



855-OC LINKS
(855-625-4657)

Behavioral Health Services Line

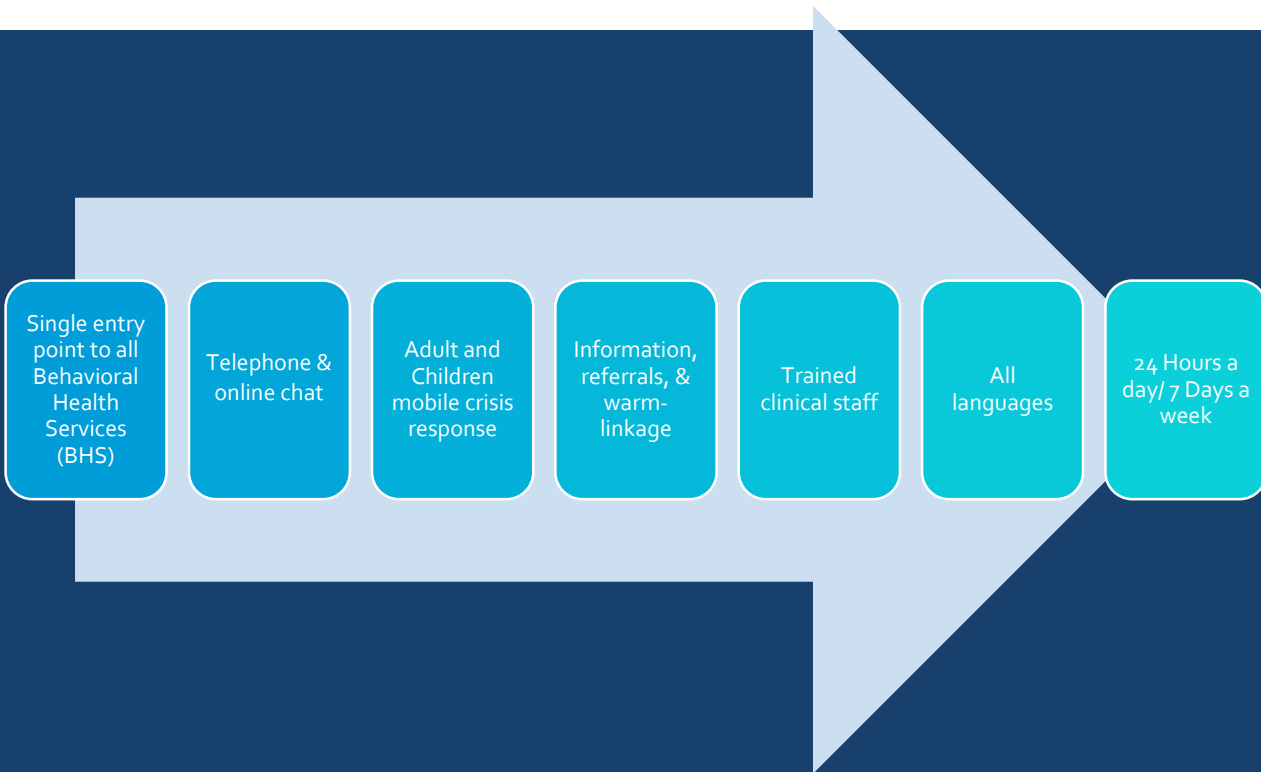


OC LINKS^{24/7} BEHAVIORAL HEALTH LINE

- OC Links Behavioral Health Line is available 24/7
- OC Links provides information and linkage to any of the OC Health Care Agency's Behavioral Health Services, including crisis services, via telephone and chat
- Trained Navigators provide information, referral, and linkage directly to programs in the Behavioral Health Continuum of Care from prevention through crisis identification and response



What is OC Links Behavioral Health Line?



WHO WE SERVE

Callers can be

- Potential participants
- Family Members and Friends
- Law Enforcement and other First Responders
- Providers
- Anyone seeking Behavioral Health resources and support

NEW FEATURES SINCE JAN 2021

- Started as 24/7 on January 24, 2021
- OC Links staff identifying crisis and generating request for dispatch of mobile crisis teams
- New database platform: Chorus (January 2021)
 - For crisis: dispatch form, messaging, mobile access
 - Follow-up information fields added
 - Data recorded per case by individual
 - New data fields for reports

Next:

- Bed Board
- BHS O&E identification and dispatch
- Marketing campaign
- Data dashboards

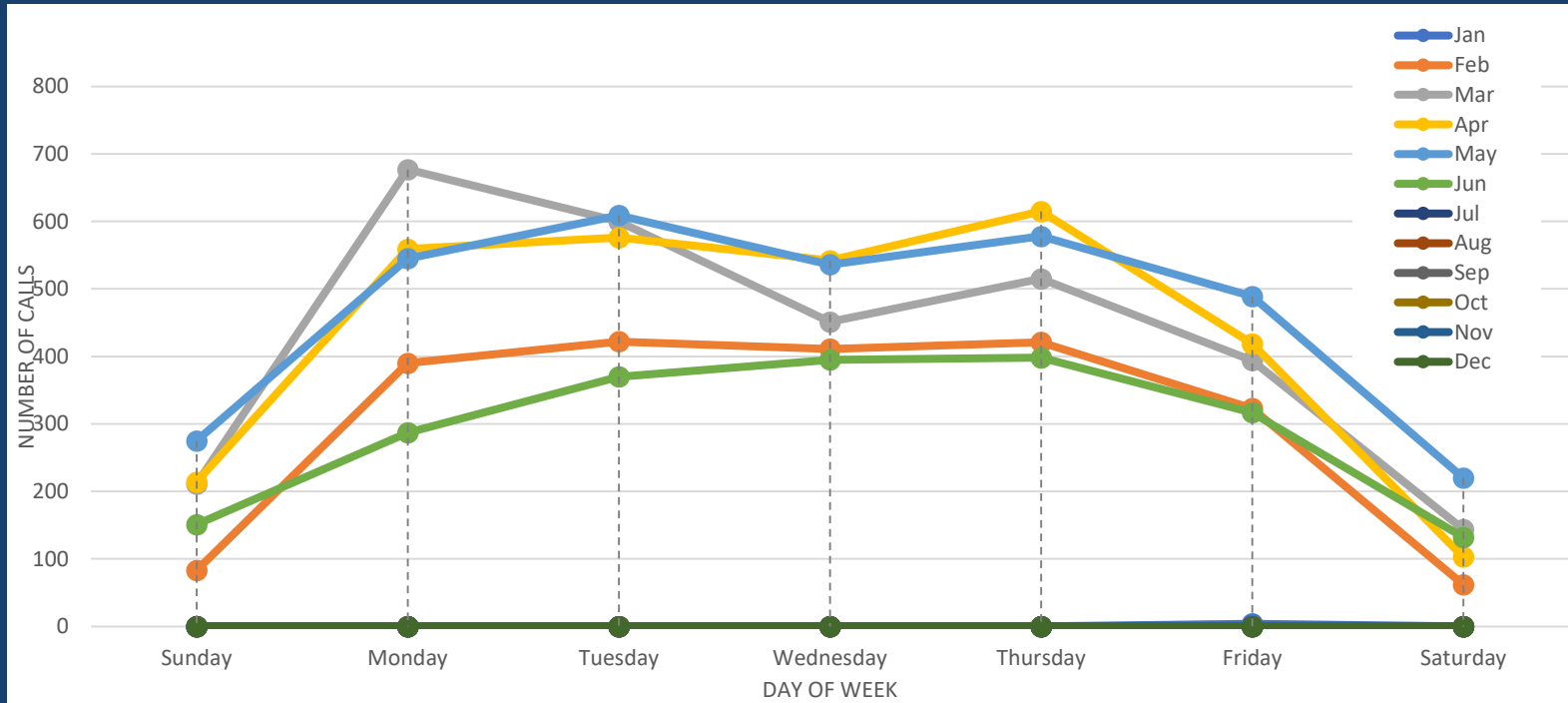
CALLS TO OC LINKS BY WEEK

Since integrating crisis identification and response

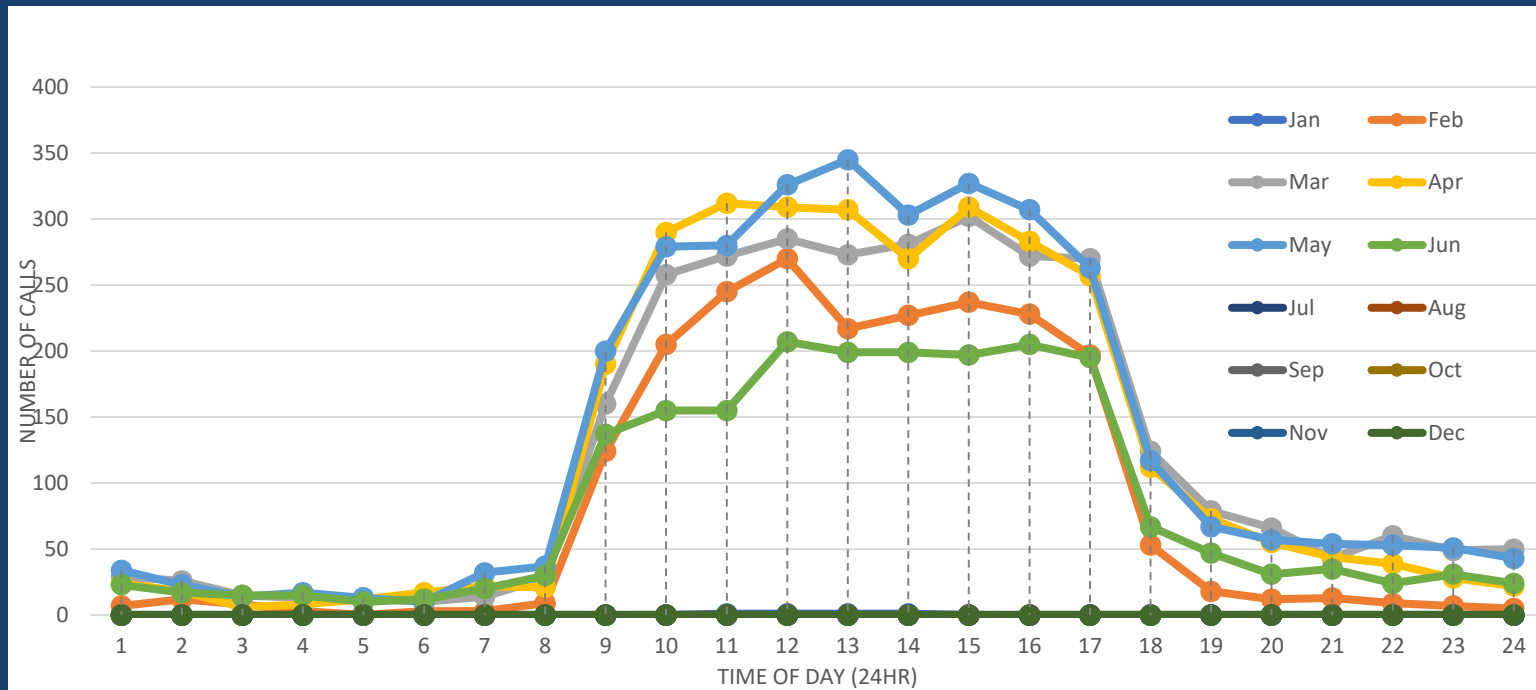
Cumulative # of calls		14568			
Cumulative # of Crisis calls		3411			
Cumulative # of CAT Dispatches		180			
Cumulative # of COVID		180			
Start Date	End Date	# of calls by week	# of Crisis calls	# of CAT Dispatches	COVID
1/24/2021	1/30/2021	567	74	146	44
1/31/2021	2/6/2021	626	115	157	38
2/7/2021	2/13/2021	614	131	189	6
2/14/2021	2/20/2021	646	124	142	7
2/21/2021	2/27/2021	635	166	171	12
2/28/2021	3/6/2021	697	170	160	11
3/7/2021	3/13/2021	678	167	144	11
3/14/2021	3/20/2021	685	158	156	3
3/21/2021	3/27/2021	713	186	131	9
3/28/2021	4/3/2021	633	224	173	2
4/4/2021	4/10/2021	665	181	140	5
4/11/2021	4/17/2021	737	220	175	8
4/18/2021	4/24/2021	794	200	158	6
4/25/2021	5/1/2021	752	211	169	2
5/2/2021	5/8/2021	826	239	214	2
5/9/2021	5/15/2021	753	207	175	4
5/16/2021	5/22/2021	837	240	196	3
5/23/2021	5/29/2021	706	195	154	1
5/30/2021	6/5/2021	634	179	147	4
6/6/2021	6/12/2021	634	196	145	1
6/13/2021	6/19/2021	736	222	169	1

CALLS TO OC LINKS BY DAYS OF WEEK

Since integrating crisis identification and response

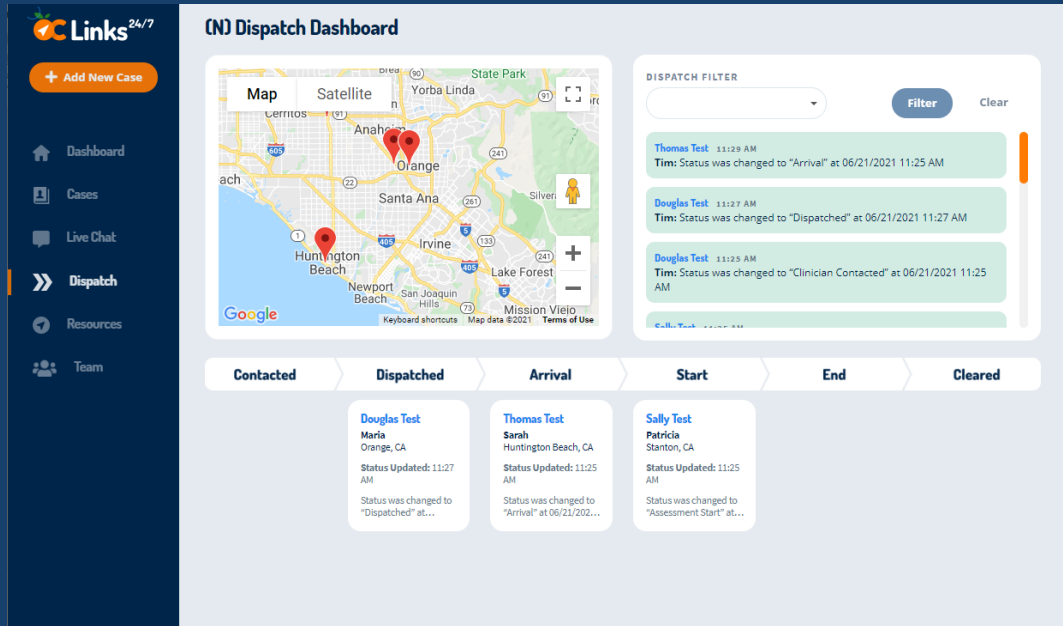


Since integrating crisis identification and response



CHORUS SYSTEM

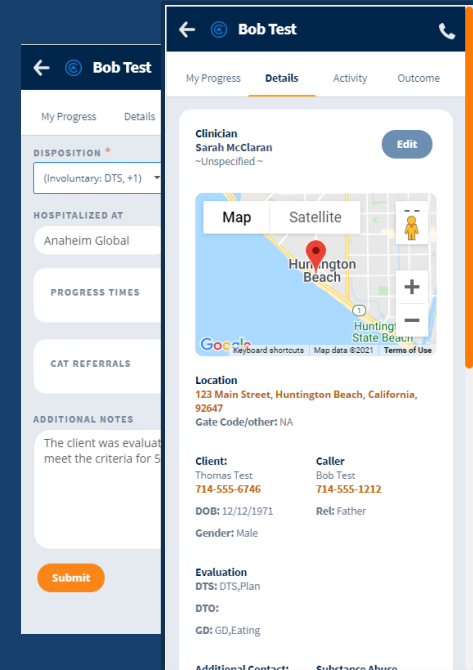
Crisis Field Response Screen Shots



The Desktop Dispatch Dashboard is titled "(N) Dispatch Dashboard". It features a sidebar on the left with the "Links 24/7" logo and navigation options: "Add New Case", "Dashboard", "Cases", "Live Chat", "Dispatch", "Resources", and "Team". The main content area includes a map of Southern California with red location pins, a "DISPATCH FILTER" section with a dropdown menu and "Filter" and "Clear" buttons, and a list of dispatch entries. Below the map and filter is a horizontal timeline with stages: "Contacted", "Dispatched", "Arrival", "Start", "End", and "Cleared". The "Arrival" stage is currently selected, showing three entries:

- Douglas Test**
Maria
Orange, CA
Status Updated: 11:27 AM
Status was changed to "Dispatched" at...
- Thomas Test**
Sarah
Huntington Beach, CA
Status Updated: 11:25 AM
Status was changed to "Arrival" at 06/21/202...
- Sally Test**
Patricia
Stanton, CA
Status Updated: 11:25 AM
Status was changed to "Assessment Start" at...

Desktop Dispatch View

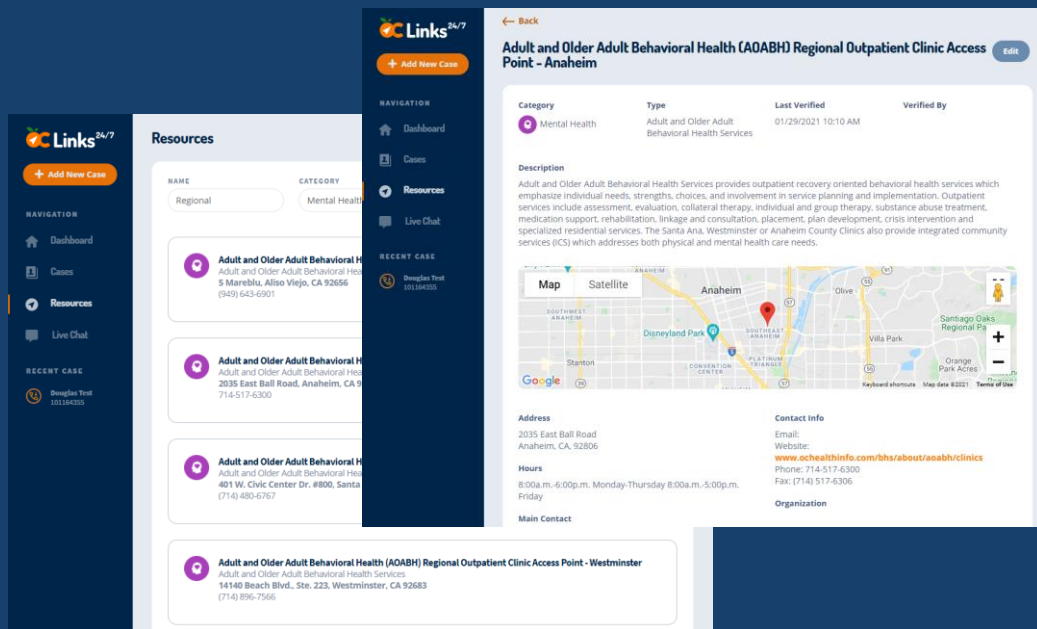


The Mobile Clinician View is titled "Bob Test" and includes a navigation bar with "My Progress", "Details", "Activity", and "Outcome". The "Details" tab is active. It displays a "DISPOSITION" dropdown set to "(Involuntary: DTS, +1)", a "HOSPITALIZED AT" field with "Anaheim Global", and a "PROGRESS TIMES" section. Below these are "CAT REFERRALS" and "ADDITIONAL NOTES" (The client was evaluated meet the criteria for 5). A "Submit" button is at the bottom. The right sidebar shows a map with a red pin at Huntington Beach, a "Location" field with "123 Main Street, Huntington Beach, California, 92647", and a "Gate Code/other: NA". The "Client" section lists "Thomas Test" (714-555-6746, DOB: 12/12/1971, Gender: Male) and "Bob Test" (714-555-1212, Ref: Father). The "Evaluation" section lists "DTS: DTS, Plan" and "GDI: GD, Eating".

Mobile Clinician View

CHORUS SYSTEM

Resources View



The desktop view of the CHORUS System Resources page features a dark blue sidebar with navigation links: Dashboard, Cases, Resources (active), and Live Chat. Below these are 'RECENT CASE' links for 'Drugless Test' and 'Drugless Test'. The main content area is titled 'Resources' and includes a filter for 'Regional' and 'Mental Health'. A list of resources is displayed, with the first one selected: 'Adult and Older Adult Behavioral Health (AOABH) Regional Outpatient Clinic Access Point - Anaheim'. This resource is categorized under 'Mental Health' and 'Adult and Older Adult Behavioral Health Services'. It includes a detailed description of services, a map of the Anaheim area, and contact information for the clinic.

Adult and Older Adult Behavioral Health (AOABH) Regional Outpatient Clinic Access Point - Anaheim

Category: Mental Health
Type: Adult and Older Adult Behavioral Health Services
Last Verified: 01/29/2021 10:10 AM
Verified By:

Description:
Adult and Older Adult Behavioral Health Services provides outpatient recovery oriented behavioral health services which emphasize individual needs, strengths, choices, and involvement in service planning and implementation. Outpatient services include assessment, evaluation, collateral therapy, individual and group therapy, substance abuse treatment, medication support, rehabilitation, linkage and consultation, placement, plan development, crisis intervention and specialized residential services. The Santa Ana, Westminster or Anaheim County Clinics also provide integrated community services (ICS) which addresses both physical and mental health care needs.

Map: A map showing the location of the clinic in Anaheim, CA, near Disneyland Park and the Convention Center.

Address:
2035 East Ball Road
Anaheim, CA 92806

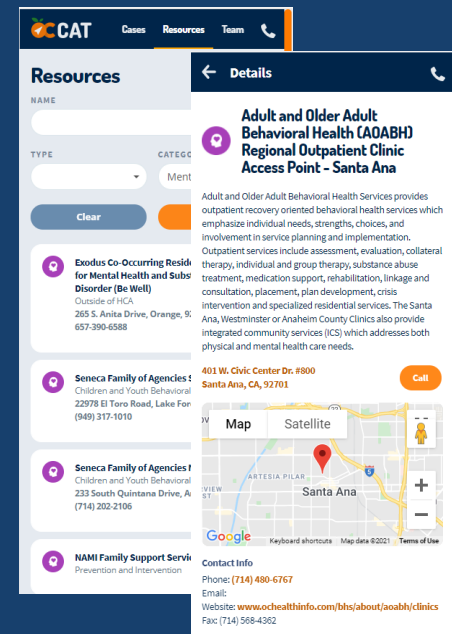
Contact Info:
Email: www.ochealthinfo.com/bhs/about/aoabh/clinics
Website: www.ochealthinfo.com/bhs/about/aoabh/clinics
Phone: 714-517-6300
Fax: (714) 517-6306

Hours:
8:00a.m.-6:00p.m. Monday-Thursday 8:00a.m.-5:00p.m. Friday

Organization:

Main Contact:

Desktop Resource View



The mobile view of the CHORUS System Resources page features a dark blue header with navigation links: Cases, Resources (active), and Team. Below these are 'RECENT CASE' links for 'Drugless Test' and 'Drugless Test'. The main content area is titled 'Resources' and includes a filter for 'Regional' and 'Mental Health'. A list of resources is displayed, with the first one selected: 'Adult and Older Adult Behavioral Health (AOABH) Regional Outpatient Clinic Access Point - Santa Ana'. This resource is categorized under 'Mental Health' and 'Adult and Older Adult Behavioral Health Services'. It includes a detailed description of services, a map of the Santa Ana area, and contact information for the clinic.

Adult and Older Adult Behavioral Health (AOABH) Regional Outpatient Clinic Access Point - Santa Ana

Category: Mental Health
Type: Adult and Older Adult Behavioral Health Services
Last Verified: 01/29/2021 10:10 AM
Verified By:

Description:
Adult and Older Adult Behavioral Health Services provides outpatient recovery oriented behavioral health services which emphasize individual needs, strengths, choices, and involvement in service planning and implementation. Outpatient services include assessment, evaluation, collateral therapy, individual and group therapy, substance abuse treatment, medication support, rehabilitation, linkage and consultation, placement, plan development, crisis intervention and specialized residential services. The Santa Ana, Westminster or Anaheim County Clinics also provide integrated community services (ICS) which addresses both physical and mental health care needs.

Map: A map showing the location of the clinic in Santa Ana, CA, near the Convention Center and the City Center.

Address:
401 W. Civic Center Dr. #800
Santa Ana, CA 92701

Contact Info:
Email: www.ochealthinfo.com/bhs/about/aoabh/clinics
Website: www.ochealthinfo.com/bhs/about/aoabh/clinics
Phone: 714-480-6767
Fax: (714) 568-4362

Mobile Resource View

CONNECTING WITH OC LINKS

Available 24/7

- Call (855) OC-LINKS to be connected to a Behavioral Health Navigator
- Click on the OC Links Chat icon at <https://www.ocalhealthinfo.com/bhs/about/nit/oclinks/>
- TDD Number: 714-834-2332



BEHAVIORAL HEALTH SERVICES LINE
24 hours a day / 7 days a week / 365 days a year

OC Links is an entry point for the OC Health Care Agency's Behavioral Health Services System of Care which provides:

- ✓ Information
- ✓ Referral & Linkage
- ✓ Screening
- ✓ Crisis Response
- ✓ Homeless Outreach



Visit www.ocalthinfo.com/oclinks for more information or live chat.

TDD Number: (714) 834-2332

National Suicide Prevention Lifeline

800-273-TALK (8255)

Provides 24/7, immediate, confidential over-the-phone suicide prevention services to anyone who is in crisis or experiencing suicidal thoughts.

OC WarmLine

877-910-WARM (9276)

Provides 24/7 telephone support service for anyone who has concerns about mental health, substance use, is overwhelmed or needs information.