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## MENTAL HEALTH & RECOVERY SERVICES

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### MHRS UPDATE

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**DATE:** June 22, 2023

**TO:** Members of the County of Orange Behavioral Health Advisory Board

**FROM:** Veronica Kelley, DSW, LCSW  
Chief of Mental Health & Recovery Services

**SUBJECT:** Mental Health & Recovery Services (MHRS) Update for June 2023

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#### **Adult and Older Adult Mental Health**

**Recovery Services:** Non-Emergency Transportation Services, currently operated by California Yellow Cab (CYC), is partnering with the three Wellness Centers (WC) to offer transportation services to members who are having difficulties in attending activities offered by the centers. These services became available to clients on 5/1/23. The Adult Supported Employment program operated by Goodwill (GW) held their graduation ceremony on 5/25/23. The graduation was to recognize clients who have gained employment and maintained placement for 90 days or greater. There was a total of 40 graduates, 29 from WC North and 11 from WC South.

**Older Adults: Older Adult Services (OAS)** staff have been recognized by the Council on Aging Organization and Laguna Beach Police Department for “going above and beyond” for helping older adult clients at imminent risk of eviction. In addition, OAS developed and provided a presentation at the Veteran Health Summit Conference regarding best practices for providing mental health services to older adult veterans.

**Housing and Supportive Services:** The **Ascent MHSA Housing Project** held its grand opening on 5/24/23, where one of the clients spoke about how being able to access this housing program changed his life. Successfully, 22 out of 28 residents have moved into this new development.

#### **Crisis and Acute Care Services**

**Acute Care:** On 5/23/23, the Board of Supervisors (BOS) approved the master contract for **Mental Health Inpatient Services** for youth, adults, and older adults with College Hospital Costa Mesa and Anaheim Global Medical Center. The purpose of this contract is to provide acute inpatient hospital services to Orange County residents who are uninsured so individuals without funding will be able to access this needed service.

5/23/23, the BOS approved the renewal for the **Administrative Services Organization (ASO)** contract with Carelon Behavioral Health of California. The ASO provides the state required 24/7 Access Line for both the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS); maintains a limited provider network to ensure the MHP can adequately meet the community need for services; processes mental health claims on behalf of the MHP; and conducts utilization management of acute psychiatric inpatient hospital services for all OC Medi-Cal beneficiaries accessing this service throughout the state.

**Crisis Response:** On 5/23/23, the BOS approved the renewal of the Contract with CSU LLC dba College Hospital Crisis Stabilization Unit for provision of **Crisis Stabilization Services** for the term of 7/1/23 – 6/30/24. Services will allow Orange County to maintain the current resources and capacity for Crisis Stabilization Services for residents experiencing mental health crises and continue to allow residents to be treated in less restrictive and more appropriate levels of care versus inpatient psychiatric hospitalization and emergency department visits.

On 5/23/23, the BOS approved the renewal of the Contract with CEP America-Psychiatry, PC dba Vituity for provision of **Psychiatric and Basic Medical Services** for the term 7/1/23 – 6/30/25. This contract is for the provision of Psychiatric and Basic Medical Services that provide on-site Psychiatric and Basic Medical Services to all adults seen at the MHRS Crisis Stabilization Unit (CSU).

**Mobile Crisis Benefit:** The **Crisis & Acute Care Management Team** has now completed their third and final set of training put on by Health Management Associates (HMA) as part of the County Behavioral Health Directors Association (CBHDA) Medi-Cal Mobile Crisis Benefit Project. These training and technical assistance sessions were to assist counties with tools and resources needed to begin the development of their implementation plans for the new Mobile Crisis Benefit. Training sessions included predicting mobile crisis demand, budgeting and collaborating with our local law enforcement partners.

**ADULT Crisis Assessment Team (CAT):** CAT / Orange County Sheriff's Department (OCSO) Dispatch Triage Pilot- Currently in Phase 1: Includes CAT clinicians shadowing call takers at OCSO 911 Dispatch Center; Goal is for CAT Clinicians and OCSO Call takers to collaborate in the development of a Dispatch Tool that OCSO Dispatchers will utilize to detect behavioral health calls and assist with a workflow for routing or diverting calls to the appropriate resource (i.e., OCSO, OC Links, etc.).

### **Children and Youth Services**

On 5/9/23, the BOS approved Amendment No.1 with Children's Hospital of Orange County (CHOC) for provision of Children and Transitional Age Youth (TAY) Full Service Partnership (FSP)/Wraparound Services. This Amendment for **CHOC Project HEALTH** will provide comprehensive FSP support for clients currently served in the CHOC Co-Occurring outpatient program in addition to the clients already receiving services through the existing Project HEALTH FSP. Project HEALTH's target population is children and TAY 0 - 25 with a co-occurring physical health diagnosis and experiencing a serious mental health condition. Project HEALTH focuses on client strengths to meet the needs of the child/youth and their families across all life domains to promote success in school, employment, safety, wellness and recovery through a "whatever-it-takes" approach where clients will have access to the full range of FSP services.

On 5/18/23, Project RENEW the Children and Youth Services (CYS) FSP, started operations of a pilot project for Therapeutic Transportation Program (TTP). The TTP teams provides transportation, case management and mental health services to children and adolescents placed on a voluntary hold by the CAT. After receiving a referral from CAT, the TTP Team transports the client and parent to the mental health facility identified by CAT and offers a supportive, culturally competent, and trauma-informed approach throughout the client's admission process. The RENEW team can provide short-term case management services, such as referrals and linkage to mental health services.

On 6/23/23, the BOS approved Amendment No. 2 to renew the Contract with Waymakers for provision of Collaborative Court Full Service Partnership (CCFSP) services for the term of 7/1/23 – 6/30/25. The CCFSP target population is children and TAY ages 12 - 21 with SED/SMI with Orange County Juvenile Court involvement. CCFSP employs the FSP "whatever it takes" approach to provide intensive field based behavioral health services that include case management, individual/family/group therapy, medication support, psychiatry, peer support, housing coordination as well as education and employment support and guidance.

On 6/23/23, the BOS approved the Master Agreement and individual contracts with New Alternatives, Inc., Olive Crest, and South Coast Children's Society, Inc. for wraparound mental health outpatient services. Seneca Family of Agencies was not selected at the conclusion of the RFA process for Social Services Agency (SSA) Wraparound contracts, therefore HCA will also terminate its contract with Seneca for

wraparound mental health outpatient services effective 6/30/23. The Wraparound Programs are accessed via referral by the SSA, HCA, and/or the Orange County Probation Department. The programs aim to provide clients personalized supportive services through a family-centered approach that allows youth to successfully remain in a home setting. Services provided include assessment, crisis intervention, intensive care coordination, case management, rehabilitation, and intensive home-based services.

### **Office of Suicide Prevention:**

**Warmline Services:** On 5/23/23, the BOS approved a contract for Warmline services to expand and transform its present 24-hour telephone operations including a voicemail function with callback options into a 24-hour call center-styled on-demand operation starting 7/1/23. The Warmline services will expand its present coverage to the Spanish speaking and Vietnamese speaking communities by adding a new 24/7 dedicated bilingual Vietnamese and Spanish language line capacity through subcontracts.

**May Mental Health Awareness Campaign:** The OSP launched the mental health awareness campaign in May with a Resolution from the BOS to raise awareness regarding Mental Health Month. HCA collaborated with community providers to organize a variety of activities to raise awareness and foster community dialogue. These included community, school and family-based events, events for Orange County residents. Activities and events included town hall discussions, gardening and art workshops, play performances, film screenings, music and other artistic performances followed with live discussions, photo voice exhibitions, panel discussions, “Open Mic” Night, family fun nights, happy hours, honest hours, yoga and other activities for individuals to participate in. Resource fairs, tabling events and outreach occurred throughout May. Many of the events featured diverse ethnic communities including Asian, Hispanic, Middle Eastern and North African communities, and other priority populations including LGBT and TAY youth, veterans and seniors.

**Directing Change Awards Ceremony in Orange County:** OSP, in collaboration with the Directing Change Film Contest and the Orange County Department of Education (OCDE), hosted the first annual Orange County Directing Change Awards Ceremony on 5/11/23. The red carpet event was attended by nearly 200 students, faculty, administrators and community members representing 15 schools across Orange County and was a huge success. The event was brought to Orange County in part to recognize and honor the tremendous efforts of Orange County’s students in advancing mental health stigma reduction and education through their creative and innovative storytelling for the Directing Change Film Contest. 13 films were selected for awards across five categories, with a screening of the films and honoring the student filmmakers and advisors who wrote, directed and produced the winning films. Award winning schools include Las Flores Middle school, La Quinta High School, Canyon High School, University High School, Woodbridge High and Orange County School of the Arts. See <https://directingchange.org/orangecounty/> for details. The Directing Change Film Contest is an annual statewide competition that aims to raise awareness about mental health and suicide prevention by inviting students to create short films on these topics.

### **Substance Use Disorder Services**

On 5/23/23, the BOS approved a master agreement for **Adult Residential Drug Medical (DMC) Substance Use Disorder (SUD) Treatment Services**, renewing six existing providers and adding a new one. The new provider is Spencer Recovery which is located in Laguna Beach. This will add 22 co-ed beds, increasing the total DMC capacity for Orange County to 189 beds. In addition, the BOS approved a master agreement for **Adult Residential DMC Withdrawal Management Services**, approving two new providers. Monte Cristo Recovery and Spencer Recovery will provide clinically managed withdrawal management services, adding 11 additional beds for Orange County. Capacity will now increase to 49 beds.

MHRS is participating in the California Department of Health Care Services (DHCS) pilot in implementing Contingency Management (CM) services in California for substance use disorders as part of the MediCal benefit. These services are called the **Recovery Incentives Program**, which is an evidenced-based treatment that provides motivational incentives to help individuals with a stimulant use disorder reach their treatment goals and to support their recovery. The program will be available to eligible Medi-Cal beneficiaries and include a structured 24-week outpatient program, followed by six or more months of additional recovery support services. This pilot program is set to launch in July 2023 at the County-operated Santa-Ana SUD clinic.

Regarding **community naloxone distribution efforts**, MHRS contract provider, Hazelden, has contracted with a local non-profit, Recovery Road, to partner in training of administering and distributing of Naloxone. In addition to distributing Naloxone at the community events, community members will be able to be trained and receive Naloxone at various community locations on fixed days and times. Currently, locations in Anaheim are now providing these services. For more information visit <https://recoveryroadoc.org/calendar/> to view the community calendar. In addition, MHRS is collaborating with OCSD to install naloxone vending machines in Theo Lacy and the Intake Release Center (IRC), which is anticipated to be implemented by early summer. Beyond this, MHRS is partnering with Public Health in training their clinic and field-based staff in administering and distributing Naloxone.

MHRS placed the first order for Kloxxado, which is another form of Naloxone, also a nasal spray, for reversing the effects of an opioid overdose. Kloxxado contains twice as much medicine per spray as Naloxone and will also be distributed in the community.

A multi-media Overdose Prevention Campaign will launch this summer throughout Orange County. The campaign, “Fentanyl is Forever” is a turn-key campaign that is being used in other counties in the state to increase public awareness of the dangers of Fentanyl and how to obtain Naloxone and get connected to local resources. Community overdose prevention forums are scheduled in the City of Rancho Santa Margarita on 6/20/23, in the City of Orange on 7/20/23, and in the City of Stanton on 8/30/23.

### **Mental Health Services Act (MHSA)**

The **MHSA Three-Year Plan** was approved by the BOS at the 6/6/23 Board meeting. MHSA thanks Dr. Alan Albright for attending the meeting and speaking on behalf of the BHAB in support of the MHSA Plan. The MHSA Office is planning for the upcoming **Community Program Planning Process** in support of the development of the **FY 2024-25 Plan Update**. The MHSA Office held a Community Planning Meeting on 6/19/23, wrapping up the past fiscal year’s work and looking forward to making changes to the new schedule of meetings and focus areas for discussion. Going forward, the current schedule of having a meeting on the third Monday of each month will be changing to the third Thursday of each month (times to be announced soon). The meetings will be a mix of virtual meetings and in-person meetings at the BHHS Training Center. The first meeting of the new fiscal year is scheduled to take place in person on 8/17/23.

### **Registering as a Vendor:**

The County of Orange (including HCA) utilizes Periscope Holdings to solicit bids for contracts. Should you wish to register to receive notifications of contract opportunities as they are released, please use links located below to find a step-by-step instruction guide on how to register. Additionally, the County has additional informational resources on how to do business with the County and Vendor Information days that can provide you with networking opportunities and trainings for prospective vendors. Below are several helpful links:

### **Doing Business with the County**

<https://olb.ocgov.com/business>

### **County Vendor Information Day**

<https://olb.ocgov.com/business/vid>

### **Registering with the County online bidding system**

[Vendor Registration | County Procurement Office - Orange County California \(ocgov.com\)](https://olb.ocgov.com/business/vid)

### **Instructions regarding County Preference Policy registration and certification**

[Orange County Local Small Business and Disabled Veteran Business Enterprise Preference Policies | County Procurement Office - Orange County California \(ocgov.com\)](https://olb.ocgov.com/business/vid)