

## Outreach and Engagement Services



Orange County Health Care Agency  
Behavioral Health Services

1

---

---

---

---

---

---

---

---

## Community Services and Supports Outreach & Engagement Services

Health Care Agency  
Behavioral Health Services  
Adult Mental Health Services

2

---

---

---

---

---

---

---

---

## OUTREACH & ENGAGEMENT

- **Target Population** – chronic and severely mentally ill Homeless (or at risk) – Adult/Youth not connected to mental health services.
- **Coverage** – Monday – Friday (8 a.m. – 5p.m.) throughout Orange County Hot Spots, Armories & Alternative Sleeping Locations
- **Non-emergency Community Deployment** engaging severe and chronically mental ill, Full Service Partnership (FSP) eligible
- **Team Composition** – Licensed MFT, Licensed CSW, RN, and MHS with Cultural Competency, Community Familiarity & Bilingual Services

3

---

---

---

---

---

---

---

---

### OUTREACH & ENGAGEMENT Services

- **Children and Youth** (under 18)
  - Respond to School and Parent Referrals
  - Evaluate Individual & Family Needs
  - Reduce Barriers and Link to Services
- **Transitional Age Youth** (18 – 25)
  - Respond to Community Referrals
  - Recovery, Strength-Based Approach
  - Connect & Sustain Linkages to Services
- **Adults & Older Adults** (26+)
  - Respond to Community Referrals
  - Evaluate Needs & Determine Services (Best Fit)
  - Community Integration

4

---

---

---

---

---

---

---

---

### PARTNERSHIP

#### Sheriff/Police Departments

- Enhance Responsiveness to Community Referrals
  - Ride Alongs
  - Expedite Access to Services
  - Increase Knowledge of Available Services
- Targeted Street Outreach
- Combined Quarterly Meetings
  - Share Knowledge
  - Process Improvement

5

---

---

---

---

---

---

---

---

### OUTREACH & ENGAGEMENT COLLABORATIONS

- Community (Library, Parks & Rec., Businesses, APS, Churches)
- County Clinics
- Hospitals – Emergency Rooms (High Utilizers)
- Probation/Parole/Public Defender
- County CAT/PE&I/REACH
- Armories & Alternate Sleeping Locations
- Veterans Administration
- Homeless Court
- OC Environmental Corps & Employment Works
- The Homeless (2<sup>nd</sup> and 3<sup>rd</sup> Generations)

6

---

---

---

---

---

---

---

---

## Prevention and Early Intervention Outreach & Engagement Services-REACH

Orange County Health Care Agency  
Behavioral Health Services  
Prevention & Intervention Division

7

---

---

---

---

---

---

---

---

### REACH Outreach & Engagement Team

- Risk-Reduction Education And Community Health (REACH)
- Target population-Adults at risk of behavioral health problems residing in Orange County experiencing homelessness, living in transitional living situations or currently at risk of homelessness
- The O&E Team consists of a team of 3 Mental Health Workers, 3 Masters level clinical staff, 3 Nurses and a Program Supervisor

8

---

---

---

---

---

---

---

---

### REACH Outreach & Engagement Team

- REACH O&E services **uses** multiple strategies to support access to appropriate community services while promoting behavioral health wellness by enhancing healthy coping skills. Services include:
- Street Outreach and Engagement throughout Orange County
- Wellness screens by nurses including blood glucose testing and blood pressure and referrals to community health clinics
- Case management services
- Seeking Safety psycho-educational groups

9

---

---

---

---

---

---

---

---

### REACH Outreach & Engagement Team

- REACH provides outreach and engagement services throughout Orange County at a variety of sites including:
- Community food sites
- Armories, shelters and transitional housing programs
- Civic Center
- Community parks
- Programs that serve our priority population

10

---

---

---

---

---

---

---

---

### Prevention and Early Intervention Contracted Outreach and Engagement Services

Orange County Health Care Agency  
Behavioral Health Services  
Prevention & Intervention Division

1

---

---

---

---

---

---

---

---

### Contracted Outreach and Engagement

1. Child Abuse Prevention Center (CAPC) – (0-18)
2. Latino Health Access (LHA) – (18+)
3. Multi-Ethnic Collaborative of Community Agencies (MECCA) – (25+ and cultural groups)
4. Orange County Asian Pacific Islander (OCAPICA) – (TAY and Adults)
5. Western Youth Services (WYS) – (TAY)

12

---

---

---

---

---

---

---

---

## Target Populations

The P&I Contracted Outreach and Engagement Program is a five agency collaborative designed for Orange County residents who are at risk of developing behavioral health problems or displaying early signs of emotional impairments.

The program provides support through outreach, assessment, crisis management, case management, short-term interventions, support groups, and educational workshops

13

---

---

---

---

---

---

---

---

## Outreach and Engagement Services

- Outreach Activities are one time events to publicize services and connect with participants in the community
- Locations: Schools, Community/Senior Centers, Boys and Girls Clubs, Churches, Hospitals, Motels, Laundromats, Supermarkets, Apartment Complexes
- Engagement Activities are short term services to address identified issues
- Services: Assessment, home visits, case management, linkage/referral, educational workshops, support groups

14

---

---

---

---

---

---

---

---

## Q & A

For further inquiries, please write or call:

O&E Collaborative Contracted P&I Programs:

Jason Austin

[JAustin@ochca.com](mailto:JAustin@ochca.com)

714-834-2077

REACH O&E Services:

Mark Lawrenz

[MLawrenz@ochca.com](mailto:MLawrenz@ochca.com)

714-834-2077

AMHS O&E Services

Olga Cervantes

[OCervantes@ochca.com](mailto:OCervantes@ochca.com)

714-517-6355

15

---

---

---

---

---

---

---

---