

## STAFF BRIEFING #93

February 15, 2006

### DIRECTOR INITIATIVE: "CLINICS TOP PRIORITY"

Recently I have received hotlines from clinic staff that concern me.

Because of my recent illness and the tremendous amount of planning going into MHSA, I have not been able to visit the clinics as often as I would like and reinstitute my "Beachside Chats." However, I have had some conversations with staff that have helped me understand some of the issues. I acknowledge that with all the recent initiatives clinic staff can feel neglected. In response to this reality, I am directing executive and management staff to give special attention to all our clinics. I can also understand clinic staff concerns that as we add new MHSA resources we need to make sure the needs of our clinics are also considered. Please be assured that this is occurring. I am also directing management to clearly articulate to staff how all the current initiatives (CARES, MHSA, Level of Care et. al) are intended to take pressure off clinic staff.

Also we will do a "full court press" to hire new staff ASAP as well as attend more actively to the needs of current staff. We are in the process of submitting our annual budget to the County Executive Office and are assessing caseloads and what new resources can be made available to add staff. *We will be meeting with you soon to share our proposals made to the county.* Also, I have been having conversations with the County Human Resources Department on Salary issues. I have asked Tony Murguia, Facilities Manager to continue his ongoing work to improve the overcrowding at our Clinics.

It is important to understand that we are in the process of dramatically changing our system. For instance, we are separating crisis services from long term care. Significant amount of dollars are being invested to make these changes. Our hope is to provide more support to staff during these important reforms, as well as ask for your patience because during significant change things will not always go smoothly. One major challenge in reforming crisis services has been trying to find new facilities in Santa Barbara and Santa Maria. In the long term these reforms will greatly benefit both staff and clients.

Staff at all levels are the most important resource this organization has in meeting the needs of our clients and the community we serve. I consider this organization a team which has many unique challenges. I envision us working more closely together to meet these unique challenges and to build mutual understanding to a common goal: To improve the conditions in this organization so that we can better serve our clients.

Thanks for expressing your concerns. In the midst of our endless challenges I believe the future is bright. We are on the verge of creating a very different system.

- James L. Broderick, Ph.D., Director