

Better Health for All



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Administration*
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DATE: March 16, 2018

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
Matthew Gerrior, Director of Custody Health Services
Toni Tullys, Director of Behavioral Health Services

SUBJECT: Off-agenda report back regarding possible partnership with National Association on Mental Illness


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Toni Tullys
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This report addresses general responses to the referrals noted below.

On November 14, 2017, the Board of Supervisors requested Custody Administration to explore a possible partnership with the National Alliance on Mental Illness (NAMI) Santa Clara County; look into leveraging other existing hotlines to provide information to parents of incarcerated young adults; and improve connections among families of mentally ill adults and incarcerated individuals.

The Board also directed Custody Administration to include a definition and/or understanding of individuals described as mentally ill, as well as provide clarification relating to legal limits and the best policy judgments regarding the amount of information that can be shared.

On January 24, 2018, the Re-Entry Network Committee directed Custody Health Services to streamline the process for allowing families to provide medical and medication history information about incarcerated individuals to Custody healthcare providers to facilitate continuity of care.

Additional information regarding privacy and policy recommendations, including the definition of mental illness and information sharing, will be addressed through a separate report.

Collaboration with NAMI

Exploration into possible partnerships and leveraging existing hotlines to connect and assist family members was conducted by the Behavioral Health Services Department. From those conversations, the National Association for Mental Illness proposed to expand the current Warmline/Help Desk for family members from 20 hours per week to 40 hours plus two or three evenings per week.

When calling the Warmline/Help Desk, individuals can talk with a NAMI-trained family member, have questions answered, receive support, and/or be referred to other resources, as appropriate. NAMI would seek to recruit individuals who have experience with a family member who has serious mental illness as well as experience with the criminal justice system. This partnership and leveraging existing resources would accomplish the goal of improving connections, thus a pending Board Item is being developed by the Behavioral Health Services Department. This will be followed by a legislative file proposing the contract expansion.

Locating Those Incarcerated

During the discussions leading to this report, the desire to help family members locate those who have been incarcerated was raised. This information is publicly available and can be found through the Sheriff's Office website at:
<https://eservices.sccgov.org/OVR/FindInmate/Find>

Receiving Healthcare Information

Custody Health Services (CHS) can receive information from family members about an inmate's medical, mental health and/or medication history. Family, friends and/or healthcare professionals who would like to alert CHS healthcare staff about any health concerns, including the potential for suicidality, medical concern, medications, medication side effects, etc., may:

1. Fill out and submit an Inmate Medication Information form. A copy of the form may be obtained through the Department of Correction's website at:
<https://www.sccgov.org/sites/doc/Pages/medical.aspx>
2. Submit the following information about the inmate:
 - Full Legal Name
 - Date of Birth
 - Booking Number
 - Family Contact Information
 - Physician's name, phone number and address
 - Diagnosis
 - Prescribed medication (including name, dosage and time of day to be administered)
 - Notation regarding any particular medication that has proven to be ineffective or has dangerous and/or uncomfortable side effects
 - Any history of suicide attempts/threats or other violent intentions in the recent past, including a brief description of events and when they occurred

- Any other urgent medical conditions that might require immediate attention, such as diabetes, high blood pressure, seizures, heart problems, etc., and medications currently prescribed for those conditions.

Where to fax the Inmate Medication Information form/information:

- Main Jail: (408) 808-5245
- Elmwood: (408) 946-8023

Process Revisions

- A. Currently, instructions for submitting the Inmate Medication Information form list separate fax numbers for Main Jail Medical, Elmwood Medical, Main Jail Mental Health, and Elmwood Mental Health. The fax numbers have been reduced from four to two—Main Jail and Elmwood.
- B. CHS will work with the Sheriff’s Office (SO) to:
 - Update the website information to provide clearer instructions and update the fax number information;
 - Ensure that hard copies of the form are always available and can be submitted through the Lobby Information Desk; and
 - Review duties and procedures with both the nursing and SO staff.
- C. CHS will revise its procedures to ensure that Charge Nurses will have the primary responsibility for reviewing the Inmate Medication Information forms so that an immediate triage is performed to determine the urgency and care required. Charge Nurses will also be responsible for submitting the form to the Health Information Management Services staff so that it can be entered in HealthLink as part of a patient’s medical record.

- c: Miguel Marquez, Chief Operating Officer
 James R. Williams, County Counsel
 Megan Doyle, Clerk of the Board
 Chief Board Aides
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 Agenda Review Administrator