



Behavioral Health Services (BHS) System Navigation

OC Links & OC Navigator Updates

 **Links**^{24/7}
Updates

 **Navigator**
Updates



Upcoming
Activities

Agenda



Christina Weckerly, CYPBH Program Manager



- Available 24/7, 365 days a year
- Provides information and linkage to any of the OC Health Care Agency's Behavioral Health Services (BHS), including crisis services, via telephone and chat
- Callers may be:
 - Potential participants
 - Family Members and Friends
 - Law Enforcement and other First Responders
 - Providers
 - Anyone seeking Behavioral Health resources and support



What is OC Links Behavioral Health Service Line?

Single entry point to all BHS

Telephone & online chat

24 Hours a day/ 7 Days a week

Trained clinical staff

All languages

Dispatch mobile field response teams for crisis and outreach

Information, referrals, warm-linkage, follow-up calls

Program Updates

Services



Expanded to 24/7 in January 2021



Dispatch for Crisis Assessment Team and BHS
Outreach and Engagement

Outcomes

- Prior to becoming the 24/7 behavioral health services line, OC Links averaged 1,108 calls/chats per month
- Since transitioning to 24/7, OC Links averages 758 calls/chats a week
 - 25% were identified as crisis-related



Navigator



Flor Yousefian Tehrani, INN Program Manager



- Self-navigation tool that will be available to all OC residents
- Co-created with OC community stakeholders
- Includes an optional social determinants of health survey to identify needed resources
- Offers a list of curated public and private behavioral health resources and support services
- Allows providers to update resources in real-time
- Connects to OC Links chat or phone if additional navigation support of county resources is needed



Dr. Armen Arevian, Project Director, Chorus

Upcoming Activities

Facilitate feedback groups

In progress

Ongoing meetings with stakeholders to gather feedback and improve features and functionality

Translate OC Navigator

In progress

Site will be translated into OC threshold languages, as well as Khmer and Tagalog

Completion goal:
November 2021

Add NAMI Warmline Resources

In progress

Ongoing discussions to move resources and workflow onto the Chorus platform

Completion goal:
March 2022

Add CARs Resources

Upcoming

Discussions will begin December 2021

Completion goal:
March 2022



Questions