

# Behavioral Health Advisory Board (BHAB)

## Service Provider Site Visit Protocol

**Site Visit Objective:** To identify and evaluate behavioral health services in Ventura County and identify areas of need and gaps in service. Findings and recommendations are presented to the BHAB and Ventura County Behavioral Health (VCBH).

### **Site Selection Process**

1. A list of sites will be submitted by Ventura County Behavioral Health (VCBH) to the BHAB members at the General Meeting. BHAB members will request which sites they would like to visit.
2. BHAB Chair will assign a BHAB member to lead the site visits. Two to three members will go together to each site. Committee (non BHAB) members cannot visit sites but are welcome to be part of the process.
3. The BHAB management assistant will provide the BHAB members with copies of program contracts for the sites to be visited.
4. The BHAB members visiting the sites will read the service provider's contract, particularly the "Statement of Work (Exhibit A)," and review relevant background material, including brochures and websites. The BHAB members must clearly understand what services the County is paying the service provider to deliver under the terms of the contract.

### **Steps to Conduct a Site Visit**

1. One of the BHAB site visiting members will telephone the service provider contact person to schedule an appointment that is mutually convenient for the facility staff and the BHAB members. During the telephone call, cover the following:
  - a. Clearly identify yourself as a member of the BHAB.
  - b. Explain the purpose of the site visit (see above).
  - c. Advise the contact person that a copy of the Site Visit Report Form will be sent via email, and request they complete sections 1-2 and 5-9. Ask the contact person to return the completed form via email at least five days prior to the visit for distribution to the team. A follow-up call may be necessary if the form is not received.  
(The BHAB members will clarify responses in person to learn more about the facility and program services.)

2. Arrive at the facility site on time.
3. BHAB members will enter through the main entrance, identify themselves, and ask to see the facility contact person.
4. Conduct a tour of the facility, allowing time for discussion with appropriate staff. A holistic approach is to be used. The staff, physical appearance, facility cleanliness, appearance of the clients, general atmosphere, etc. are to be included in the evaluation.
5. If clients/staff have been made available, facilitate a discussion to assess what the clients think about the facility, staff and services provided. Use open-ended questions, for example: "Tell me what it is like to live/work here." Or, "If I were going to become a client here, what would you want me to know?"
6. At the conclusion of the site visit, ask the facility contact person if he or she has concerns to share with the BHAB for assistance. This information and the BHAB members impressions can be used to develop appropriate recommendations.
7. After the site visit, the BHAB members will discuss their impressions. They will note findings and recommendations agreed upon on the Site Visit Report Form.
8. The site visit leader will provide the facility contact person with a copy of the final draft of the Site Visit Report form and request that the contact person review the draft and provide comments and/or corrections, if any. If there are comments or corrections, the site visit leader will revise the draft report accordingly.
9. The BHAB members will submit copies of the report to the BHAB Chair and the Board Secretary. The BHAB members will be scheduled to present both the completed form and a brief summary of the site visit findings and recommendations at a General Meeting.