



DATE: 5/15/2019  
TO: Honorable Members of the Board of Supervisors  
Jeffrey V. Smith, M.D., J.D., County Executive  
FROM: René G. Santiago, Deputy County Executive/Director, SCVHHS  
Toni Tullys, Director of Behavioral Health Services  
SUBJECT: NAMI Warmline/Help Desk Update

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Under advisement from the Board of Supervisors (Board) meeting on April 9, 2019 at the request of Vice President Chavez, the Board directed that Administration provide an off-agenda report related to the Warmline/Help Desk services provided by National Alliance on Mental Illness (NAMI) and partnership efforts with the jails regarding communication and information exchange between NAMI and the jail efforts to assist families of mentally ill detainees, and the source of ongoing funding for continuing the program.

Currently there is a strong working relationship between NAMI and Custody Health staff to provide support for family members who have a relative detained in the jail system. If NAMI or Custody Health have any questions or concerns, there is open communication and support between the two programs. One example of the shared support between the two programs is when NAMI expressed a need for Warmline staff to receive more information of County services. Custody Health responded and coordinated a comprehensive training for the Warmline staff.

NAMI staff also communicates regularly with the Senior Manager at Custody Behavioral Health, Main Jail and Elmwood regarding the Jail/Court Support Group. Custody Health actively supports the group by providing referrals to NAMI's Jail/Court Support Group and the Warmline. The Jail/Court Support Group continues to grow. In fiscal year (FY) 2018 the average attendance was eight family members. In the current fiscal year, the average attendance rate for the support group is 15 family members.

NAMI and Custody Health both embrace the need for on-going collaborative efforts to strengthen the support for parents and family members of detainees and will work together to promote the Jail/Court Support Group and the Warmline. Below are recommendations to enhance their collaborative efforts: 1) NAMI will present to Custody Health staff on how to access their Community Resource Guide, discuss and promote the support group and how to access the Warmline; 2) NAMI and Custody Health will work closely with the ombudsmen in promoting the support group for family members and the Warmline; 3) Custody Health and NAMI will check-in monthly either face to face or via conference call to communicate and share

information; 4) Continue to market and promote the support group and Warmline; 5) Request that the Sherriff's Department post on its website information regarding the support group and Warmline; 6) and both programs will explore developing a quarterly community meeting to share resources and provide updates on new policies or procedures that may affect family members with someone who is detained.

The County's Agreement with NAMI is funded by the Mental Health Services Act (MHSA). Funding for NAMI's Agreement and its subsequent Amendments were included in the Behavioral Health Services Department's (BHSD) Fiscal Year FY 2018 and FY 2019 Board Approved Budgets. Total funding in FY 2018 was \$91,400 and in FY 2019 \$235,700. NAMI contract funding remains ongoing.

cc: Miguel Marquez, Chief Operating Officer  
James R. Williams, County Counsel  
Megan Doyle, Clerk of the Board  
Chief Board Aides  
Debbie Dills Thompson, OBA  
Agenda Review Administrator