal that follows such a tempest.

The future awaits us; all that is left is for us to create it.

Charles Collom JD, MSN, FNP-C, RN

Director, Bakersfield College Student Health and Wellness Center



Kern County Behavioral Health Board

Board 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 the Board 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.

2021 Board Roster

Executive Committee

- ▶ **Charles Collom**
Chair
- ▶ **Sonia Silva**
First Vice-Chair
- ▶ **Stephanie Hermeston**
Second Vice-Chair
- ▶ **David Kessler**
Parliamentarian
- ▶ **Stacy Kuwahara**
Director of Behavioral Health & Recovery Services
- ▶ **Joseph Brennan**
Board of Supervisors Representative
- ▶ **Tracy Lynch**
Department Liaison

Member Representation by District & Supervisor

District 1 – Phillip Peters

Joseph Brennan
Sonia Silva
Stephanie Hermeston
Jeff Burdick

District 2 – Zack Scrivner

Dian Schneider
Deborah Fabos
Lorre Webb

District 3 – Mike Maggard

Charles Collom

District 4 – David Couch

David Kessler
Traco Matthews
Flossie White

District 5 – Leticia Perez

Nancy Solis
Richard Hofferd
Rachelle Classen

2021 Board Committees

Adult Treatment & Recovery Services

Co-Chair: Richard Hofferd

Members Attending: Dian Schneider, Lorre Webb & Deborah Fabos

Liaison: Lynn Corse

Support: Tamara Brown

Children’s Treatment & Recovery Services

Co-Chairs: Dian Schneider & Jeff Burdick

Liaison: Jennie Sill

Support: Jeanna Reynolds

System Quality Improvement Committee “SQIC”

Co-Chair: David Kessler

Liaison: Lesleigh Davis

Support: Cynthia Jackson

Director's Report

Jokingly spoke of 2021 as our “COVID Sophomore Year.” So much change happened, with an upheaval occurring in 2020. We went into 2021 with a hopeful optimism, thinking the challenges of the year prior were behind us and 2021 would be a return to business as usual. What the year demonstrated was the soundness of our system with the ongoing theme of being pushed to continue and grow and develop. Returning to status quo was not an option. Instead we were given an opportunity to stand on strengths that were established while being driven to continue the build up and onward. Meaningful initiatives focusing on system reform, addressing social and health inequities and creating diversity and equality in the workforce are welcome drivers pushing for much needed change in the delivery of services.

Recognizing the need to be ready to move forward at lightening speed, the department made investments to support developing leadership skills, both for management and supervisors. While the world moves and changes around us, keeping ourselves sharp will ensure Kern Behavioral Health & Recovery Services stays at the forefront of comprehensive, quality service delivery.

A focus that is so important and relevant for our workforce. As I remind our department as often as possible, the work we do for our community reaches wide and deep. We provide care, compassion and healing to the most vulnerable in our community. Touching their lives and bringing hope, healing and recovery creates ripples of healing that flow outward and touches many lives. This is meaningful work during a tumultuous time creates an incredible opportunity: to reduce stigma, to make a difference and help people in their journey for recovery and healing.

Accomplishments

The following represents a brief snapshot of significant accomplishments of 2021.

Ongoing Service Provision throughout Pandemic

The department continued service provision throughout the year, despite surges in the pandemic that impacted staffing, availability of inpatient beds and resulted in increased utilization of crisis services. Additional impacts in 2021 that impacted staffing included a higher rate of staff turnover and vacancies as well as COVID-19 vaccine mandates. The department implemented weekly testing for staff and even hosted several



Stacy Kuwahara
Director of Behavioral Health &
Recovery Services

vaccination clinics with Public Health to support staff coming into compliance with the vaccine mandates. In response to the current local COVID-19 surge, the department continues to balance remote work with office-based work but remain focused on providing in-person client services, shifting to ensure more home-based and field-based services to clients to support staff safety and reduce congregation during periods when this was necessary to support the safety of our workforce.

Homeless Initiatives

The department continues to work closely with homeless collaborative member agencies and local partners to find solutions for homelessness. This year, the department worked closely with the Bakersfield-Kern Regional Homeless Collaborative to address challenges with the Coordinated Entry System scoring for individuals with behavioral health challenges. In doing so, a new By-Name List was established to ensure the specific needs of those with high healthcare and behavioral health needs are being addressed.

The department intensified the response to the behavioral health needs of the homeless with the implementation of the ROEM (Relational Outreach and Engagement) team. This street-based service team focuses on building trust and relationships over time with homeless individuals and expedites linkage to housing, treatment, and other social service resources. The goal is to ensure that a wide variety of resources are available to individuals when they are ready to accept assistance. This program utilizes medication support and psychiatric services in the field

provided by a psychiatrist and works closely with Crisis Services and the Conservator's Office to address grave disability of homeless individuals. The program has successfully transitioned some of the most vulnerable homeless individuals off the street and into treatment and placement.

Additionally, a new co-response team was established between KernBHRS and Bakersfield Police Department to specifically target and respond to homeless calls. This program was initiated in February 2022.

Substance Use Disorder Services

The department adopted a new electronic screening tool for substance use called Co-Triage which ensures individuals are matched with the most appropriate treatment level. Residential treatment beds were expanded during this period and utilization of the Recovery Stations continued to increase. Agreements were established with local healthcare providers to expand access to medication-assisted treatment, and substance use services were added to local shelters.

Challenges & Concerns for 2021 & Beyond

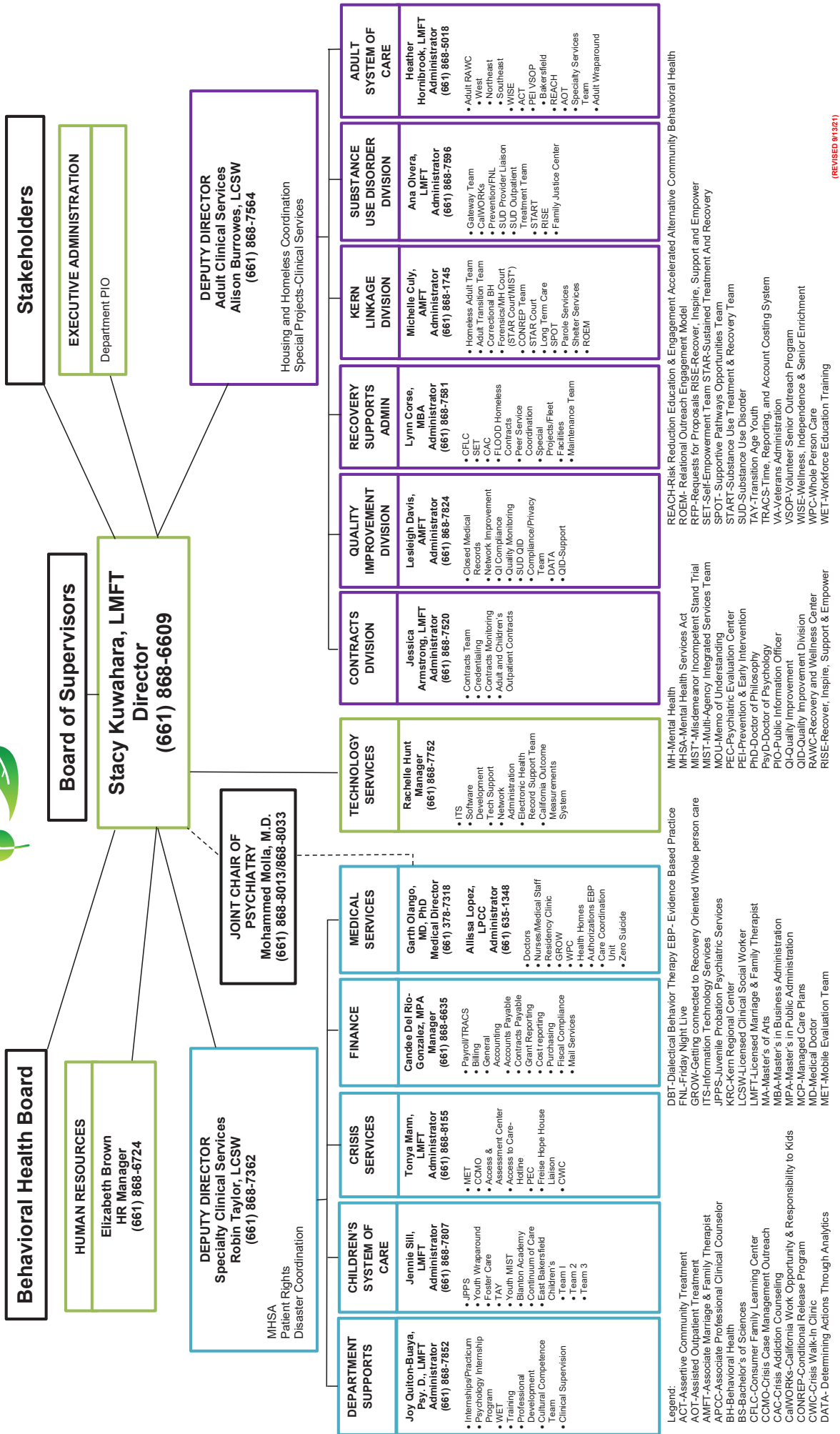
- ▶ The impacts of COVID-19 in operations have continued into 2021. The pandemic offered opportunities for change and growth, increased demands for technological solutions and increased flexibility in how services are provided. The staff vacancy rate was reduced during 2020 but in 2021 increased, with specific impacts as staff have responded to the vaccine mandates.
- ▶ 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 planning to continue to support the behavioral health needs of the homeless population in innovative ways with use of new funding.
- ▶ The department moves forward to prepare for the changes brought forward by the CalAIM initiative, a plan which is anticipated to bring the department toward increased integration between the Mental Health Plan (MHP), Substance Use Disorder Plan (SUD-P) and

Leadership Development

As the department completed the first year under the leadership of a new director, ongoing leadership development continues to be a priority for the department across all levels. The KernBHRS management team completed an intensive six-day leadership training and a condensed version of the training was provided to all supervisory level staff. The training established common language and goals to initiate leadership skills and continue focus on building effective solutions for the many opportunities ahead. On a larger level, the state and Department of Healthcare Services focuses on building diversity and equity throughout all levels of service in healthcare. The department will continue to focus on building out leadership opportunities throughout the department and seek to provide training for staff at all levels that supports equality in growth opportunities.

the Managed Care Plan (MCP). CalAIM has established a timeframe for payment reform to be implemented

- ▶ The entire country is impacted by the opioid crisis. While rates of prescribed opioids are decreasing, overdoses continue to increase, specifically fentanyl-related overdoses. Substance Use Disorder (SUD) services are significantly underfunded despite the impact of homelessness and the opioid crisis, and regulations create challenges in how mental health and substance use services can be integrated in an efficient manner.
- ▶ Impacts on the crisis system have increased during the last two years. Crisis Stabilization utilization has steadily increased prior to 2020 but has had significant increases over the last two years in response to the pandemic and hospital impacts. The current facility for the Psychiatric Stabilization Unit is built for a monthly capacity of 400-500 individuals but the current flow continues to grow with a monthly average between 800-900 individuals. The department will continue to look for opportunities in funding to find ways to expand this essential service for the community.



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.

Division Reports

Executive Administration – Stacy Kuwahara, Director

Human Resources

The KernBHRS Human Resources team remained busy in 2021 as the department was required to follow mandates for vaccination, boosters and testing for non-vaccinated staff.

The county’s hiring freeze was lifted this year, but increases in vacancies and challenges with hiring specific positions resulted in additional recruitment and promotional activities for the department. In November 2021, KernBHRS HR hosted a job fair with multiple contract providers to recruit and fill vacancies. Additionally, KernBHRS and Bakersfield College developed an MOU to support Human Services Internships with the department. Due to the pandemic, the Human Services Internships were placed on hold but are scheduled to begin in fall 2022. We are hopeful the partnership with Bakersfield College will support future recruitment opportunities.

Finally, in our efforts to maximize workflow efficiencies during the pandemic, KernBHRS HR developed an electronic process for onboarding new employees. This was an innovative and successful endeavor that has streamlined the new hire onboarding process.

Public Information Officer

In 2021, the KernBHRS Public Information Team continued to work on developing original content for social media and worked with local media to highlight the innovative work being done by department. The team has continued to grow communication methods to improve reach on social media and implemented innovated media campaigns to connect with rural and hard-to-reach populations.

Technology Services

The KernBHRS Technology Services Division implemented Electronic Prescribing of Controlled Substances (EPCS) allowing our prescribers to electronically and securely send prescriptions to the pharmacy. Our staff trained and distributed more than 100 authentication token fobs to the prescribers.

Our Desktop Support team continued to provide support to staff working remotely and onsite. We implemented a new support ticketing system that is used by all Technology Services help desk teams, bringing organization and efficiency into supporting our staff and providers.

Our networking team applied security updates to firewalls and increased our security measures by implementing Checkpoint Endpoint, a collection of security software installed to protect against trojans, spyware, worms and intrusion attempts by hackers. In 2021, Checkpoint Endpoint blocked 173 malicious events, identified, and removed malware from 12 infected client machines and has scanned 39.4K files over the KernBHRS network.

Adult Clinical Services – Alison Burrowes, Deputy Director

Adult System of Care

The Adult System of Care continues to evolve and make improvements to assist in quality care for our clients. The Specialty Services team absorbed the Adult Redesign project, and over the past year, completed the first phase of training and implementation across the metro Bakersfield adult outpatient teams. The next step will be to focus on areas that may need improvement to make the processes more efficient. The team continues to monitor the various outpatient teams and meets monthly with supervisors as well as performs bi-quarterly audits of implementations.

The Specialty Services team has also continued to grow our internship program with The Center for Sexuality & Gender Diversity (the Center), which is entering its fourth cohort. The internship has provided more than six KernBHRS staff the opportunity to receive training and increase their knowledge and competence in working with the LGBTQ+ community. We are excited to announce the next cohort will also be open to contract provider staff.

The Eye Movement Desensitization and Reprocessing (EMDR) treatment program has 20 fully trained EMDR clinicians in a variety of divisions serving both children and adults, and the possibility of training more clinicians to the Children’s division has been discussed. The Eating Disorder Consult program has allowed us to provide consults between our staff and an eating disorder specialist who provides treatment interventions and resources. KernBHRS has started working closely with the eating disorder specialist in order to develop annual training which will help provide knowledge and skills to our direct services staff surrounding the treatment of eating disorders.

Due to the high demand of Dialectical Behavior Therapy (DBT), we have expanded our program by adding another DBT Skills group per week, allowing the addition of 6-8 more clients each cohort.

Our Assistant Outpatient Treatment (AOT) program, also known as “Laura’s Law,” continues to grow and, during this past fiscal year, the team received 232 referrals, a 68% increase compared to FY 19-20. We have also seen an increase in petitions and individuals being linked to mental health services.

Contracts Division

During this year, the Contracts team has been busy focusing on improving contracting efforts through the use of technology. The team has now implemented the use of Docu-Sign for all contracts, significantly reducing the amount of time, resources and tracking previously required.

The Credentialing Team implemented a new software that makes the credentialing process easier, which greatly reduces the amount of manual tracking that a paper driven credentialing process previously required.

The Contracts Division Administration continues to oversee all of the adult and children’s outpatient mental health contracts. The focus of this team has been to standardize a process for data collection using various resources, including Power BI and other web based programs, to ensure quality care is provided to clients, both in Bakersfield and in all of our outlying efforts.

Data is also being utilized to make programmatic decisions as well as to identify needs and gaps with current service provisions. This

team meets regularly with the contract providers to quickly resolve system issues and brainstorm ways for system improvement. The increased communication with KernBHRS and our contractors has resulted in better outcomes and performance by our contractors and thereby improving the quality of care provided to our clients living in our communities.

**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. This program provides funding for the development of Permanent Supportive Housing (PSH) Units for formerly homeless individuals. For first round funded projects, Benton Park Cottages and Pioneer Cottages, 73 total units are currently under construction and will be completed in spring 2022. A final round application for NPLH was recently submitted and if successful, will provide an additional 84 units of PSH. Approximately 50% of these total units will be available to the chronically homeless population.

During 2021 calendar year, KernBHRS Housing Services placed a total of 419 individuals into housing with a combined total of \$970,892.12 in monthly assistance. Housing facilitated 34 total Housing Ambassador meetings with 10 for KernBHRS and 24 for our contracted providers, which included Mental Health Systems, Clinica Sierra Vista, College Community Services and Child Guidance. There were quarterly trainings for providers, 68 site inspections and a plan of correction during 2021. To ensure the continued health and safety of clients and providers, the Housing Services team has continued to conduct weekly COVID-19 monitoring to identify and report exposures to department operations and treatment teams.

**Kern Linkage
Division**

The Homeless Adult Team (HAT) has staff stationed at the Brundage Lane and M Street Navigation Centers to provide daily intensive services and linkage to the system of care. HAT provides weekly onsite services at the rest of the homeless shelters to assist clients with obtaining services and linkage. HAT continues to respond with Flood outreach services, traveling out in the community and the Kern River bed twice a week to assist individuals in the community 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 to help individuals with serious mental illness who are involved with the criminal justice system. They have transitioned 59 individuals into mental health services and were given the opportunity to get into treatment instead of being sent to the state hospital.

**Quality
Improvement
Division**

The Quality Improvement Division helped to implement a number of necessary policy changes to expand the use of telehealth services within the community. We also ensured the department successfully fulfilled all network adequacy requirements for its mental health and substance use programs.

The research section of the Quality Improvement Division partnered with the system to implement four performance improvement projects. These projects helped to reduce no show rates and increase access to services. In addition, the research team developed Key Performance Indicator Dashboards to allow the

system to better monitor performance metrics.

The policy branch of the Quality Improvement Division ensured the implementation of 75 information notices published by the Department of Health Care Services and successfully facilitated over 300 program or documentation reviews.

**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 and a phone-based Community Referral Line for residents.

Recovery Innovations provided virtual sessions of Peer Employment Training and peer certification to consumers and family members with behavioral health lived experience. The Self-Empowerment Team provided peer support services, harm reduction, and crisis addiction counseling virtually as well as in-person in the field.

The peer-led Bakersfield Consumer Family Learning Center (CFLC), the Ridgecrest CCS HOPE Center, and the Tehachapi CCS The Learning Center provided in-person and virtual groups and individual services to consumers.

**Substance Use
Disorder Division**

The KernBHRS SUD Division added two new residential providers into its DMC-ODS network: Tazana (adolescents) and Westcare (adult men), as well as changed outpatient providers in Lamont. The Recovery Stations, which provide a safe, voluntary environment to assist individuals who are intoxicated, celebrated their first anniversary in operation, with Bakersfield admissions steadily increasing throughout the year.

The Mini Assessment Center pilot was expanded to assist SUD providers in offering additional capacity for access into care by making multiple assessment appointments available to most SUD levels of care.

The SUD Division applied for and was awarded additional Substance Abuse Block Grant funds in the amounts of \$2 million in Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) to support Prevention and Recovery Housing through December 2022, and \$1.8 million in American Rescue Plan Act (ARPA) to support Prevention and Treatment programs.

SUD also completed the launch of Co-Triage, a validated screening tool developed by the American Society of Addiction Medicine, which assists in determining a provisional level of SUD care. This standardizes referrals into the DMC-ODS provider network.

Specialty Clinical Services – Robin Taylor, Deputy Director

Children's System of Care

Trauma Informed Care and the utilization of promising practices is of primary importance in our support of our children, families and community to ensure we are providing an environment and programming that fosters safety and trust to help children and families take steps in their recovery. During this last year, the CSOC has continued to engage in the development of pro-active services that help to heal trauma and support our community's well-being. Some of the initiatives that the CSOC supported this past year include Continuum of Care Reform; Family First Preventative Service ACT; TAY Dual Recovery Program; the development of continuum of care with MHP-School partnerships, including Mental Health Student Services Act; Help Me Grow, a partnership with First 5 to implement early childhood screening; and system training for treatment of Juvenile Justice youth. These initiatives and many more are discussed and shared through the regularly scheduled Children's Treatment and Recovery Committee.

Crisis Services Division

During 2021, 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). All other teams in the division fluctuated between office-based services and work from home, depending on client need and availability. 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. 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 more than 900 KernBHRS internal staff and approximately 900 contracted partner staff. During COVID-19, continued incorporation of web-based presentation methods into training platforms allowed maximum flexibility to offer facilitator-led web-based trainings such as Crisis Intervention and Suicide Prevention trainings (CPI, ASSIST, CBT-SP, etc.) that are evidence-based practices and culturally responsive. Department Supports developed specialized training plans for Kern Medical residents, psychology interns, and behavioral health (MH and SUD) staff and contract partner agency staff enabling standardization of information presented, integrating cultural and diversity considerations, as well as accountability means to ensure compliance. The partnership with higher education system such as CSUB MSW, MFT, and Drug & Alcohol programs continues- to provide practicum and clinical experience in the department to assist with recruitment and retainment of diverse workforce.

KernBHRS and our Cultural Competence team continue to strengthen the partnership and collaboration with key entities in internal (PIO team, MHSA team, Leadership team) and external teams, contractor providers, and community based organizations to address gaps and needs to develop improvement strategies to address cultural competency areas, including diversity, equity, and culturally and linguistic appropriate care to the diverse community we serve.

Finance Division

The Finance Division's Billing team continues to fine tune Medicare and private insurance billing and for the current fiscal year, an increase of 23% is projected from the FY 20/21. The monthly financial reports are now established and we are developing additional reporting which will aid management in making fiscal decisions. The Finance Division's Revenue Collection team is now able to accept credit card payments, both in person and over the phone.

Medical Services Division

Medical Services hired three psychiatrists and one psychiatrically trained Nurse Practitioner. Of these Psychiatrists, one was a home-grown child-trained Psychiatrist from our own UCLA-Kern Psychiatric Residency partnership. Medical Services also decreased the department's reliance on Locums Agencies to less than one full-time equivalent psychiatrist, which saves the department money. The department's Zero Suicide Initiative was fully implemented in all KernBHRS-run and contracted outpatient clinics.

Mental Health Services Act

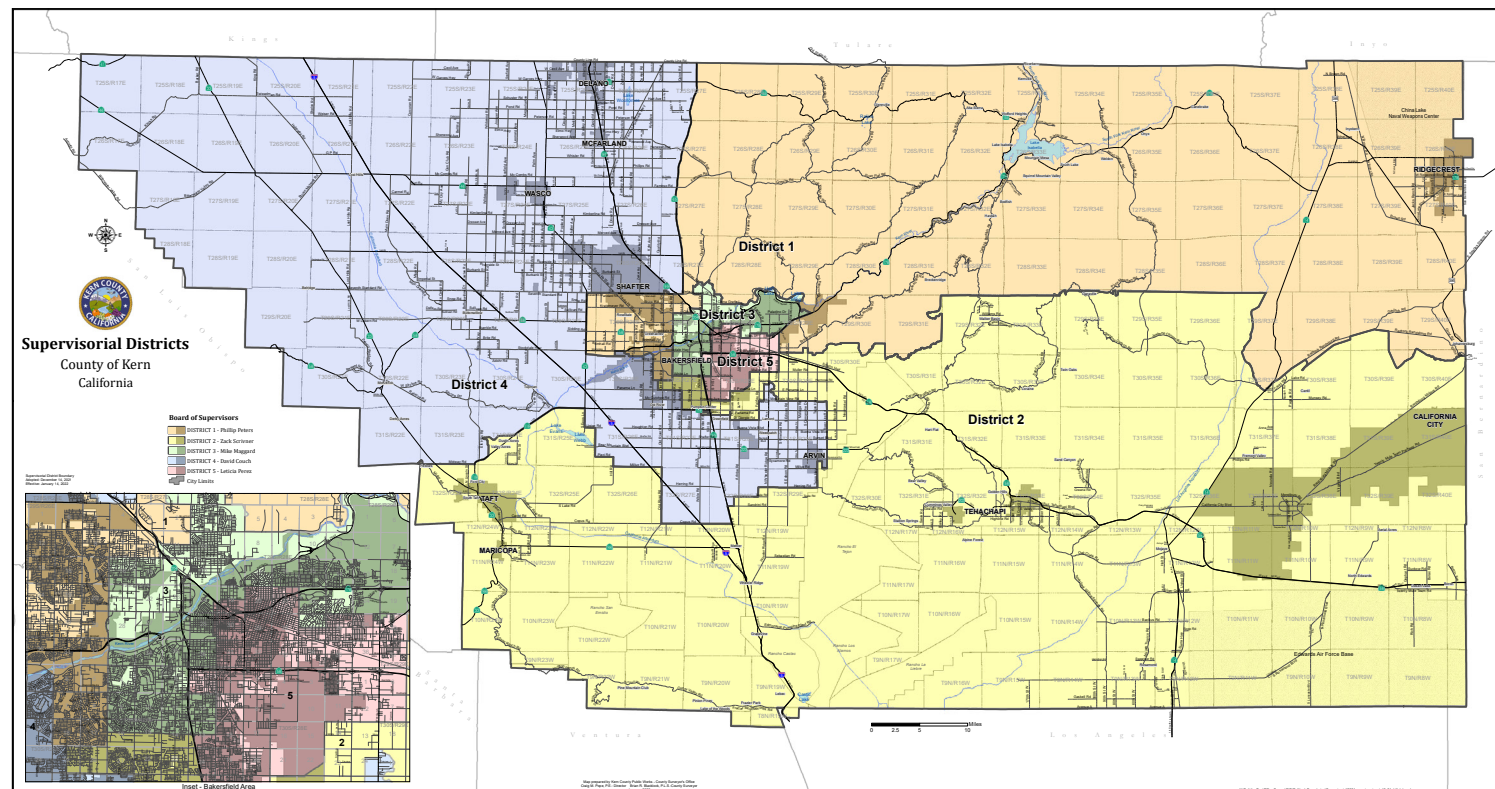
KernBHRS continues to utilize MHSA funding to support valuable services for our community. Our MHSA 3-Year Plan was submitted to DHCS and the Mental Health Services Oversight and Accountability Commission (MHSOAC) highlighting 41 programs providing services and supports to adults and children throughout our community. KernBHRS held 13 total public stakeholder meetings in 2021 despite the challenges of the pandemic. The stakeholder process is provided as a means for the Kern County community to give input and have their voice heard on local behavioral health needs. All stakeholders meetings occurred virtually due to the pandemic. A total of 448 individuals participated in the stakeholder process. In the last year, we expanded our prevention and early intervention programs to include the Continuum of Care Reform (CCR) Foster Youth Engagement program under the Children's System of Care. The CCR Foster Youth Engagement Team works collaboratively with social worker, probation, and other community partners to ensure foster youth are receiving needed supports from their Child and Family Team to help them maintain family-based setting or transition from a STRTP to a lower level of care.

Patient's Right Advocate/Family Advocate

The PRA 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 2021, we remained compliant with all DHCS regulations and maintained our goal of responding to 100% of all grievances and appeals within the appropriate timeframe. 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 that 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 services are provided throughout the county. Areas are color coded by Supervisorial Districts to identify areas served by specific providers. KernBHRS values and appreciates our provider network, recognizing the quality work they provide. A brief orientation to their programs and services is included below.



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

CONTRACT PROVIDERS – FY 20-21

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	Narcotic Treatment Program			X	X		X		X
American Health Systems	Narcotic Treatment Program			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	X	X	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	Housing	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	Housing	X				X			X
Global Family Care Network	Short-term residential		X				X		
Good Samaritan Hospital	Geropsychiatric inpatient hospitalization	X					X		
KernBHRS <i>(shown for demonstrated purposes – not contracted)</i>	Outpatient, crisis, prevention, drug diversion	X	X	X	X		X	X	X
Kern County Hispanic Commission	Housing			X			X		
Kern Medical	Inpatient hospitalization	X					X		
Medical 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 & 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
Tarzana Treatment Centers	Residential			X					
Telecare Corporation	Crisis stabilization, sobering station	X	X	X					X
Unicorn Gardens	Short-term residential		X						X
WestCare	Residential			X			X		
Your Drug Store	Prescription services	X	X	X			X		
Youth Quest Guidance Center	Short-term residential		X			X			

Provider Spotlight

Clinica Sierra Vista

District 1

District 2

District 3

District 4

District 5



This past year, Clinica Sierra Vista celebrated its 50th anniversary and continues to work towards seamless integration of mental health, substance use disorder treatment, healthcare for the homeless, and even WIC services with the primary care services provided in our federally-qualified health centers. We utilize a collaborative care model in two community health center 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, which prevents the need for more intensive services as well as removes barriers to behavioral health treatment, such as stigma. In addition, we continue to utilize 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 three Drug Medi-Cal 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, farmworker 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 and adults through specialty mental health programs in south central Bakersfield. Services are provided to children through school, home, and family engagement, while adults are provided therapy, case management, and psychiatry services as part of the adult system of care in south central Bakersfield. Ebony Counseling Center is co-located with our adult team, and we provide SUD services to adolescents as well as adults.

We are proud of our commitment to quality service on behalf of the thousands of Kern Behavioral Health & 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, Lamont, Arvin, Weedpatch, south central Bakersfield, and 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 recover-focused, community-based behavioral health service delivery systems. Nationwide, Pathways delivers a full spectrum of behavioral health care in 18 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 SUD 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 & 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, and 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. DUI services for minors is through 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 provide level 1.0 Outpatient, level 2.1 Intensive Outpatient Program (IOP) services, domestic violence, anger management classes, and PC 1000 education at our Brotherhood Center in metro Bakersfield. We proudly provide space for weekly Narcotics Anonymous meetings for clients. CSO Behavioral Health Programs is a non-profit organization that has been in operation for the past 40 years.

Freedom House

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

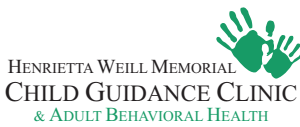
Freedom House and Terra Lynn are operated by Lynn Huckaby and Danette Reynolds. For over 20 years, this husband and wife team have provided a living environment that supports individuals 18 years and older in recovery. Freedom House has partnered with many agencies serving the behavioral health and criminal 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 adults, children and families since 1946. The Clinic uses evidence-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 Criteria 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 level outpatient 1.0 and 2.1 services. A client who is placed as a level 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 and a maximum of 19 hours per week. This is an option for those individuals who may be hesitant to enroll in 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 form KCHC if needed.

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 & 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 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 Bains, who is very eager to provide oversight as well as help our agency in expanding the services available to our participants.

We continue to provide services at Lincoln Street Retreat (perinatal residential), Capistrano Community for Women (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 work such as assisting each month in "Restoration Wednesday," a project that feeds underserved individuals and families. Additionally, BRS is a local leader in Narcan distribution, awareness, and training efforts as a response to the nationwide fentanyl crisis. We also have been working with other local agencies, such as law enforcement and other mental health providers, on community education events that cover the dangers of fentanyl overdose/poisoning.

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 & 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 Rd. in Bakersfield. Sycamore 17th is a six-bed facility for ambulatory males located at 2720 17th St. 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 36 treatment centers throughout California, making Aegis one of the state's largest networks of opioid treatment programs. Aegis operates five locations in Kern County, three in Bakersfield and one in each city of Delano and Ridgecrest.

Aegis specializes in treating opioid use disorder and successfully treats individuals 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 treating substance use disorders. These medications, combined with evidence-based curricula, and integration of services specific to the person's needs, give the individual the highest chance for success.

An individual who receives treatment with Aegis can expect treatment to be personal and individualized. A patient receives a comprehensive biopsychosocial assessment by an Aegis physician at admission. 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 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.

Aegis is a subsidiary of Pinnacle Treatment Centers, a recognized leader in comprehensive substance use services serving over 32,000 patients daily in over 115 locations across eight states (Indiana, Kentucky, New Jersey, Ohio, Pennsylvania, Virginia, California and Georgia). Pinnacle offers our patients with a true full continuum of care from detox and residential treatment to Medication Assisted Treatment. Although not all locations provide all levels of care, our continuum of care includes:

- ▶ Medically-monitored detoxification/withdrawal management
- ▶ Inpatient/residential
- ▶ Partial hospitalization/partial care
- ▶ Intensive outpatient
- ▶ General outpatient programming
- ▶ Medication Assisted Treatment

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 Behavioral Health 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 Program (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 includes management of withdrawal symptoms, decreased rate of relapse, decreased illicit opiate use, decreased illegal activity, improved health, improved pregnancy/parenting outcomes, strengthened recovery supports systems, and improvement 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. Services are also available for East Kern residents at our Palmdale location. 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

District 1

District 2

District 3

District 4

District 5



Telecare Corporation partners with KernBHRS 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 be bringing two Recovery Stations to Kern County. The Recovery Stations will 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

District 1

District 2

District 3

District 4

District 5



Bakersfield Behavioral Healthcare Hospital 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.

Tarzana Treatment Centers, Inc.

District 1

District 2

District 3

District 4

District 5



Tarzana Treatment Centers youth Substance Use Disorder (SUD) residential program is designed to treat youth, ages 12 to 17, who need SUD and/or co-occurring disorders treatment. The program is located in the city of Lancaster in the County of Los Angeles and is licensed by the State/County and accredited by The Joint Commission.

The program treats Kern youth who meet medical necessity criteria for ASAM 3.5 and adults who meets criteria for ASAM 3.3 and ASAM 3.2 WM. The program is voluntary, and as such, the youth must be willing to enter the program. The treatment team is committed to helping youth develop their strengths, learn how to manage their day-to-day lives, and understand the logical consequences of their decisions and behaviors. The primary treatment team is comprised of psychiatrist, psychologists, licensed mental health therapist, case managers, counselors and recovery support staff.

The goal of the youth treatment program is to provide youth with the skills necessary to remain drug/alcohol free and to thrive in a less restrictive environment upon discharge. The treatment team believes in youth empowerment and seeks to actively engage youth in their care.

Treatment includes:

- ▶ Individual, family, and group counseling
- ▶ Independent study through the Antelope Valley (AV) Unified School District
- ▶ 12-Step and patient education
- ▶ Social activities designed to teach enjoyment in activities without the use of drugs and/or alcohol
- ▶ Case management and linkage to outpatient services prior to discharge from the residential program



WestCare California, Inc.

District 1

District 2

District 3

District 4

District 5



WestCare California, Inc.'s Bakersfield Men's Residential programs provides co-occurring drug and/or alcohol addiction treatment services in a safe and supportive environment that is grounded in the fundamental belief that services need to be person-centered and focused on wellness and recovery. These programs are designed to meet the person where they are in their stage of recovery with an emphasis on understanding the unique mental, emotional and social factors that influence their drug and/or alcohol use. Residential treatment offers men an environment where they can focus on their recovery without the distractions of everyday life.

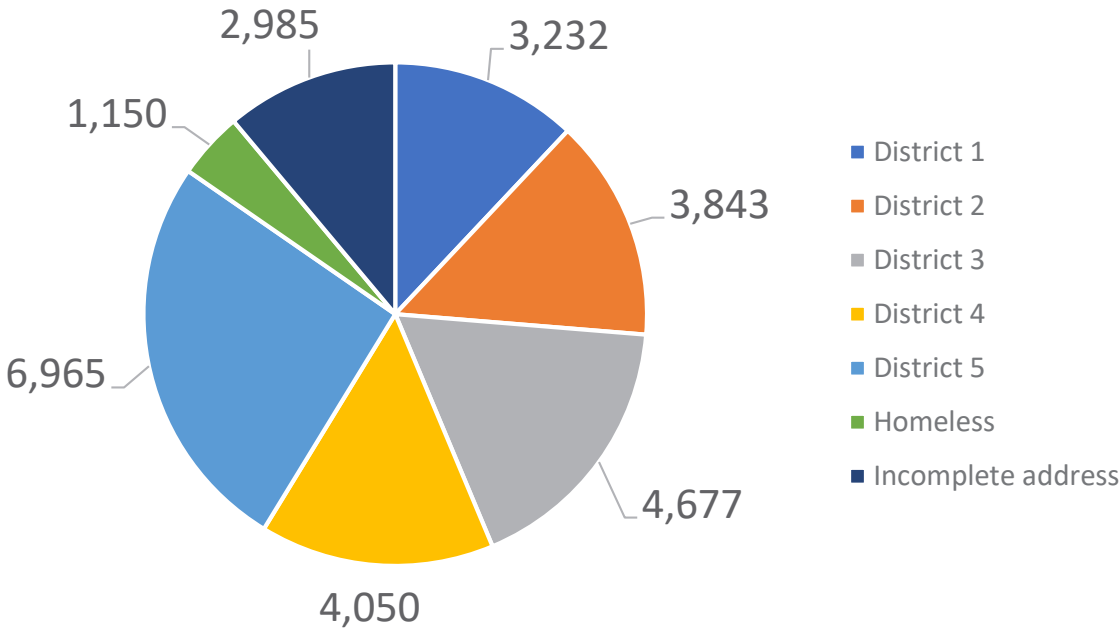
Services provided to adults include comprehensive assessments, individual and group counseling including mental health and substance use disorder education classes, relapse-prevention, anger management, criminal thinking, parenting, introduction to community-based support services, optional weekly onsite and community-based 12-Step meetings, HIV/AIDS education, vocational skills development, employment readiness and family relations and counseling. WestCare uses evidence-based curricula in our programs provided by trained, supportive, and credentialed staff to assist the people we serve in setting the foundation for recovery. This foundation will help those served understand their substance use disorder, improve their self-esteem and make positive choices as well as set and obtain goals. The focus and intensity of residential treatment is modified to accommodate the realistic and practical needs of each person with lengths of stay from 30 to 180 days. A determination of the intensiveness of treatment needed is made at initial assessment and is modified to accommodate the needs of each person. WestCare welcomes family involvement in all phases of our programming.



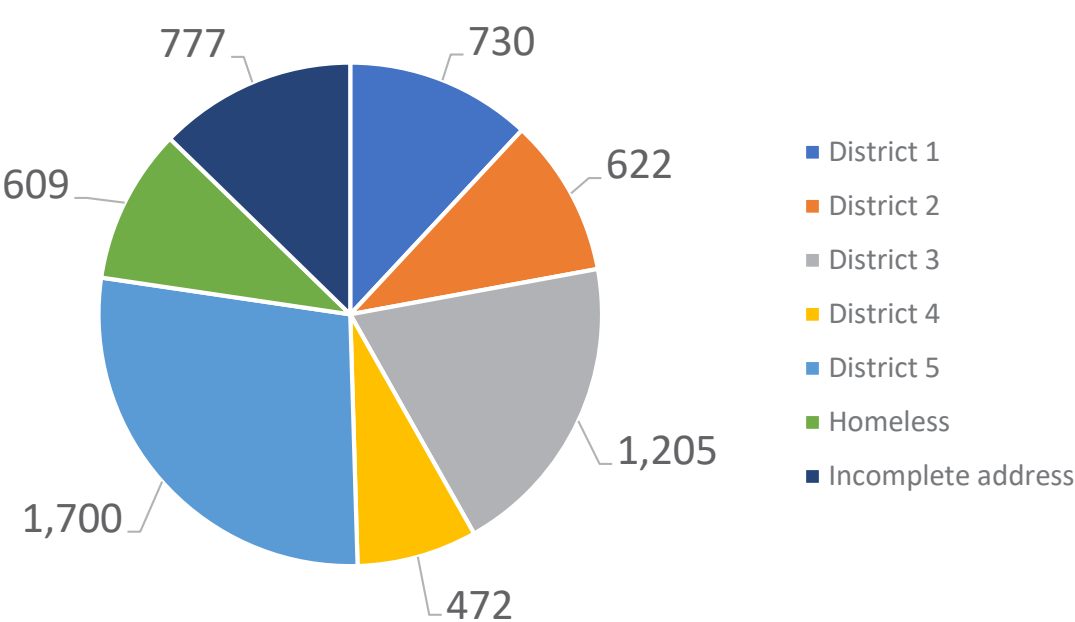
CONSUMER DEMOGRAPHICS

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.

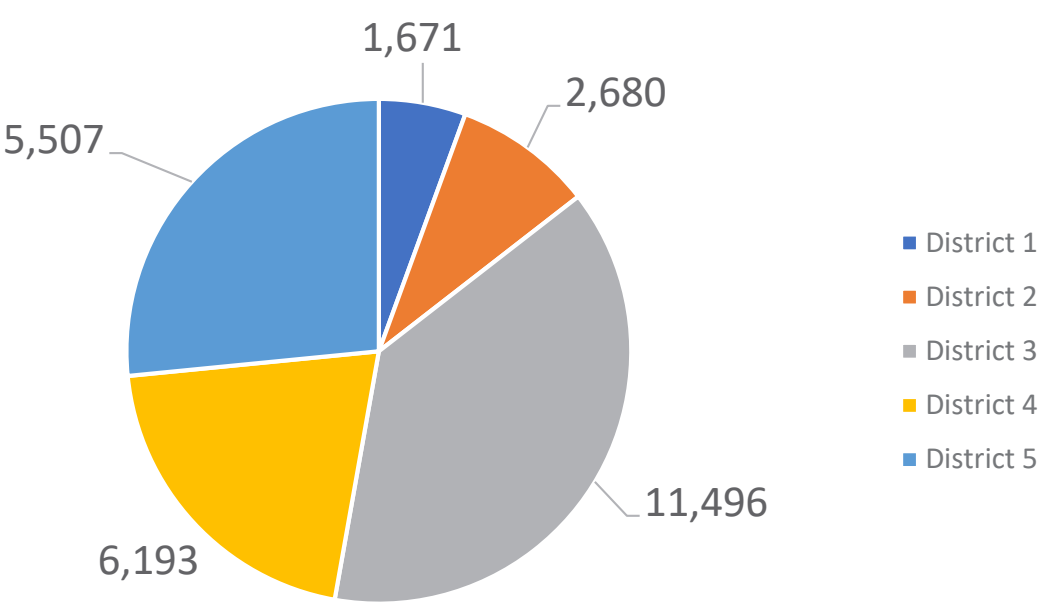
MH CLIENTS RESIDENCE



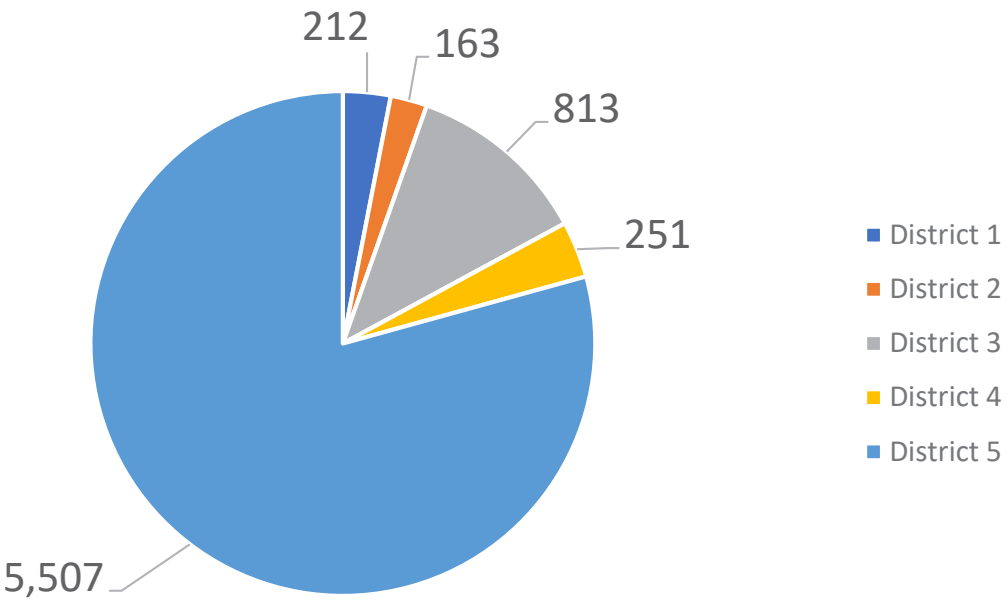
SUD CLIENTS RESIDENCE



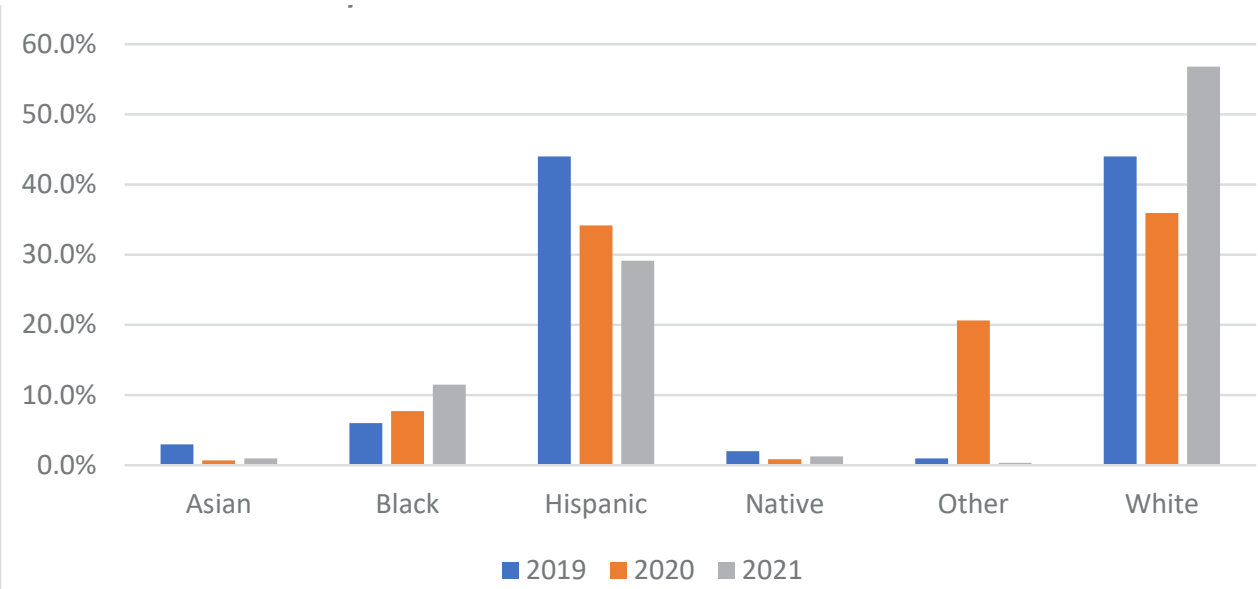
MH CLIENTS LOCATION OF SERVICES RECEIVED



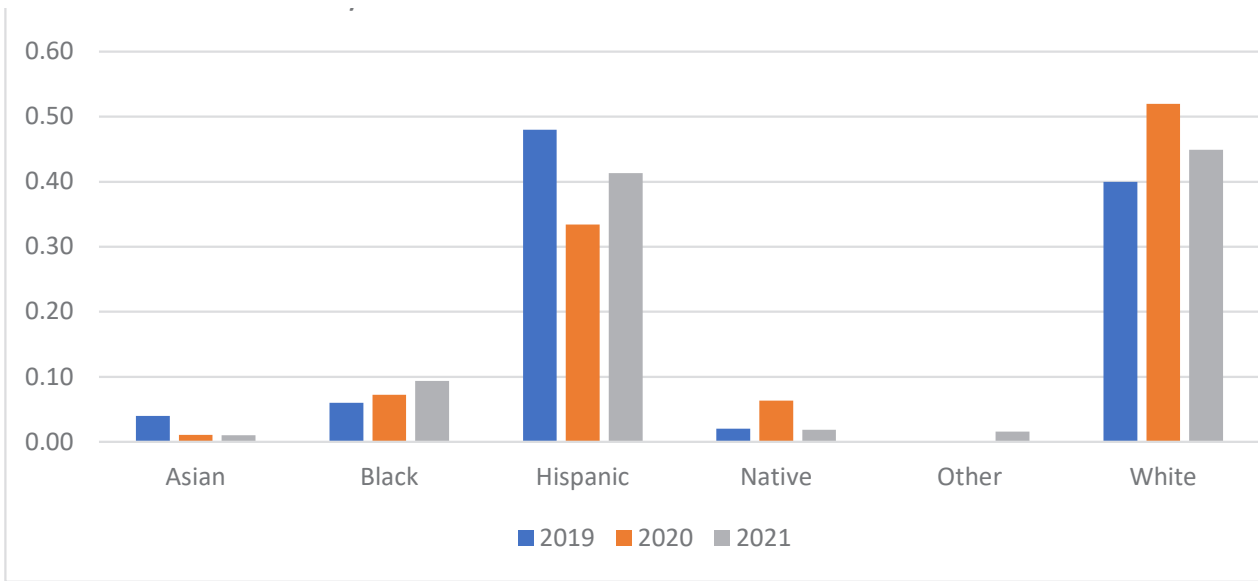
SUD CLIENTS LOCATION OF SERVICES RECEIVED



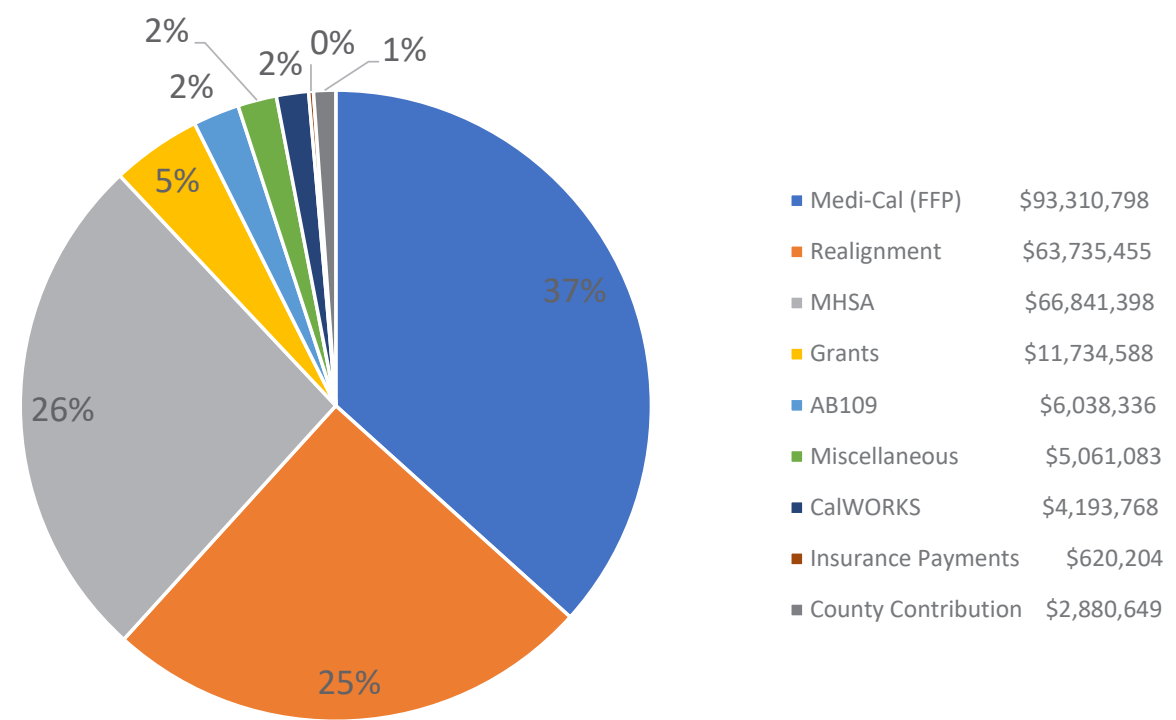
ETHNICITY OF INDIVIDUALS SERVED – MH



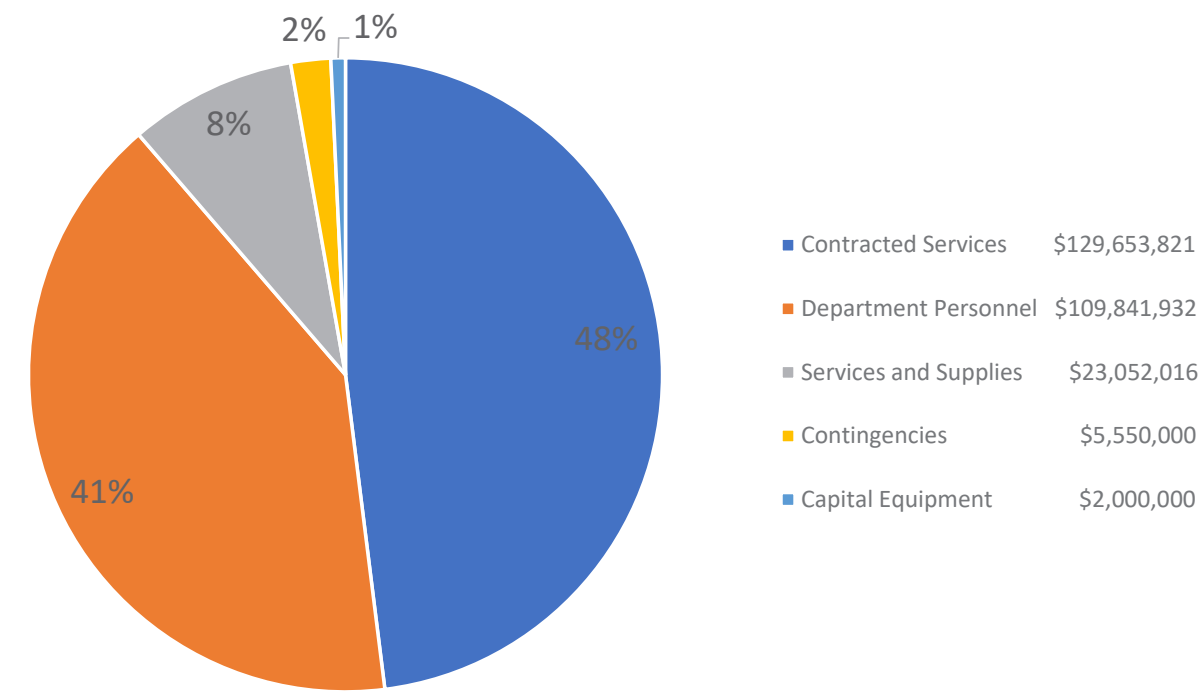
ETHNICITY OF INDIVIDUALS SERVED – SUD



KERNBHRS BUDGETED REVENUE FY 21-22



KERNBHRS BUDGETED EXPENSES FY 21-22



New Program Highlights

ROEM TEAM



The **Relational Outreach and Engagement Model (ROEM)** is a street outreach unit consisting of teams of staff dedicated to addressing the needs of the homeless with behavioral health challenges. The mission of ROEM is to provide field-based outreach, engagement and treatment services to unserved or underserved individuals who are homeless and have mental illness and/or substance use disorders. The program aims to serve the most vulnerable on the streets, including youth, adults, and older adults, by targeting individuals with severe mental health and substance use issues who are not engaging or responding to offered services.

The ROEM team seeks to connect individuals to services, beginning wherever the client is ready to start. This may mean starting behavioral health services, including medication and psychiatric services or working to get established in a safe sheltered setting. ROEM team staff uses “light touches” to engage the clients served and work to build rapport and relationship with clients, building trust to facilitate treatment goals.

One of the most exciting components of the ROEM team is the inclusion of street psychiatry. This new practice involves a



psychiatrist riding along with the ROEM team, outreaching to ROEM clients, serving them where they are and engaging them with medication services to support their recovery.

Look for more innovative practices and expansion of ROEM models in the year ahead!

Mental illness and substance abuse disorders often isolate individuals most in need of help. The **Bakersfield Referral Team** and **Community Referral Network** programs are designed to assist in connecting difficult-to-engage and treatment-resistant populations to mental health and/or substance use disorder treatment as well as additional supportive services.

This new program aims at reaching out to those hard-to-reach people in the Bakersfield, Taft, Delano, Lake Isabella and Arvin/Lamont areas who aren't willing or able to access care on their own. This program allows family members, persons of support, behavioral health providers, law enforcement and community members, such as neighbors and business owners, to ask for help for these individuals through a referral process.

Program Partners



Once an individual is referred, the program delivers short-term services, including:

- ▶ Assessing an individual's behavioral health needs and support systems
- ▶ Planning for crises and helping the individual develop coping skills
- ▶ Linking the individual to care and services and monitoring their use of these services
- ▶ Engaging with family members and caretakers

The goal of this program is to provide support to individuals who need access to behavioral health, substance use disorder treatment, medical care, housing, employment, social services they may be eligible for, and other essential services. The program aims to build a relationship and establish rapport in order to help individuals connect with treatment and engage in these services.

IPS

The **Individual Placement and Support (IPS) Program** is an evidence-based employment program aimed at helping clients find and maintain jobs and careers by providing intensive support. Program staff work with clients to focus on their talents, strengths, and abilities and align them with a client's career/vocational desires to ensure a great match with their chosen professional and employers.

The IPS implementation began in 2020, and became fully operational in 2021. This program focuses on two full service partnership teams – the Adult Transition team (ATT) and the Transitional Age Youth (TAY) team – to receive training from the California Institute for Behavioral Health Solutions (CIBHS).

In February 2021, IPS employment specialists began to network and build relationships with community businesses, establishing nearly 300 business contacts and relationships for clients served through this program. Clients being served by ATT and TAY teams were referred to the IPS program and paired with an IPS employment specialist who provided intensive, ongoing support

in job/career readiness, skill building and job retention.

This great program is already producing results, helping individuals achieve their goals of meaningful employment and career development and promises to be incredibly successful, currently operating with seven great success stories and two successful graduations!



OUTREACH

Notes

[illegible]This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



BEHAVIORAL
HEALTH & RECOVERY
SERVICES

Director Stacy Kuwahara, LMFT
PO Box 1000, Bakersfield, CA 93302
www.KernBHRS.org • @KernBHRS at

