



BHS Annual Summary FY 2010-2011

Behavioral Health Services, Inc

Special points of interest:

- Completed preparations for South Bay Alcoholism Services dba NCADD South Bay's merge with BHS, effective July 1, 2011.
- Completed service grant from Taproot Foundation that produced a full-color pictorial of the mission and clients of BHS.
- Received a 2nd Taproot service grant to re-design the BHS website.
- Partnered with UCLA to implement an outpatient Cognitive Behavioral Therapy intervention for problem gambling.
- Was awarded \$1.2 million for a BHS-led consortium to provide comprehensive substance abuse treatment services to CalWORKS recipients, beginning fall 2011.

Executive Summary / Message from the CEO

The 2010-2011 fiscal year was both a blessing and a challenge for all of us at BHS. The merge with NCADD South Bay and being awarded a variety of new contracts were positive steps that kept staff at all levels on their toes. While all of this was going on, we saw the disappearance of Prop 36/JAG funding, which led to the closing of our East Los Angeles site.

On a State and Local level, the realignment of mental health and substance abuse prevention and treatment funding to Counties, the planned dissolution of the CA Dept. of Alcohol and Drug Programs, and the implementation of Substance Abuse, Prevention and Control's Rate Study, as well as preparation for Health Care Reform have made this an intense time of change. I could not be more proud of how we have handled all of this.

People throughout the agency have stepped up, taken charge and not acted as victims.

I believe that as we move ahead, we are well positioned to enter into the changes that will be mandated by the State, County and Health Care Reform. We continue to map out our moving into primary health care by strategizing for the creation of health clinics and developing a robust electronic health record system within our service delivery structure. We are moving ahead with the process of getting our Medicine Education Program into the ledgers of nationally recognized Best Practices, and we are building up our prevention contracts through new partnerships.

During this year we have built working relationships with insurance companies such as



**Henry van Oudheusden, MA, MSW
BHS President/CEO**

Blue Shield and Megellan and have forged a partnership with Kaiser Permanente and others. As a look ahead I see change, innovation, relationship building, staff development and retention as the key elements of a successful future that will enable BHS to provide services that will transform lives by offering hope and opportunities for recovery, wellness and independence.

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Highlighting Treatment for Problem Gambling

Here's how BHS makes things happen for our community. Hearing from State and County experts about the need for problem gambling treatment services in Los Angeles, our Director of Development, John Kirby, conducted a quick search of the internet to find out who was doing any local research on the problem. He found Dr. Timothy

Fong, a researcher from UCLA who was studying the effectiveness of gambling addiction treatment using licensed professionals.

"Wouldn't it be more cost effective to provide this treatment with certified counselors who can be trained in problem gambling treatment?" thought Mr. Kirby. He then sent an email to Dr.

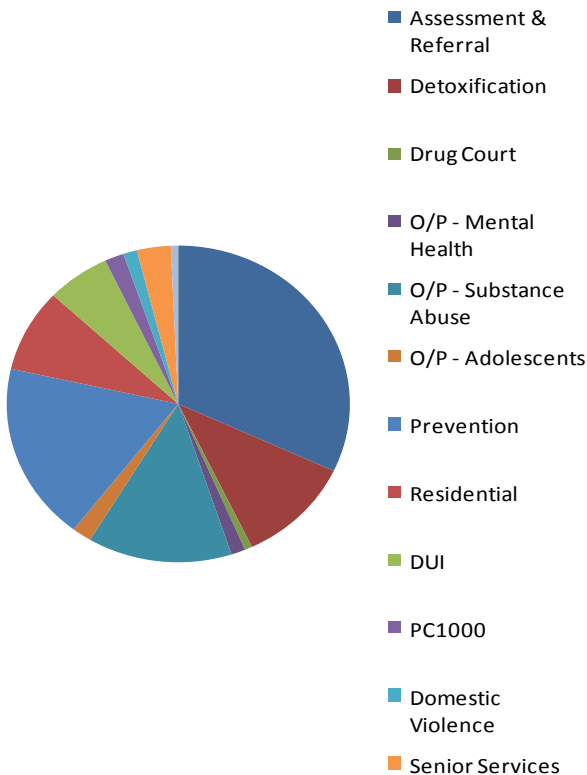
Fong and suggested the idea of testing the approach using certified substance abuse counselors. A short time later, BHS had a contract with UCLA to provide problem gambling treatment services at our Gardena location. We are on our way to serving dozens of individuals with this condition.

For more information, call 310-679-9031.

Clients Served and Services Provided

Core Program	FY 10/11
Assessment & Referral	4283
Detoxification	1472
Drug Court	95
Outpatient - Mental Health Services	179
Outpatient - Substance Abuse Services	1827
Outpatient - Adolescent Substance Abuse	246
Prevention	2430
Residential	1134
DUI	802
PC1000	243
Domestic Violence	174
Senior Services	427
Family Preservation	94

Total Clients Served By Core Program 13406



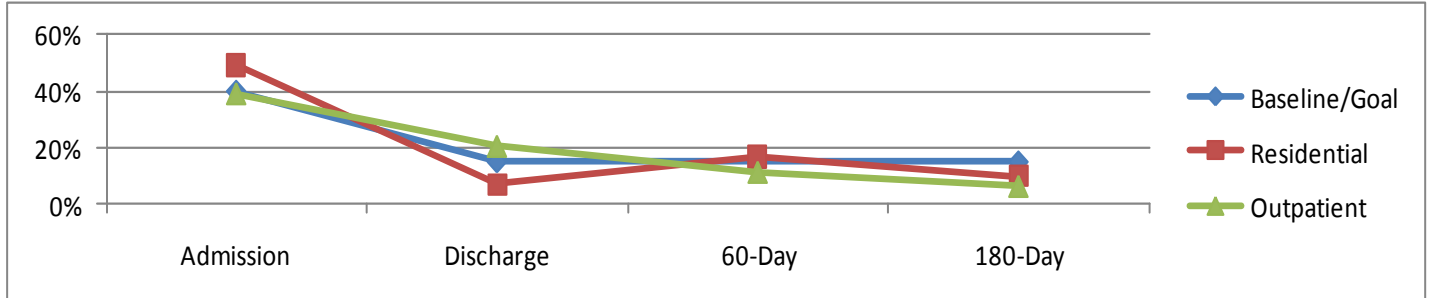
What our Clients Said About our Services...

- American Recovery has helped me until I can help myself.
- This has been the most help I have received. My counselor is patient and willing to walk with me; I've been here 3 months and feel confident I'm going to make it.
- I love Joint Efforts! If I ever become something I will make sure to donate what I can. Joint Efforts really makes an effort in my drug treatment and they keep it real!
- The services you guys offer really help.
- I love BHS.
- What I liked about the therapy is that my counselor is nice to me and respects me...
- For me, I just keep in mind that I'm here to receive guidance on staying clean. For me, the staff is staff and once I got into the program and the rules it was easy for me to adjust. I appreciate the staff and the program because I do have another chance, keep up the good work.
- I am grateful that I'm starting my recovery at Pacifica House. I feel that my Higher Power couldn't have chosen a more welcoming, safe, and understanding environment for me to start my recovery. The environment and also the staff is crucial to ones recovery. I feel very safe here. I am learning a lot in every group. The staff members are great to work with, they care tremendously. I've been blessed with these people. They nurture as needed. God Bless Them.
- I didn't know what to expect when I got here, but I was pleasantly surprised by the program and the way it's run.
- My counselor rocks!
- I recommend Patterns to women suffering from a drug addiction in which kids are at risk or exposed.
- This is where my recovery really began.
- Outlook on life has continued to positively change on a daily basis since being admitted into Redgate.
- This is a very good program to me. They are doing things for me that I really didn't think I would accept. They are helping me find myself all over again. Thank you.
- I like it here and I will make it.
- I am so grateful for this program and the staff here and this opportunity at a second chance at life... becoming a happy productive citizen of society. THANK YOU!!

Key Substance Abuse Treatment Outcomes

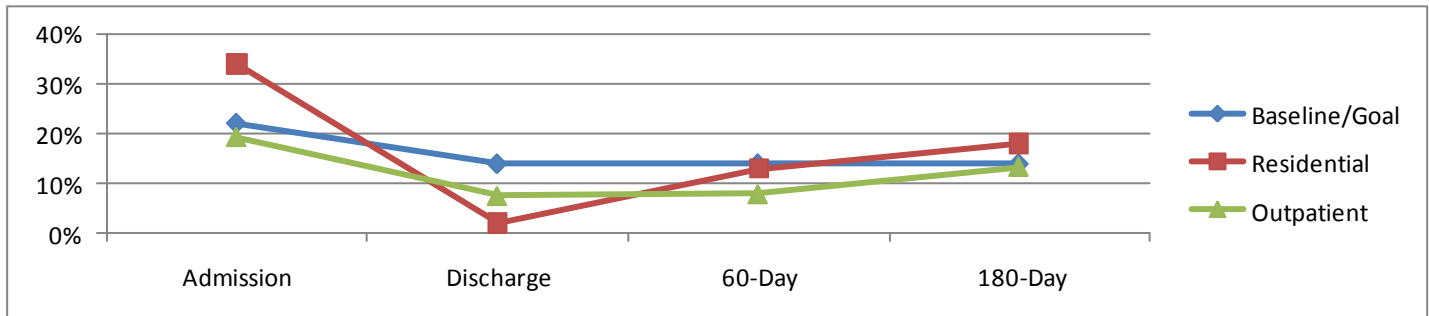
1) Percent who reported weekly or more frequent substance use.

Goal = 15% 60 days post-discharge.



2) Percent who stated they had been arrested within the past 60 days.

Goal = 14% 60 days post-discharge.



Unlikely Connection Leads to Hopeful Outcome

By Debbie Levan

Who would guess that our South Bay Senior Services (SBSS) program would be the link that would help a man obtain treatment at American Recovery Center in Pomona? Well, that’s just what happened, and a grateful grandmother has allowed me to share the story.

Some time ago, I was interviewed by a Redondo Beach Senior & Family Services intern, Ms. T., who wanted to learn about the services we offered to older adults. When Ms. T.’s grandson began having problems with the law last year, and was given the choice by a judge to either enter an in-patient rehab facility or go to prison, she contacted a colleague in the beach cities who said, “BHS is probably the best and first place to turn for help.” She wasn’t sure if I would remember the interview we had in 2007, but she wrote in her email to me that she was desperate for help.

I immediately linked her with Tommy Wyatt, our Director of Special Populations, who started making the phone calls and appointments necessary to help a family in need. In an email to me a few days later, Ms. T. shared, “Mr. Wyatt was kind enough to speak with [my grandson’s mother] this week and assured her there would be a place for him. Another gentleman from BHS called last night and confirmed this placement.”

Ms. T. then wrote this beautiful letter, expressing her sincere gratitude for the help.

“Hi Debbie, Thank you, and the staff at BHS, for your help in placing my grandson at the American Recovery Center in Pomona. I’m sure it was not an easy process to pick him up at Men’s Central and get him to Pomona, but it all happened within a few days of his court appearance—thanks especially to Tommy Wyatt. My grandson’s mother and I were able to take some clothes to him on the Sunday before Christmas and participate in Family Day. We were so impressed with the staff and the facility! My grandson told me we saved his life. Based on this first visit, a couple of phone calls and letters, I believe he is dedicated to making the most of his stay there. He seems to understand he has a lot of work to do, but wants to stay clean and sober. Thank you again for all you do in the community, and especially for the caring way BHS handled a young man in jail who thought he had no where to go.”

Truly this story is a reflection of the commitment that BHS has to helping people turn their lives around.



Behavioral Health Services, Inc

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BHS Mission Statement:

To transform lives by offering hope and opportunities for recovery, wellness and independence.

BHS Vision Statement:

We envision a comprehensive system of human services available and affordable to all through our model programs and a coalition of community partners .

**BHS Annual Summary
 FY 10-11**

Key Action Plan Items for FY 2011-2012

- Integrate NCADD-South Bay programs and staff into BHS systems, including HR, IT, Clinical, and Accounting functions.
- Improve client retention at 30 days and 90 days through monitoring of performance, and participation in SAPC-facilitated NIATx projects.
- Obtain a fifth consecutive 3-Year CARF accreditation for all of our outpatient and residential treatment sites and senior services programs to commence July 1, 2012.
- Conduct accessibility evaluations at each of our new sites and develop an accessibility action plan for any needed improvements.
- Become a MediCare provider at a minimum of one BHS site and bill for MediCare services before June 30, 2012.
- Begin electronic data interface (EDI) .net conversion project.
- Add a minimum of 5 new private insurance contracts as an objective toward our healthcare reform goals.
- Continue partnership discussions for the development of one or more primary healthcare clinics.

Key Indicators of Client Satisfaction

