



**Therapeutic Behavioral Services Accountability Structure  
Report to the Department of Mental Health**

**Purpose:** The goal of the Therapeutic Behavioral Services (TBS) Accountability Structure is to identify and develop a statewide practice and performance improvement structure. This structure will include outcome and utilization measures and a continuous quality improvement process that will allow the California State Department of Mental Health (CDMH) to effectively ensure that TBS are accessible, effective, and sustained for the Emily Q class members as outlined in the Court-approved TBS Plan.

The accountability structure, to be implemented by CDMH, will be accomplished through annual reports submitted by the county Mental Health Plans (MHPs). This new report utilizes a quality improvement process based on principles and accountability activities that focus on practice and service coordination, rather than compliance and disallowances. The report is designed to increase Emily Q class access to appropriate TBS services. This approach requires an interagency review of relevant data in response to four questions, utilizing a standard report format.

—Nine Point Plan, Appendix C

**Directions:** Please provide a brief summary of the answers to the following four questions as discussed in your local learning conversation (both Level I and Level II counties). Per the Nine Point Plan, it is the Mental Health Director's responsibility to submit the completed form. Please save this form to your computer then submit, along with a list of attendees, to [TBS@dmh.ca.gov](mailto:TBS@dmh.ca.gov).

**County MHP:** San Mateo

**Date of Meeting:** October 5, 2009

**MHP Contact (name, phone, e-mail):** Kimberly Kang, 650-583-1260 ext. 226,  
kkang@co.sanmateo.ca.us

**Was this a Stakeholder or Decision-Maker meeting?** Decision-Maker

**Decision-Maker Meeting Attendees:**

Jean Fraser, Chief, San Mateo County Health System

Louise Rogers, Director, San Mateo County Behavioral Health and Recovery Services

Glenda Miller, Director, San Mateo County Probation Department

Paul Sorbo, Deputy Director, San Mateo County Behavioral Health and Recovery Services

Linda Simonsen, Clinical Services Manager, San Mateo County Behavioral Health and Recovery Services

Kimberly Kang, TBS Coordinator, San Mateo County Behavioral Health and Recovery Services

Misha Sky, Program Director, Fred Finch Youth Center

Joslin Herberich, Division Director, Fred Finch Youth Center

Karen Philip, Deputy Supervisor, San Mateo County Office of Education

Raja Mitry, Member, Mental Health Board

Monica Gadda, TBS Manager, Edgewood Center

**1. Are the children and youth in the county who are Emily Q class members and who would benefit from TBS, getting TBS?**

The participants reviewed and discussed the data elements for San Mateo County. In the calendar year of 2007, 3.25% of EPST Children with Mental Health Services in San Mateo County received TBS

services. There has been an increase of TBS beneficiaries from previous years. They discussed the improvement in penetration of the foster care system. From 2005 to 2007, the children in foster care system not known to the mental health system dropped dramatically from about 40% to about 4%. There was discussion about who may or may not receive TBS, even despite meeting eligibility requirements; i.e. when qualifying children/youth are psychiatrically hospitalized or placed in juvenile hall, TBS services are not covered by Medi-Cal. They discussed possible factors for the gap between hospitalizations and TBS, such as being hospitalized before having Medi-Cal. They discussed that some youth who could benefit from TBS do not get Medi-Cal coverage until they are hospitalized. There was concern about the gap in TBS services for Transitional Age Youth. It was also pointed out that working with schools would be an important outreach and that TBS would be a valuable resource in the school setting. They also identified limited Pre-to-Three children receiving TBS, who would qualify and benefit from TBS. Probation Director recommended outreaching to the Probation Department at their Resource Review Board meetings. The participants indicated the need for increased collaboration between departments to help in targeting qualified youth who are not getting TBS. There was discussion about outreaching to various programs and departments to increase education about TBS, eligibility and appropriateness for TBS, and how to access TBS in San Mateo County.

## **2. Are the children and youth who get TBS experiencing the intended benefits?**

Of the TBS children/youth served by San Mateo County's primary provider, Fred Finch Youth Center, in 2007, over 90% were still in their current or lower level placement 30 days after TBS services ended. The program director for Fred Finch Youth Center also provided a case presentation about the positive outcomes and benefits that youth and caregivers have received. He shared about the participation of the care-givers and the benefits they experienced for their youth and themselves. He identified specific skills and improvements the youth had at home and at school.

## **3. What alternatives to TBS are being provided in the county?**

The participants identified the alternatives to TBS that are being provided in San Mateo County. The following are alternative services to TBS:

1. In-Home Crisis stabilization services provide intensive mental health services to children/youth at risk of hospitalization and/or out of home placement and to their families.
2. Wraparound/Full Service Partnership services provide a comprehensive array of mental health services to very high risk children/youth and their families.
3. Visiting Therapy program provides mental health services to children/youth residing out of county.
4. AB-3632/mental health services by the School-based Mental Health Team and San Mateo County's Day Treatment programs.
5. Juvenile Justice Mental Health Team provides mental health services to youth involved in the Juvenile Justice system.
6. Child Welfare Mental Health Team provides mental health services to youth involved in the Child Welfare system.

## **4. What can be done to improve the use of TBS and/or alternative behavioral support services in the county?**

In order to increase and improve the use of TBS, participants all supported continued outreach and education about TBS. They identified several community and agency providers. They also

recommended outreaching to various youth populations and programs that service those populations such as Pre-to-Three, Transitional Age Youth, Co-Occurring/Alcohol and Drug Services, and developmentally disabled youth. They encouraged increased outreach and collaboration with other departments. Probation recommended presenting at their Resource Review Board to provide TBS as an alternative to preventing escalation. County Office of Education agreed to outreach to their Special Education managers and staff. Participants also identified outreaching to the placement department of Child Welfare. They also recommended outreaching to the staff of the Health Plan of San Mateo for high risk youth that they come in contact with. There was discussion about accessing TBS for youth placed in residential and group home placements, such as in the residential program operated by Behavioral Health and Recovery Services Division. They also suggested having community workers and family partners educate families about TBS and its benefits. There was agreement for more TBS presentations to line staff of various programs, departments, and agencies to increase awareness and referrals for TBS. TBS documents would be created to support staff in educating and outreaching to eligible children/youth and families. Participants also pointed out that some children/youth, who could benefit from TBS, do not get Medi-Cal coverage until they are hospitalized. They recommended that they should be identified sooner and opened to Medi-Cal so that they may qualify for TBS and consequently may result in fewer hospitalizations.

**Additional Comments:**

Participants were personally invited by the Director of Behavioral Health and Recovery Services. Department heads from Child Welfare and the Juvenile Judges were invited but did not attend. The participants agreed to take back information to their particular departments and agencies. They were also invited to the upcoming Stakeholders' Forum in December. In addition to addressing the four key questions, education about TBS, eligibility and requirements for TBS, the benefits for the population that the different departments serve, and the referral process and access to TBS in San Mateo County were provided.