

OC HEALTH CARE AGENCY

PROGRAMS/SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

The OC Health Care Agency (HCA) has a variety of programs dedicated to individuals experiencing homelessness in Orange County, California.

BEHAVIORAL HEALTH SERVICES: Outreach & Engagement (O&E)



O&E team works with individuals who are homeless or on the verge of becoming homeless. Among this group, services are offered to individuals of all ages with behavioral health conditions ranging from mild to severe and chronic.



Staff frequents known gathering places for the homeless including food banks, shelters, and public areas such as parks and libraries in order to identify individuals and screen for program eligibility.

The focus here is on rapport building to increase the person's acceptance of behavioral health treatment and ultimate integration into his or her community of choice. The team responds to community referrals and collaborates with various community partners in support of an individual's recovery. **Learn more at www.ohealthinfo.com/OE.**

The OCLinks Information and Referral Line provides support for anyone seeking information or linkage to HCA Behavioral Health Services. **Call (855) OC-LINKS between the hours of 8 a.m. and 6 p.m. to be connected to a Behavioral Health Navigator or learn more at www.ohealthinfo.com/OCLinks.**



Orange County | Behavioral Health Information & Referrals

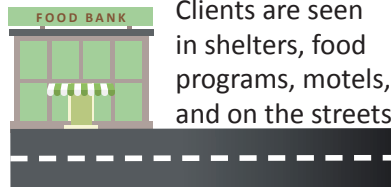
855-OC-Links
(625-4657)

PUBLIC HEALTH SERVICES:

Comprehensive Health Assessment Team—Homeless (CHAT-H)



CHAT-H Public Health Nurses (PHNs) assist homeless individuals needing help obtaining health care and other services.



Clients are seen in shelters, food programs, motels, and on the streets.



PHNs also help protect the homeless population from the spread of preventable diseases by providing vaccinations, case contact follow-up, and health education.

These specially trained registered nurses help clients manage high-risk or ongoing health conditions by providing them with information about their conditions and linking them to health care providers, health insurance, and other community agencies, with optimal health being the ultimate goal. **Learn more at www.ohealthinfo.com/ChatH.**

WHOLE PERSON CARE (WPC) PILOT PROGRAM:

WPC is the coordination of physical, behavioral health, and social services in a patient-centered approach with the goals of improved health and well-being through more efficient and effective use of resources for Medi-Cal beneficiaries struggling with homelessness.



WPC promotes increased communication between hospital emergency rooms, CalOptima, community clinics, HCA Behavioral Health Services and Public Health Services as well as recuperative care (RC) providers to improve access and navigation of services for the homeless population. RC provides acute and post-acute medical care in a supportive transitional housing environment for eligible participants.

Additional services include linkage to applicable programs and services for which the participant qualifies and may benefit from, such as:

1



Assistance in preparing for housing readiness and obtaining any necessary forms of identification

2



Case management with health and nutrition education, job training and other social services

3



Mental health and/or substance use disorder treatment

Learn more at www.ohealthinfo.com/WPC.