

MHSA Stakeholder Engagement Event

Adult Behavioral Health
Santa Cruz County
Behavioral Health



Agenda

- ▶ Welcome!
- ▶ Brief introductions
- ▶ News & announcements
- ▶ Adult Behavioral Health Overview & Forensic services- Pam Rogers-Wyman, LMFT
- ▶ Access & Crisis services- Andrea Turnbull, LCSW
- ▶ Outpatient services- Eli Chance, LCSW
- ▶ Whole Person Care - Emily Chung, MPH, MCHES
- ▶ Questions and community input

Suicide Prevention Task Force

- ▶ Launch- September 2018
- ▶ Higher rate of completed suicides in Santa Cruz County
Statewide (age-adjusted per 100k) 10.4
vs
Countywide (age-adjusted per 100k) 16.7
- ▶ Created strategic plan to guide county-wide efforts for suicide prevention

Suicide Prevention Task Force- Strategic Plan

Prevention focus-

Community-based Support
Services

Intervention focus-

Columbia Suicide Severity
Rating Scale (C-SSRS) &
Crisis & Safety Planning

Postvention-

LOSS team model

Goals of strategic plan-

Starting point for
discussions on models for
sustainability and
feasibility

Launch of efforts from SPTF

Gain feedback from
community

Reduction in suicides in
Santa Cruz County

Mobile Emergency Response Team for Youth (MERTY)

- ▶ Expansion of mobile emergency response team to South County for youth (5-21 years old)
- ▶ Behavioral Health mobile office van
- ▶ Bilingual clinician and Family Specialist

Adult Behavioral Health

- ▶ Provides Specialty Mental Health Services
 - ▶ Eligibility based on diagnostic criteria
 - ▶ Functional impairment
 - ▶ Ability to benefit from services
- ▶ Primary outpatient service provider for Medi-Cal beneficiaries that meet specialty eligibility
- ▶ Provides crisis response and intervention services county-wide to all residents, regardless of Medi-Cal status
- ▶ Provides outpatient services to approximately 3,000 unduplicated individuals and 2,300 individuals experiencing a mental health crisis annually

Behavioral Health Contract Partners

- ▶ Advocacy, Inc - Patient Rights Advocacy Services
- ▶ Encompass Community Services - various
- ▶ Front Street, Inc. - various
- ▶ MHCAN - Peer-run drop in center with scheduled programming for consumers
- ▶ NAMI - Local chapter of the National Alliance for Mental Illness; operate family, consumer and community education services
- ▶ Senior Council - Provides peer services to older adults
- ▶ Telecare Corporation - Operates the Crisis Stabilization & Psychiatric Health Facility
- ▶ Volunteer Center - Mariposa, Pathways to Wellness

Forensic Services

- ▶ Mental Health Liaisons (MHL) to Law Enforcement
 - ▶ Co-responder model with clinician responding to mental health related calls for service with law enforcement officers
- ▶ Jail Behavioral Health Services
 - ▶ Crisis assessment, intervention
 - ▶ Psychiatry
 - ▶ Discharge planning/court liaison
 - ▶ Re-entry Program
- ▶ MOST Team
 - ▶ Integrated multi-disciplinary team with behavioral health & probation staff
- ▶ Behavioral Health Court
 - ▶ Post-adjudication calendar for MOST participants
- ▶ Crisis Intervention Training (CIT) to Law Enforcement
 - ▶ Local 24-hour training for law enforcement officers in responding to mental health crisis

Adult Behavioral Health Forensic Services Continuum

Behavioral Health Forensic Services Continuum

TEAMS:

Downtown Outreach Workers
Mental Health Liaison Program
HOPE Team-Homeless Outreach and Proactive Engagement & Services

PARTNERS:

City of Santa Cruz
Santa Cruz Sheriff's Office
City of Watsonville
Encompass Services

PREVENTION & EARLY INTERVENTION

TEAMS:

Jail Behavioral Health Team
Jail Discharge Planning & Court Liaison

PARTNERS:

Corrections Division - Santa Cruz Sheriff's Office
Santa Cruz Superior Court
Santa Cruz Probation Department

DIVERSION & TREATMENT

TEAMS:

MOST Team - Maintaining Ongoing Stability & Treatment

PARTNERS:

Santa Cruz County Probation Department

INTENSIVE FSP TEAMS

SPECIALTY COURTS:

FACT Court - Partnership Accountability-Connective Treatment

Behavioral Health Court

PARTNERS:

Santa Cruz Superior Court
Santa Cruz County Probation Department
District Attorney's Office
Public Defenders Office
Defense Counsel

ACCOUNTABILITY

HOPES - Homeless Outreach Proactive Engagement & Services

- ▶ The model utilizes an integrated multidisciplinary team that includes health providers, behavioral health providers, crisis services, outreach specialists, veteran providers and criminal justice personnel
- ▶ MDT meets three times per week for coordination
- ▶ Three phases of care - Outreach, Engagement into services and Stabilization
- ▶ Transition consumer to an integrated treatment model following stabilization
- ▶ Integrated treatment delivered through a four track system

Focused Intervention Team (FIT)

- ▶ FIT is a public safety program pilot to engage individuals in the community who have repeatedly come in contact with law enforcement, and whose behaviors are criminal and threaten public safety.
- ▶ The FIT program was among the critical needs identified by the Santa Cruz County Board of Supervisors in the Measure G initiative on the November 2018 ballot. The ½-cent sales tax measure was approved by two-thirds of County voters.
- ▶ The integrated law enforcement & behavioral health staff function as a multidisciplinary team bringing role-specific skills to the effort.
- ▶ Eligibility: 1. Must have a fresh arrest. 2. Have demonstrated aggressive, threatening or assaultive behavior. 3. Have a minimum of 3 contacts with law enforcement in the past 90 days.

Crisis & Acute Services

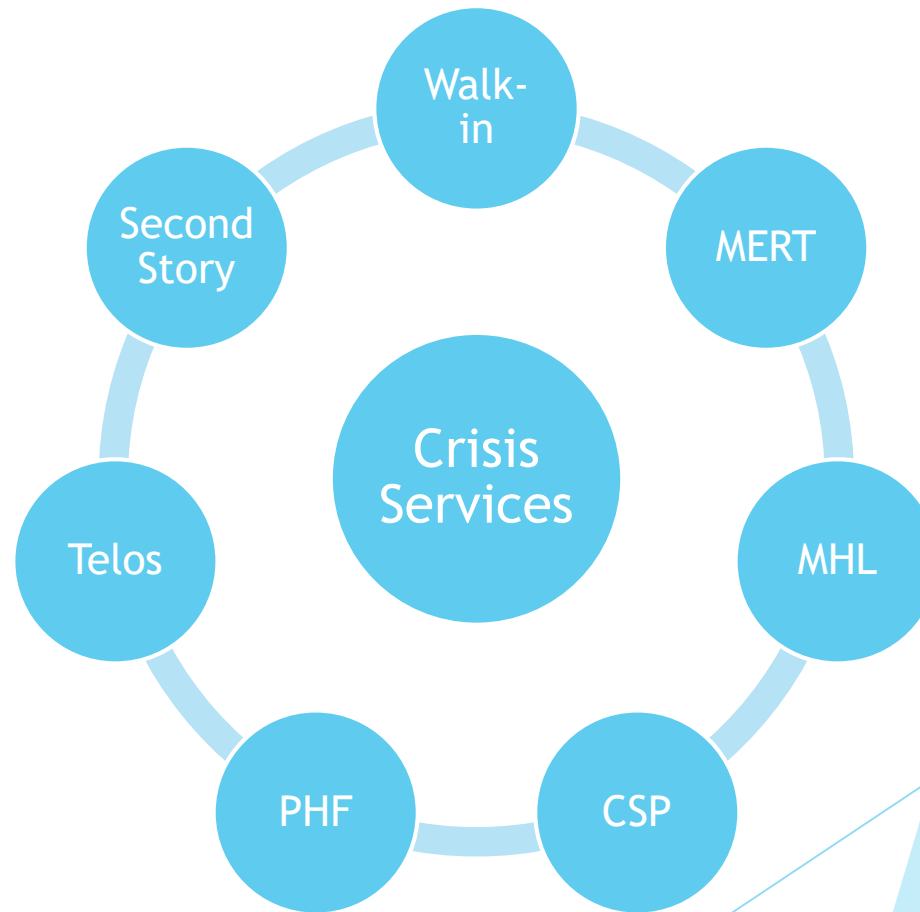
- ▶ Walk-in Crisis Services at 1400 Emeline for Children and Adults
 - ▶ Watsonville services available in new building, opening July 2019!
- ▶ Mobile Emergency Response Team (MERT) - Field-based response in the community - Supervisor: Carl Graue, LCSW
- ▶ Mental Health Liaisons to Law Enforcement (discussed early under Forensic Services but considered a crisis service) - Supervisor: James Russell, LMFT
 - ▶ Santa Cruz Police Department
 - ▶ Santa Cruz Sheriff's Office
 - ▶ Watsonville Police Department
- ▶ Critical Incident Response
- ▶ Rapid Connect

Adult Access Services

- ▶ “Front Door Services” - Supervisor: Barbara Lehman, LMFT
- ▶ Walk-in Crisis Services
- ▶ Triage for community-based requests for services (800) 952-2335
- ▶ Adult Behavioral Health Intake Assessments
 - Specialty Behavioral Health
 - Substance Use Disorder System

Crisis Services Network - Integrated Care

- ▶ Walk-in Crisis Services
- ▶ Field-based Crisis Services
 - ▶ MERT
 - ▶ Mental Health Liaisons
- ▶ Santa Cruz County Behavioral Health Center
 - ▶ Crisis Stabilization Program
 - ▶ Psychiatric Health Facility
- ▶ Telos - Crisis Residential
- ▶ Second Story Peer Respite



Mobile Emergency Response Team (MERT)

MERT - Our goal is to address mental health emergencies in community and increase access and linkage to appropriate services by providing field-based response for children and adults in crisis.

Services Provided include:

- ▶ Crisis Assessment, Intervention and Stabilization, and Safety Planning
- ▶ Psycho-education and support to children and adults
- ▶ Referral, linkage and follow-up sessions

Santa Cruz County Behavioral Health Crisis Services

| Service | Walk-in Crisis Services | Mobile Emergency Response Team | Mental Health Liaisons to Law Enforcement | Crisis Stabilization Program | Psychiatric Health Facility |
|---------------------------|---|--|---|--|--|
| Description | Crisis Assessment & Intervention Services for adults and children. Also provides linkage & referrals for follow-up care | Mobile Crisis Team responding in the field to secure sites for individuals experiencing a serious mental health crisis | Mental Health Clinicians embedded with Santa Cruz Police Department, Santa Cruz Sheriff's Office, & Watsonville Police Department | Crisis assessment, intervention and referral services in a locked setting for up to 24 hours for adults and children. Dispositions to locked inpatient care or community resources | Locked 16-bed psychiatric inpatient treatment facility for adults experiencing a serious mental health crisis. <u>Twenty-four hour</u> treatment and care. |
| Hours of Operation | Monday – Friday, 8:00 am – 5:00pm (non holidays) | Monday – Friday, 8:00 am – 5:00pm (non holidays) | SCPD 7 days/week SCSO 7 days/week WPD 5 days/week | 24 – hours/day 365 days/year | 24 – hours/day 365 days/year |
| Location | 1400 Emeline Ave, Santa Cruz | Field-based | Field-based | 2250 Soquel Avenue, Santa Cruz | 2250 Soquel Avenue, Santa Cruz |
| Access Process | Self-refer | Call (800) number to reach a Triage Worker | Law Enforcement Dispatch | Self- refer or 5150 | Self-refer or 5150 |
| Telephone Number | 1 (800) 952-2335 | 1 (800) 952-2335 | 911 – dispatch or LE non-emergency # | (831) 600-2800 | (831) 600-2800 |

Outpatient Services

- ▶ Psychiatry Services
- ▶ Psychotherapy Services - attached to FSPs
- ▶ Case Management Teams - Full Service Partnership (FSP) Teams
 - ▶ Recovery Team - Supervisor: Ivan Foote, LMFT
 - ▶ South County Team - Supervisor: Grace Saldivar-Napoles, LCSW
 - ▶ Transition Age Youth (TAY) - Supervisor: Steve Ruzicka, LMFT
 - ▶ Older Adult Team (OAS) - Supervisor: Steve Ruzicka, LMFT
 - ▶ MOST (Maintaining Ongoing Stability through Treatment)/Forensic Team - Supervisor: Robert Annon, LCSW
 - ▶ Assertive Community Treatment (ACT)
 - ▶ Occupational Therapy (OT) Services

Team Services

- ▶ Multidisciplinary Teams
- ▶ Assessment, Treatment Planning, ANSA completion
- ▶ Field-based case management services
 - ▶ Direct services
 - ▶ Collaboration with other providers
 - ▶ Brokerage and linkage to other services
 - ▶ Linkage to Whole Person Care for co-occurring medical conditions
- ▶ Field-based crisis response for Specialty consumers
- ▶ Housing coordination - Jim Straubinger

WPC - C2H: Program Overview

- ▶ Whole Person Care pilot projects test county-based initiatives to improve care management and health outcomes of Medi-Cal beneficiaries with co-occurring chronic conditions, complex needs, and history of high utilization of multiple systems
- ▶ WPC - C2H's primary services are services that are not currently billable to Medi-Cal
- ▶ Funding:
 - ▶ California Department of Health Care Services - Medi-Cal 2020 waiver
 - ▶ Mental Health Services Act Innovations grant (INN - IHHS)
 - ▶ Other County non-leveraged funding sources (i.e. General Funds)
- ▶ Project timeline: July 2017 - December 2020



WHOLE PERSON CARE
CRUZ TO HEALTH



**Whole Person Care
- Cruz to Health
(WPC - C2H)**

**Systems
Change**

Process Improvements

**Direct
Services**

*Data Sharing
Infrastructure*

*Care
Coordination*

*Evidence-Based
Interventions*

*Non Medi-Cal
Billable services*

Improved data
sharing /
communication

Care coordination &
co-management
platform: Together
We Care (SCHIO)

Improved
collaborations /
Common definitions

Workforce
development /
Professional
networking

Integrated-Illness
Management and
Recovery (I-IMR);
TeleFriend remote
monitoring devices

Housing/Tenancy
Supports; Housing
Navigation; Enhanced
behavioral health
teams; Peer support

WPC-C2H: Target Population

Adult Medi-Cal beneficiaries of Health Services Agency clinics with the following risk factors:

A behavioral health* & and/or substance use diagnosis

**Includes mild to moderate diagnoses*

Referrals not meeting the above criteria may still qualify dependent on the demonstrated need and program capacity.

At least two of the following:

- ≥ 2 chronic health conditions (i.e. diabetes, COPD)
- Prescribed ≥ 5 medications for chronic health conditions
- Homeless or at-risk for homelessness
- ≥ 4 psychiatric hospitalizations within last 12-months
- ≥ 2 medical hospitalizations within last 6-months
- Institutional living or custody within last 12-months

WPC - C2H: Key Benefits to Clients - TeleFriend Devices



- Phillips TeleFriend wireless telehealth device
- 8" Samsung touchscreen tablet
- Pre-programmed with content corresponding to primary psychiatric and medical diagnoses
- Daily 5-10 min interactive sessions
- Monitored daily by Nurses and MAs
- Incentives possible with adherence

Questions and community input

- ▶ Please feel free to ask or write down any questions on the notecards provided
- ▶ Any clarification needed on current programs
- ▶ Do you have thoughts on the current services?
- ▶ Are there additional services you would like to see?

THANK YOU!

WWW.SANTACRUZHEALTH.ORG/MHSA

Use link on bottom right of website to submit a question or comment at anytime!

