

**SANTA CRUZ COUNTY  
Behavioral Health Services**

**POLICIES AND PROCEDURE MANUAL**

**Subject: Adult Mental Health Services Overview**

**Policy Number: 2311**

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**Responsible for Updating:  
Director of Adult Services**

**Approval:**

  
\_\_\_\_\_  
Behavioral Health Director

1-23-18  
\_\_\_\_\_  
Date

**POLICY:**

The adult mental health system shall provide an array of services, as described in this policy, to individuals in Santa Cruz County. To the extent resources are available, individuals will be offered appropriate, medically necessary service, at the least restrictive level of care.

**PURPOSE:**

To describe the Adult Specialty Mental Health Service system, including the types of services and levels of care.

**DEFINITIONS:**

**1. Adult Specialty Mental Health Services**

Adult Specialty Mental Health Services is a network of County, Contractor providers and Community Based Organizations providing Mental Health services, inclusive of case management, psychotherapy, psychiatry, occupational therapy, housing support, vocational support and other related services. These Providers have established multiple levels of consumer care to meet the array of consumer-centered needs, functional abilities, and range of symptom management.

**PROCEDURES:**

**A. Hospital Inpatient Services**

1. Napa or Metro State Hospital

- a) Napa State Hospital is a locked long-term psychiatric, acute care hospital, which is utilized only when all other attempts at locked placement have failed.
- b) Access is limited to those who:
  - Are conservatees
  - Are in an acute inpatient psychiatric unit
  - Have behavior which cannot be managed in any other contracted mental health facility
- c) The County Behavioral Health Director must approve any placement into the State Hospital system; after a Case Coordination Conference has been held that determines that it is the only placement option.

## B. Contract Acute Locked Psychiatric Inpatient Services

### 1. Telecare Santa Cruz Psychiatrist Health Facility (PHF)

- a) The Telecare Santa Cruz PHF is the acute psychiatric hospital in Santa Cruz County for residents who meet:
  - Medical necessity criteria for acute voluntary treatment; (see policy 2205: Inpatient Medical Necessity Criteria)
  - Welfare and Institutions Code 5150 criteria for involuntary psychiatric care (see policy 2203: Involuntary Detention for Evaluation and Treatment)

- 2. For individuals admitted to the hospital who are served by one of the County's Coordinated Care Teams, or who will need multi-disciplinary team-based care following discharge, the Care Coordinator is active in the admission and discharge process, and sees the consumer at least every three days of inpatient treatment.

### 3. Other Acute Psychiatric Hospitals utilized when the PHF is at capacity:

Fremont Hospital, San Jose Behavioral Hospital and Natividad Hospital are utilized as "overflow" facilities when Telecare Santa Cruz PHF is full. Telecare Santa Cruz Crisis Stabilization Program (CSP) facilitates the transfer of patients after evaluation.

### 4. Non-Contract Acute Locked Psychiatric Inpatient Services

- a) Whenever a resident of Santa Cruz County, who is not currently residing in the County, needs acute, locked psychiatric, inpatient care, that care may need to occur in a Non-Contract Acute Locked Psychiatric Inpatient Unit away from Santa Cruz.
- b) All efforts should be made to transfer County residents back to Santa Cruz County for care, depending on acuity and bed availability.
  - c) The County will coordinate with these Non-Contract facilities to assure smooth patient flow back into our system should the person meet the criteria for coordinated care services.
  - d) The services can be reimbursed by the County if the Non-Contract Acute Locked Psychiatric facility is a Medi-Cal provider. (For more information on Hospital Inpatient Services, see policy 2341: Inpatient Services.)

## 2. Other 24-Hour Care Services

### a. Locked Skilled Nursing Facilities (SNFs)

- 1 Locked SNFs are utilized whenever a patient's level of care need dictates a level of locked psychiatric care that includes any skilled nursing needs;
2. Contracts are held with a variety of skilled nursing facilities that specialize in the treatment of mental health conditions. These facilities are accessed with the approval of the Acute Services Manager, other Adult Manager or the Director of Adult Mental Health Services.

### b. Mental Health Rehabilitation Center (MHRC)

- 1 The County contracts with a variety of MHRCs in Santa Cruz and the larger Bay Area. These facilities may have specialized care, such as geriatric psychiatry, neuro-psych, specialized behavioral programs, etc. The County will utilize these facilities according to availability and specialized treatment indicated. (For more information on 24 Hour Care Services, see Policy 2341: Inpatient Services.)

## 3. Urgent Care Services

### a. Walk-In Services

- 1 This service is intended to meet the urgent mental health needs of adult, youth and children Santa Cruz County Medical beneficiaries and indigent Santa Cruz County residents seeking immediate services; and
- 2 Individual adults requesting mental health care may self-present to the Santa Cruz County Mental Health Access Team at 1400 Emeline, Santa Cruz, CA on the 2nd floor, Monday through Friday, 8 a.m. to 4:30 p.m. without an appointment. Access assessment services are available in the South County Clinic offices, 1430 Freedom Blvd., Watsonville at regularly scheduled times during the week.

(For more information on Walk-In Services, see Policy 2202: Urgent Walk-In Services.)

### b. Mobile Emergency Response Team (MERT)

1. The MERT Team responds in the field to crisis calls in the community. The source of the calls may be from medical offices, schools, businesses, public program and community members. MERT clinicians provide emergent crisis assessment, crisis intervention and disposition planning to member of the community. MERT operates Monday – Friday during business hours.

(For more information on MERT Services, see Policy 2206: Mobile Emergency Response Team (MERT) Services.)

**c. Mental Health Liaisons (MHL) to Law Enforcement**

- 1. Mental Health Liaisons are mental health clinicians providing mental health crisis response services in conjunction with law enforcement officers. Calls for service are provided by law enforcement dispatch, requesting a mental health liaison to co-respond with law enforcement.**
- 2. Mental Health Liaisons provide field-based emergent crisis assessment, crisis intervention and disposition planning to members of the community.**

**(For more information on Mental Health Liaison Services, see Policy 2201: Mental Health Crisis Service Overview.)**

**d. Telos Crisis Residential Facility**

**This is a licensed facility for up to 10 individuals, providing brief crisis intervention and counseling services to prevent hospitalization and assist residents to improve skills in problem solving, self-management of affect, symptom identification and management. Therapy and medication management are provided on-site.**

**4. Assessment and Evaluation Services**

**a. ACCESS Team**

**The ACCESS Team provides assessment services for potential Specialty Mental Health clients who require treatment within the Santa Cruz County Mental Health system, if the individual meets medical necessity criteria. (See policy 2103: Access Assessments.)**

**b. Jail Services**

- 1 County staff provide urgent screening and comprehensive assessment services to inmates in need of emergency mental health services 7 days per week; and**
  - 2 Psychiatric medication services, crisis intervention, and Jail Discharge Planning services are available for inmates who meet system of care criteria and/or a major mental illness.**
- (For more information, see policy 2351: Mental Health Jail Services.)**

**5. Mental Health Rehabilitation Services**

**a. Teams**

- 1. Services are provided by Care Coordinators to all individuals receiving Specialty Mental Health services who are needing intensive case management support. Assignment are made to one of the following teams:**

2. **General Full-Service Partnership Teams:** Individuals who meet basic admission criteria and do not have specialty needs are assigned to one of these general service teams, based on their residence location:

- Recovery (North County) Team: Mental Health Clinic, 1400 Emeline, Santa Cruz; and
- South County Mental Health Team: 1430 Freedom Blvd, Watsonville.

b. Services

1. These mental health teams provide the full array of mental health services, including case management, individual therapy (which may be provided by FQHCO therapists), crisis intervention, occupational therapy, housing support, psychiatry and nursing support.
2. The South County Team also provides bilingual and bicultural mental health services to the Spanish speaking population.

c. Specialty Teams

1. Transition Age Youth (TAY): 1400 Emeline, Santa Cruz. This team provides specialty services to individual's aged 18-24 throughout the county. The team consists of mental health rehabilitation therapists, a psychiatrist as well as licensed therapists.

2. Older Adult Team (OAS): The team provides specialty services to adults who are aged 60+ with a co-occurring medical condition. Services are provided throughout the county. The team consists of mental health rehabilitation therapists, a psychiatrist, Occupational Therapist and a licensed therapist.

3. MOST (Maintaining Ongoing Stability through Treatment) team is a specialty team that provides services to individuals who are on Mental Health Probation. This team consists of case managers, probation officers, a licensed therapist and a psychiatrist. The team provides services throughout the county with a goal to keep individuals out of the jail and stable in the community.
4. ACT Team is a specialty team providing services to individuals either in locked care or returning to the community from a locked care setting. The goal is to assist in the consumer's re-entry in to the community and support placement in the least restrictive setting. The Team consists of case managers, psychiatry, a psychotherapist and crisis response services.

d. Care Coordination Residential Teams:

1. Criteria: Individuals referred to these residential teams have been deemed stable at this level of care by the current Coordinator.

2. Referrals to Teams: The County Mental Health Housing Council selects candidates referred by Care Coordinators for the following facilities/teams:
  - A) Front Street Outpatient: 126 Front Street, Santa Cruz; and
  - B) Willowbrook Outpatient: 176 Willowbrook Drive, Ben Lomond;
  - C) Wheelock Outpatient: 102 Wheelock Rd, Watsonville(For more information on Coordinated Care team criteria, see Policy 2321: Adult Coordinated Care Teams: Description and Criteria.)

c. El Dorado Residential Treatment

- 1 El Dorado Residential program primarily provides a discharge option from inpatient when the client is in need of intensive structure, supervision and treatment but no longer requires hospital based care. It may also be considered as an alternative to hospitalization.
  - 2 This is a licensed 24- hour staffed short-term social rehabilitation facility with 16 beds; and
  - 3 Individuals in the residential program participate in the El Dorado Intensive Outpatient program during the day on the same campus.
  - 4 Services of the IOP address the unique treatment needs of individuals diagnosed with schizophrenia, affective disorders, major depression, borderline personality disorders, etc.
  - 5 Medication support services are provided on-site.
- (For more information on residential services, see Policy 2342: Adult Housing Services.)

6. Psychiatry Services

a. Service Description

1. Psychiatric assessment, consultation, and treatment are provided for patients meeting medical necessity criteria; and
2. Medications are utilized to address symptoms, with safety and physical health risks taken into consideration.

b. Service Locations

1. North County Mental Health: 1400 Emeline, Santa Cruz; 115A Coral Street, Santa Cruz.
  2. Willowbrook Outpatient: 176 Willowbrook Drive, Ben Lomond.
  3. Front Street Outpatient: 126 Front Street, Santa Cruz.
  4. South County Mental Health: 1430 Freedom Blvd, Watsonville.
  5. El Dorado Intensive Outpatient Services: 941 El Dorado Ave., Santa Cruz.
  6. Telos Crisis Residential Facility: Prather Lane, Santa Cruz.
- (Also see policy 2511: Psychiatry Services: Overview.)

## 7. Psychotherapy Services

### a. FQHC Program

1. Licensed clinicians are integrated on the treatment teams and/or designated sites; they provide individual, group and family therapy for persons with a mental illness or emotional disturbance to improve functionality or prevent regression;
2. These services may be provided in the clinic or at the consumer's residence;
3. Individuals may be referred to an FQHC therapist by the Access team, care coordinators, or psychiatrists. Individuals served must have Medi-Cal or Medi-Cal / Medicare benefits. (Also see policy 2333: FQHC Psychotherapy Services.)

### b. Managed Care

1. Santa Cruz County Medi-Cal beneficiaries (who do not have Medicare) are entitled to outpatient psychotherapy, if they meet Medical Necessity criteria.
2. The Managed Care Panel consists of clinics in the community that contract with the County to provide mental health services for Medi-Cal beneficiaries as well as members of the County FQHC therapy pool. (For more information, see Policy 2332: Managed Care Panel Providers.)

## 8. Primary Care Consultation and Treatment

Psychiatric consultation and treatment is provided for individuals referred by primary care providers. Services are provided directly at the following County primary care sites as well as other locations:

- a) County Health Clinic North: 1080 Emeline, Santa Cruz;
- b) County Health Clinic South: 9 Crestview, Watsonville;

Individual and group psychotherapy may be provided as medically necessary. (For more information, see Policy 2533: Psychiatric Services: Coordination with Primary Care Providers.)

## 9. Jail Services

### a. Crisis Intervention/ Assessment

1. Jail Mental Health Services are provided only at the Jail on Water Street, which is a maximum-security facility; and
2. Services are available seven days a week.
3. Services are provided by mental health clinicians for crisis assessment, crisis intervention and treatment plan interventions.

### b. Jail Psychiatric Services

1. Santa Cruz County Jail inmates who require psychotropic medications shall be assessed to determine their Medication Level of Need.

2. The type of drug formularies available and the level of psychiatric intervention will be based on this Medication Level of Need.
3. An assigned psychiatrist is available Monday-Friday for medication services.
4. There is 24-hour, on-call psychiatric coverage.

c. Jail Discharge Planning

1. The Jail Discharge Planner functions as liaisons to the courts, the public defender, and the district attorney's office; and
2. The Discharge Planners are responsible for placement services to inmates who are amenable and appropriate for community mental health care and to those ordered into treatment by the courts.

(For more information on jail services, see policy 2351: Mental Health Jail Services.)

10. Public Guardian Services

a. LPS Conservator

1. The Santa Cruz County Public Guardian's Office is the responsible for securing and maintaining an LPS Conservatorship; as the designated LPS Conservator for Santa Cruz County residents; and
2. When the conservatorship is granted in court, a specific conservator is appointed to represent the conservatee and works collaboratively with mental health clinicians.

b. Representative Payee

This office also acts as Representative Payee for conserved individuals whose physician or psychiatrist recommends to the court that they are unable to manage their Social Security, SSI and/or Veteran's Administration income.

c. Probate Conservator

The Public Guardian may be appointed Probate Conservator by the court for individuals who do not meet the criteria for LPS conservatorship, but whom a physician has found is incompetent to manage their own health and financial matters and there is no one else qualified to act as conservator.

(For more information, see policy 2361: LPS Conservatorship.)

11. Money Management/ Payee Services

- a. Money management services are provided to individuals who have been certified to have a "Representative Payee" by the Social Services Administration (SSA) to supervise the use and distribution of their Social Security financial benefits; and



- b. Money Management services are provided through a contract with Encompass Community Services. (For more information, see policy 2362: Representative Payee-ship/Money Management Program.)

## 8. Dual Diagnosis Treatment

### a. Casa Pacific

1. A social rehabilitation residential program for 12 clients who have both a mental health and co-occurring substance use disorder.
2. It provides an intensive residential treatment program for those individuals requiring further support.
3. This program is an innovative project and operates in partnership with the day program called Avenues. Emphasis is on an integrated Dual Diagnosis Treatment model implementing "work first" as a motivational treatment.
4. Referrals are accepted through the County Housing Council.

## 9. Shelter

### a. River Street Shelter

1. The River Street Shelter is a 32-bed emergency shelter for homeless adults;
2. Nineteen (15) of these beds are provided under contract with Santa Cruz County Mental Health in an effort to better serve the needs of the homeless adult with a mental illness; and
3. Four of these beds are designated for individuals in urgent need of treatment, but not meeting the criteria for involuntary inpatient psychiatric care.

## 10. Housing

### a. Board and Care

1. Some 24-hour Board and Care facilities in Santa Cruz County have "augmented" mental health staffing in order to provide residents with mental health support services; and
2. Increased service levels provide better access to health care, leisure time activities and educational opportunities.
3. Augmented Board and Care Facilities:
  - Willowbrook Board and Care (40 beds, including 6 for older adults)
  - Front Street Board and Care (47 beds); and
  - Wheelock Board and Care (15 beds)
  - Rose Acres (34 beds, with funding patch, but no mental health staff).
4. Older Adult Care Facilities:
  - Rillera's
  - Chateau

**b. Supported Housing Team**

1. This Team works in collaboration with contractors. The level of service provides assistance to those clients living independently who are in need of the support services to help them successfully maintain their independence.
2. Supported Housing Programs:
  - i. Are provided in combination with contract partners through Front Street, Inc, Encompass Community Services, or the Volunteer Center.
  - ii. Housing support staff include, case managers, nursing support staff, occupational therapists, housing coordinators and housing navigators.

(See Policies 2342: Adult Housing Services and 2343: Supported Housing.)

**11. Employment Services**

**a. Community Connections**

1. This program offers a vast array of classes and groups for “entry level” employment.
2. These groups are intended to prepare consumers to be employment ready, assessment of skills, determine consumers’ goals, assist with volunteer and/or job placement, on the job coaching and support.

**b. Avenues:**

This is an Innovative project based on a “work first” model for people who have co-occurring disorders. Individuals are referred from system of care and Casa Pacific. This is a job readiness program that includes, assessment, groups and volunteer and stipend work experiences. Licensed therapist offer groups for clinical assessments.

**c. College Connection**

1. The College Connection is a program within Community Connection that offers mental health support to attend school; and
2. Individuals may also choose to complete their high school diploma or attend community college through this program.

**d. Career Services**

1. Career Services provide the linkage with the Department of Rehabilitation (DOR) through our county’s mental health co-operative program.
2. Job developers and coaches assist with locating and maintaining employment.

(For more information. See Policy 2335: Supported Employment Services.)

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**PRIOR VERSIONS: 02/14/2011**

**REFERENCES:** CCR, TITLE 9: Chapter 11: Medi-Cal Specialty Mental Health Services.  
WIC Sections 5000-5372 and Sections 5600-5623 (LPS and Bronzan-McCorquodale Acts).

**FORMS/ATTACHMENTS:**