



Tuolumne County Behavioral Health October Newsletter

October 1, 2016

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EMPLOYEE
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Tuolumne County SOAR Collaborative SOAR grant funder, Centene Foundation for Quality Healthcare visits Behavioral Health

*A note from Behavioral Health
Director Rita Austin:*

On September 27th, Tuolumne County Behavioral Health Department had the honor and pleasure of hosting a meeting with the funders and members of the Tuolumne County SOAR collaborative.

The Tuolumne County SOAR Collaborative consists of representatives from Behavioral Health, Tuolumne County Probation, Tuolumne County Jail, Behavioral Interventions and Amador Tuolumne Community Action Agency (ATCAA). The program was launched in February and has seen strong support from the community. The funding for the program comes from a two-year grant for

\$140,000 from Centene Foundation for Quality Healthcare and is focused on improving health care in rural counties.

The response to the grant opportunity was written by California Institute for Behavioral Health Solutions (CIBHS), a non-profit organization that helps agencies to improve the lives of people with mental health and substance use challenges. Shoshana Zatz, CIBHS Associate, approached Rita Austin Director of Behavioral Health, with the proposal and the idea of the SOAR Collaborative was born.

SOAR (which stands for SSI/SSDI Outreach, Access and Recovery) is a national program designed to increase access to the

Please see **NOTE** on Page 3

Consumer study offers insight

Survey says: Behavioral Health improves in general satisfaction

Tuolumne County Behavioral Health recently released the results of a consumer perception survey related to consumer perceptions of the institution.

BH performs regular consumer perception surveys as part of the Department of California Department of Health Care Services Outcomes and Quality Improvement program, also known as POQI (sounds like “pokey”). The goal of the consumer perception survey is to collect data for federal data reporting. Research indicates that consumer satisfaction has an important role in evaluating health care.

The data was collected voluntarily from clients during in-office appointments during November 2015. A total of 62 clients participated in the survey.

Domains	Count of Valid Respondents	% of Positive Scores (4 and above)	% of Neutral Scores (3)	% of Negative Scores (2 and below)
General Satisfaction	39	85%	12%	3%
Perception of Access	39	80%	11%	9%
Perception of Quality & Appropriateness	38	78%	17%	5%
Perception of Participation in Treatment Planning	39	69%	26%	5%
Perception of Outcome of Services	37	47%	35%	18%
Perception of Functioning	39	29%	32%	39%
Perception of Social Connectedness	39	39%	28%	33%

Please see **SURVEY** on Page 2

Quote of the month:

“ The Best way
to predict the
future is to
create it. ”

— Peter Drucker



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**TUOLUMNE COUNTY
CRISIS LINE:
209-533-7000**

October Events

Family-to-Family:

NAMI will hold a six-week Family-to-Family class starting Oct. 11th from 6-8 p.m. in the Enrichment Center. The class is designed to provide support and education about mental illness. Call 533-3662 to register.

HIV/HEP C Testing:

Sierra Hope will offer FREE HIV and HEP C testing at the Enrichment Center on Monday, Oct. 24th, starting at 9am. No appointment needed, testing is confidential, one-on-one, and results are provided in 20 minutes.

EC, FSP & SOAR Peer Specialists



Photo by Kristi Conforti

Tuolumne County Enrichment Center Peer Specialist staff gathered for a half day of training in the EC last month. (Back row standing from left) Jack Benguerel, Tabitha Hooter, Sue Benguerel, Sarah Francis, Jason Turzai and Koya Andrews. (Front row sitting from left) Rosemary Rodriquez, George Marshall Stephanie Orweller, Rebecca Tefertiller, Angie Gisi, Glenda Taylor and Jennifer Carrier.

BH SPOTLIGHT:



Brittany Madden

Age: 30

Job Title: Senior Medical Records and Billing Technician

Years with BH: 10 (including time with Kings View)

Favorite Vacation Spot: Rivera Mexico

Brittany Madden is celebrating 10 years working for Behavioral Health this month. She started as a receptionist when county behavioral health services were administered by the private company Kings View. Brittany has risen through the ranks to be a Senior Record and Billing Technician for Tuolumne County Behavioral Health.

Her job consists of handling client billing and claims to Medi-Cal and private insurance.

Madden was born and raised in Tuolumne County and she grew up helping out in her parent's restaurant business. She is the oldest of six siblings and has a pet Shih Tzu.

In her spare time, Madden likes to hang out at the beach or go camping, and she enjoys spending time with family and friends.

SURVEY: Some goals met, others remain

Continued from Page 1

"We are very excited to see such a large increase in participation," said Quality Improvement Coordinator Sarah Lambie.

The survey shows that BH successfully met a number of goals. There was a 6 percent increase in the client perception that they are free to complain, and there was a 14 percent increase in the number of clients who have received proper information about their rights. Additionally, there was a 25 percent increase in the number of clients who feel comfortable asking about treatments and medications.

The survey showed continuous stability in positive responses for access and general satisfaction, but it also identified areas in need of improvement related to social connectedness, explaining side effects and treatment goals.

BH client size increased 112 percent since 2014 due in large part to the Affordable Care Act.

NOTE: Turzai tells of trauma, overcoming obstacles

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disability income benefit programs administered by the Social Security Administration for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment and a co-occurring substance use disorder. The SOAR Collaborative currently has three support staff who are fully trained and certified in the SOAR process. In addition to application assistance with benefits and resources, the SOAR Collaborative seeks to reduce homelessness and recidivism and to promote recovery through streamlined access to SSI/SSDI income supports. Partnering agency, ATCCA, manages a transitional housing unit located in Tuolumne City where qualifying participants of the SOAR program can receive housing while they wait for their SSI/SSDI applications to process. The program is providing opportunities to people who previously had little or no resources, support or hope. Additionally, the SOAR Collaborative team have experienced a great deal of community support to furnish the transitional housing units. Furniture donations from Black Oak Casino and Hotel; private donations of toiletries, towels and cleaning supplies from BH staff; and furniture and appliance donations from community members have helped to outfit the apartments in the house. Every day, assistance from SOAR can act as the spark that some clients need in order to make a change in their lives.

The meeting was meant to provide an update to Centene Foundation for Quality Healthcare, as well as to the Collaborative members and the community at large. The Foundation was represented by Marianne Burdison, LCSW and Senior Director of Strategic Alliances & Development and Ginny Barr, LMSW and Manager Strategic Alliances & Development. The event was very well attended with representatives from Behavioral Health, Tuolumne County Human Services Agency, Probation and Jail staff, CIBHS, ATCAA, California Health and Wellness, Behavioral Interventions Inc., Tuolumne County Mental Health Advisory Board members, Tuolumne County Chapter of the National Alliance on Mental Illness (NAMI) as well as Tuolumne County Board of Supervisors Sherri Brennan and Randy



Tuolumne County SOAR Collaborative Members, Partners and Funders. (Standing from left) Karen Kurasaki, CIBHS; Duane Lilie, ATCAA; Rosie Rodriguez BH; Shoshana Zatz, CIBHS; Rebecca Tefertiller, BH; Jason Turzai, SOAR participant; and Marianne Burdison, Centene Foundation for Quality Healthcare. (Sitting from left) Ginny Barr, Centene Foundation for Quality Healthcare; Linda Nelson, BH; Rita Austin, BH; and Kristi Conforti, BH.

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Supervisor Brennan spoke about the impressive collaboration of agencies, organizations and individuals:

"I look around this room and I see that THIS is Tuolumne County," she said.

The keynote speaker during the meeting was Jason Turzai, a SOAR client, who told his compelling life story about addiction, incarceration and recovery. For years he suffered from the effects of being physically and emotionally abused as a child, which lead him into addiction and eventually incarceration. Jason received assistance in readjusting to life outside of prison through the SOAR Collaborative program, and now he is helping others with recovery by conceptualizing and implementing the 180 Group at the Enrichment Center. The group focuses on providing support and resources to those who have recently been an early released from jail and prison.

"Getting this support was a revelation for me," Turzai said. "I had never processed my feelings before and this was a tremendous opportunity to find out who I am."

SOAR Coordinator Rebecca Teferiller said that the collaborative helped spark a

major shift in the way diverse county departments can coordinate their efforts. "Departments used to not talk to one another, but now there is communication," she said.

Burdison said that the Foundation's grant application emphasized collaboration and that Tuolumne County was a "perfect example" of what they were looking for.

"We look at health as an integrated process — you treat the whole person," Burdison said.

Twenty-one clients have sought support since late February and so far, nine clients are either in the application process or pending approval. We have seen referrals from ATCAA homeless shelter, Tuolumne County Enrichment Center, Probation and Jail, and self-referral.

"It was impressive to see all of the different agencies working together to address a need in our community," said MHSAs Programs Coordinator Kristi Conforti.

*NOTE: SOAR participants living in the transitional housing units are in need of donations that are not covered by food stamps such as paper products and cleaning supplies. Please contact Rebecca at 533-7122

**PAIN ISN'T
ALWAYS
OBVIOUS**



**LEARN THE WARNING
SIGNS OF SUICIDE
SUICIDE IS PREVENTABLE**



Diversity Calendar

October is National Disability Employment Awareness Month. The annual event draws attention to employment barriers for those with disabilities.

October is also LGBT History Month. Started in 1994 to recognize lesbian, gay, bisexual, and transgender history and the history of the gay rights movement.

October 11 is National Coming Out Day. For those who identify as lesbian, gay, bisexual, or transgender, this day celebrates coming out and the recognition of the 1987 march on Washington for gay and lesbian equality.

October 12 is National Indigenous People's Day. Recognizes 500 years of resistance and the continued existence of North American Indigenous people.

October 20 is the Birth of the Bab. Celebrated by the Baha'i recognizing the birth of the founder of the Baha'i faith. The celebration runs October 19 through October 20.

October 22 marks the beginning of Dussehra (Dasera). A ten day festival celebrated by Hindus to recognize Rama's victory over evil.

October 23 is Ashura. Recognized by Muslims to mark the martyrdom of Hussain. It also commemorates that day Noah left the ark and Moses was saved from the Egyptians by God.

October 30 is Diwali "Festival of Lights". Celebrates the victory of good over evil, light over darkness and knowledge over ignorance. Recognized by Sikhs, Hindus, and Jains. Observed by decorating homes with lights & candles.

GOOD EATS: Seared pork with apples and broccoli

- 1 pork tenderloin sliced into 1-inch pieces
- 2 tsp cinnamon
- 1 tsp nutmeg
- 2 tsp ground coriander
- 2 Tbs. butter
- 2 apples, thinly sliced
- 1 large shallot, thinly sliced
- 1/4 cup apple cider
- 2 heads broccoli, florets separated
- Coarse salt and freshly ground pepper
- 1 small sprig of fresh thyme



In a small bowl, combine the cinnamon, nutmeg, ground coriander and a pinch of salt and pepper. Sprinkle both sides of the sliced pork with the spice mixture.

Heat a large skillet over medium high. Sear the pork for about 3 minutes on each side, until cooked through and browned.

Add butter and sauté shallots until they start to soften. Add the apples and broccoli to the pan, continuing to sauté. Add the apple cider and sauté two more minutes. Sprinkle with salt and pepper.

Nestle the pork back in the mix and cook about a minute longer. Garnish with fresh thyme leaves and serve.



October 2016



Monday	Tuesday	Wednesday	Thursday	Friday
<p>3</p> <p>9-10 Men and Women 10-11 Pride: Maintaining Wellness 11-12 Group Exercise 1-2 Mental Health & Addictions 2:30-3:30 180 Group</p>	<p>4</p> <p>8-2 Laundry 10-11 Homeless Support 11-2 Movie Day 12:30-1:30 AA 1:45-3:00 Bipolar & Depression</p>	<p>5</p> <p>9-10 Men and Women 10-11 Pride: Racing Thoughts 11-12 Healthy Eating 12:30-2 Working W/ Emotions</p> 	<p>6</p> <p>8-3 Showers 10-11 180 Group 11-12 Eating Disorder Support Group 1-2 Recovery Story Time 2-3 Trauma Recovery/PTSD</p>	<p>7</p> <p>9-12 Karaoke  9:30-12 Smile Keepers 12-1 Schizophrenia Group</p>
<p>10</p> <p>9-10 Men and Women 10-11 Pride: Gratitude 11-12 Thank You Cards 11-12 Seeds of Hope Grief Group 1-2 Mental Health & Addictions 2:30-3:30 180 Group</p>	<p>11</p> <p>8-2 Laundry 10-11 Homeless Support 11-2 Movie Day 12:30-1:30 AA 1:45-3:00 Bipolar and Depression</p>	<p>12</p> <p>9-10 Men and Women 10-11 Pride: Paranoia 11-12 Problem Skits 11-12 Living WRAP 12:30-2 Working With Emotions</p>	<p>13</p> <p>8-3 Showers 10-11 180 Group 11-12 Eating Disorder Support Group 1-2 Recovery Story Time 2-3 Trauma Recovery/PTSD</p>	<p>14</p> <p>9-12 Bingo  12-1 Schizophrenia Group</p>
<p>17</p> <p>LOVE YOURSELF 9-10 Men and women 10-11 Pride: Loving Ourselves 11-12 It's all Fun & Games! 1-2 Mental Health & Addictions 2:30-3:30 180 Group</p>	<p>18</p> <p>8-2 Laundry 10-11 Homeless Support 11-2 Movie Day 12:30-1:30 AA 1:45-3:00 Bipolar and Depression</p>	<p>19</p> <p>9-10 Men and Women 10-11 Pride: Calendar & Music 11-12 Healthy Eating 12:30-2 Working With Emotions</p> 	<p>20</p> <p>8-3 Showers 10-11 180 Group 11-12 Eating Disorder Support Group 1-2 Recovery Story Time 2-3 Trauma Recovery/PTSD</p>	<p>21</p> <p>9-12 Karaoke 9:30-12 Smile Keepers  12-1 Schizophrenia Group</p>
<p>24</p> <p>9-10 Men and Women 10-11 Pride: Forgiveness 11-12 Pumpkin Art 11-12 Seeds of Hope Grief Group 1-2 Mental Health & Addictions 2:30-3:30 180 Group</p>	<p>25</p> <p>8-2 Laundry 10-11 Homeless Support 11-2 Movie Day 12:30-1:30 AA 1:45-3:00 Bipolar and Depression</p> 	<p>26</p> <p>9-10 Men and Women 10-11 Pride: Mood Swings 11-12 Chillin' & Relaxin' 11-12 Living WRAP 12:30-2 Working With Emotions</p>	<p>27</p> <p>8-3 Showers 10-11 180 Group 11-12 Eating Disorder Group 1-2 Recovery Story Time 2-3 Trauma Recovery/PTSD</p>	<p>28</p> <p>HALLOWEEN PARTY 9am -12pm—Potluck & Karaoke 12-1 Schizophrenia Group</p>
<p>31</p> <p>9-10 Men and Women 10-11 Pride: Coping Skills 11-12 Jason's Story 1-2 Mental Health & Addictions 2:30-3:30 180 Group</p>	<p>HIV/HEP C TESTING FREE at the EC on Monday, October 24th starting at 9am. No appointment needed!</p>	<p>LAUNDRY:  Tuesday 8-2 ~Laundry and Shower Supplies provided~</p>	<p>SHOWERS:  Monday 12-3 Wednesday 12-3 Thursday 8-3 Friday 12-3</p>	

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COMMUNITY CENTER FOR WELLNESS AND RECOVERY

Monday-Friday
8:00 a.m.—4:00 p.m.

www.facebook.com/TuolumneCountyEnrichmentCenter

