



Crisis Response System Behavioral Health Services

**Crisis and Acute Care Services
Linda Molina, Assistant Deputy Director
Vanessa Thomas, Senior Manager**

Critical Elements of a Crisis Intervention System



Critical elements

that must be incorporated throughout comprehensive crisis response systems:



Person-centered and strengths-based



Community response and peer supports



Law enforcement collaboration



Trauma-informed care and recovery



A high-tech 24/7 crisis call center that can connect people with services, provide on-the-spot telehealth support, and coordinate the crisis response network.

Reachable through:

- ▶ Dedicated crisis line (e.g., 988)
- ▶ Existing emergency line (e.g., 911) with dedicated response staff



Round-the-clock mobile crisis team responses that provide services to anyone, anywhere in the community.

May include community responders or co-responses with law enforcement.

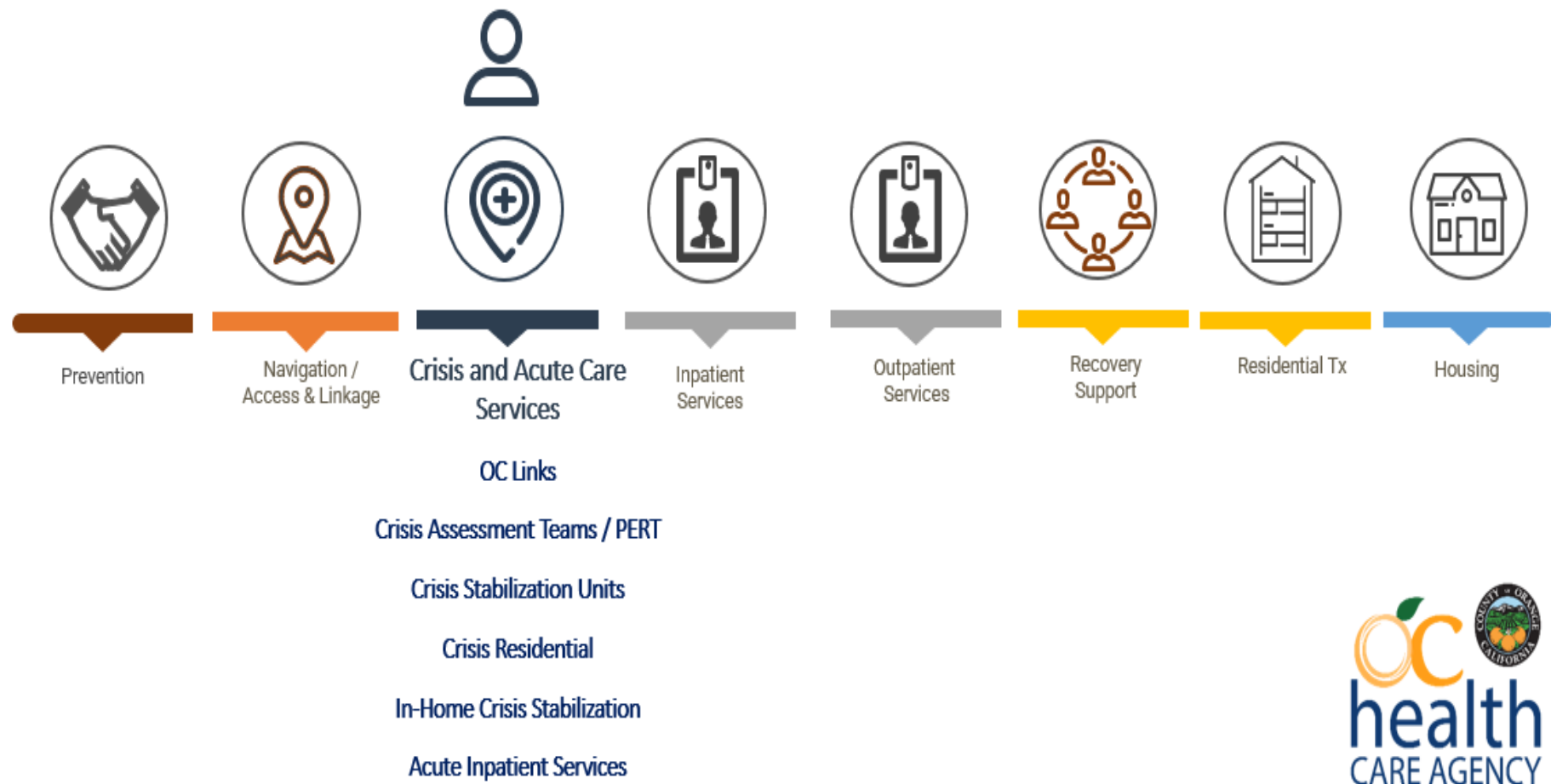


Short-term crisis stabilization services that provide intensive treatment and supports in collaboration with emergency departments for people experiencing a behavioral health crisis.

This may include crisis stabilization units (CSUs), drop-off centers, or even in-home crisis stabilization.



Orange County Behavioral Health Services Continuum of Care





OC Links

Crisis and Acute Care Services
Erika Punchard, Health Services Manager



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.

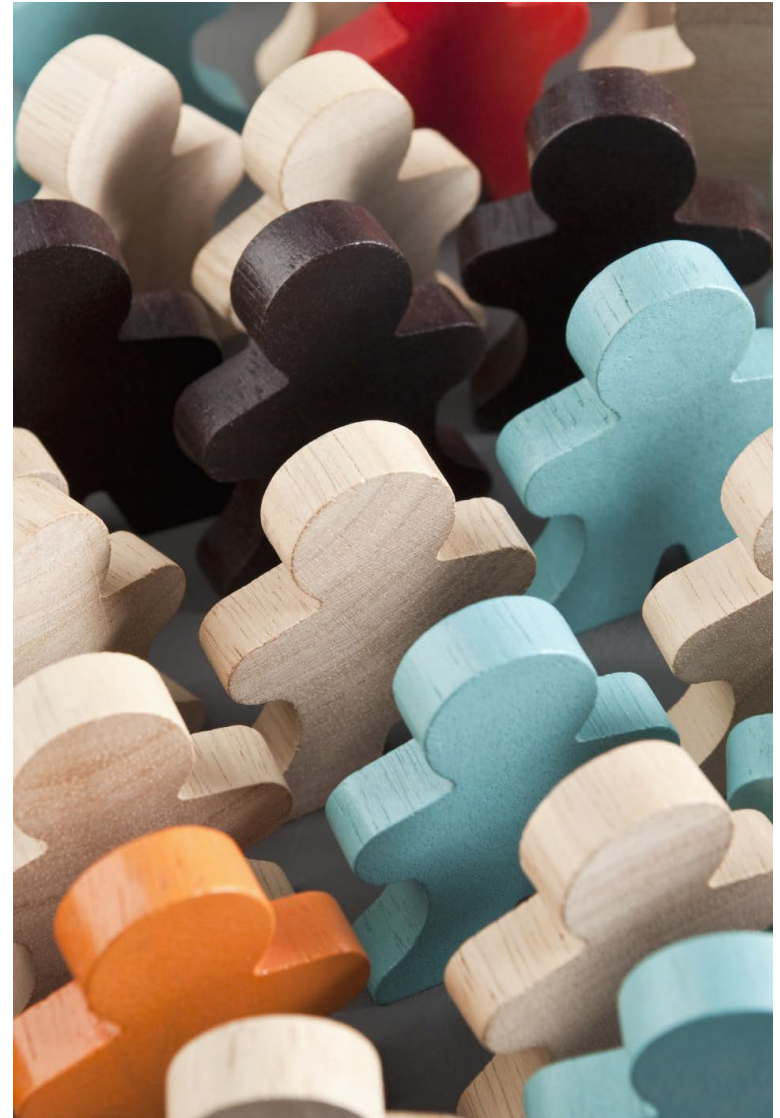
OC Links utilizes trained Navigators to provide

- Information
- Referral
- Linkage directly to programs
- Mobile Crisis Response Dispatch
- OC Links received 46,209 calls in FY 2022/23



Callers can be

- Potential participants
- Family members and friends
- Law enforcement and other first responders
- Providers
- Anyone seeking behavioral health resources and support

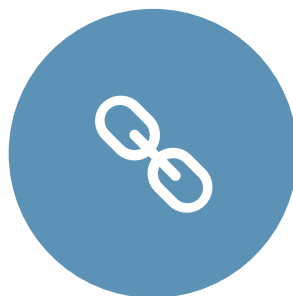




Connecting with OC Links



AVAILABLE 24/7



CALL (855) OC-LINKS TO BE
CONNECTED TO A
BEHAVIORAL HEALTH NAVIGATOR



CLICK ON THE OC LINKS CHAT ICON
ON HCA WEBSITE OR OC
NAVIGATOR



TDD NUMBER:
714-834-2332

OC Navigator



Find Resources ▾

Resource Guides

About

Give Feedback

EN ▾

Get help now

ES Encuentre aquí recursos en español para usted y su familia.

VI Tìm tài liệu bằng tiếng Việt cho bạn và gia đình bạn tại đây.

Welcome

Find help in Orange County by connecting with health, wellness,
and other resources below.

Q Keyword

Search

Not sure where to start?

Answer a few questions to get matched with helpful resources.



Browse Categories

Mental Wellness

Substance Use

Housing

Money

Transportation

Family Safety

Legal Help

Learning

Basic Needs

Medical

Kids and Families

Talk to a Resource Navigator

Navigators are here to help find mental health and wellness resources from the OC Health Care Agency.



OC Links 24/7



OC Navigator

ocnavigator.org/m/ocn/61

OC Navigator

Find Resources

Resource Guides

About

Give Feedback

EN

Get help now

Get help now

24/7 Crisis Support

Guided Support for Resources

Emotional Support

Self-Guided Support

24/7 Crisis Support
If you think you have a medical or life-threatening emergency, call 911 or go to the nearest hospital immediately.

Mental Health Crisis Support
Trained Navigators can help 24/7 to find resources or dispatch crisis teams in multiple languages.
OC Links
Call or Text
(855) 625-4657
Chat Now

988 Suicide and Crisis Lifeline
The Lifeline provides 24/7, free and confidential support for people in distress and prevention and crisis resources for you or your loved ones.
Call or Text
988
Chat Now

Domestic Violence Hotline
Trained advocates offer free, confidential, compassionate support and resource info 24/7.
Call or Text
(800) 799-7233
Text/SMS
Text "Start" to 88788
Visit Website

Veterans Crisis Line
DIAL 988 then PRESS 1
24/7 confidential crisis support for veterans and their loved ones.
Text/SMS
838255
Call
988, then press 1
Visit Website

Guided Support for Finding Resources
If you would like to talk to a trained specialist to help you find the resources you need, you can reach out to OC Links or 211.

OC Links
Trained Navigators can help you learn about and connect with Orange County services.
Call or Text
(855) 625-4657
Chat Now

211^{OC}
Trained specialists providing health and social services resource info in Orange County.
Call or Text
211
If outside of OC, Call
(888) 600-4357
Visit Website



Crisis Assessment Team

Crisis and Acute Care Services
Matthew Kee, Health Services Manager
Erika Punchard, Health Services Manager



Crisis Assessment Team

- CAT was established in 2003
- CAT consists of:
 - Behavioral Health Clinicians
 - Mental Health Specialists
 - Peer Specialists
- Accessed by calling OC Links

Crisis Assessment Team



CAT provides mobile response services to any individual in Orange County reporting a mental health crisis



Primary Referral sources:

- Private/Families
- Law Enforcement
- Social Services Agencies
- Schools



CAT responds to all Orange County cities and unincorporated areas

- **Provide mobile response to individuals reporting a mental health crisis:**
 - Crisis Evaluation and Risk Assessment
 - Crisis Intervention
 - 5150/5585 civil commitment (if needed)

Referrals, Linkages and Warm Handoffs

- Crisis Stabilization Units
- Crisis Residential Programs
- In-Home Crisis Stabilization
- Outpatient Services
- Acute Inpatient Services

Case Management Follow up



Crisis Assessment Team

Provide education to clients and their family/loved ones, the community and our County partners

Training and education provided for law enforcement, schools and school districts

CAT/PERT Collaborations



PERT provides emergency behavioral health risk assessments and referrals for individuals living with behavioral health issues.

- CAT clinicians ride along with assigned law enforcement officers to address mental health related calls
- Provide relevant trainings to police departments based on needs and community trends
- Regional Responses
- Follow Up Models and Unmarked Cars/Dressed Down Officers
- Weekly Case Conference Meetings

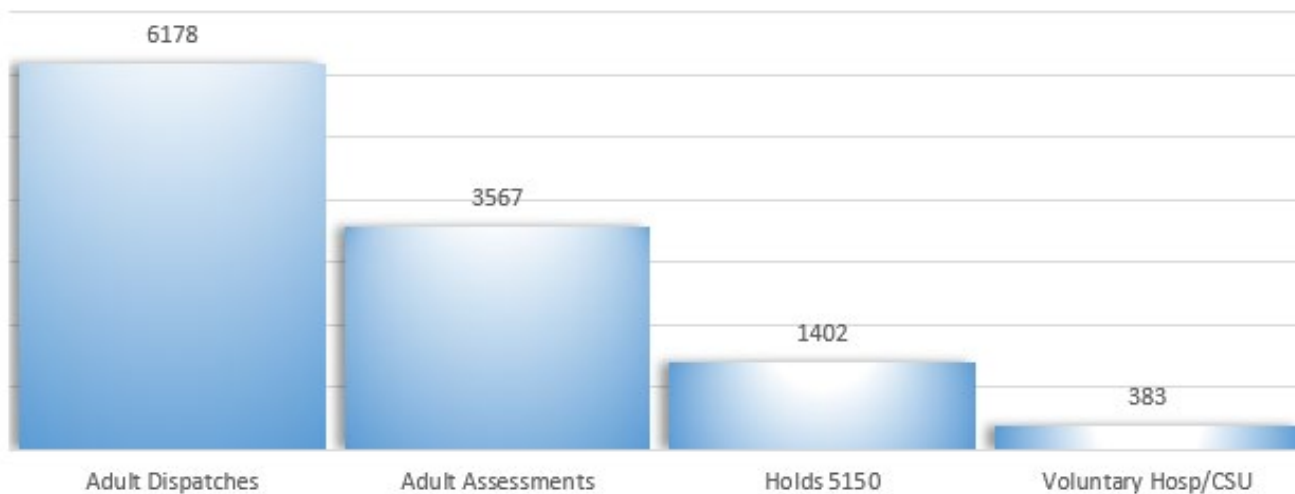


CAT/PERT Collaborations

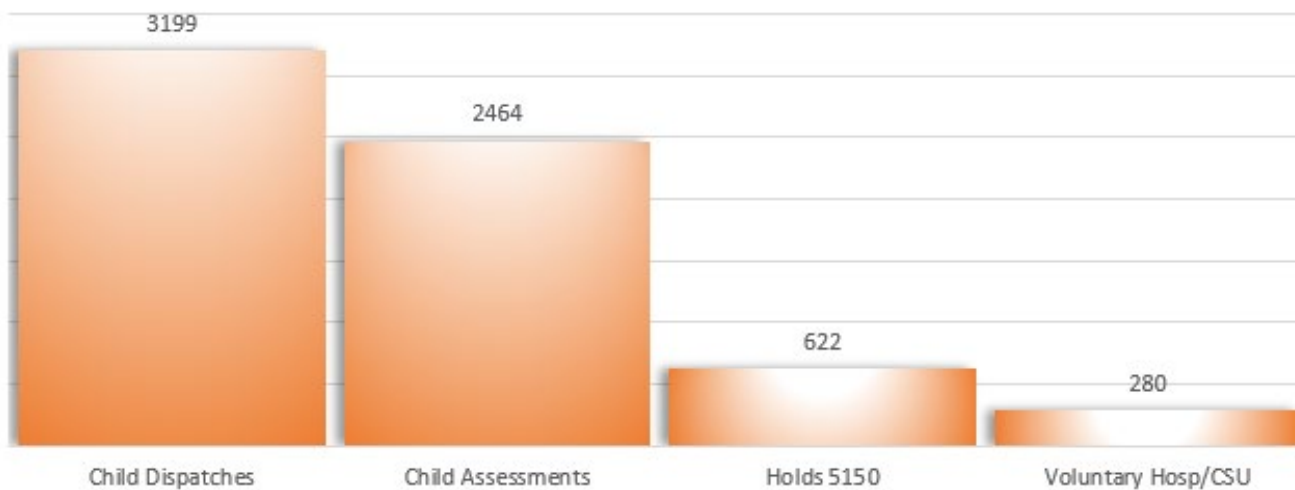
- Westminster
- Newport Beach
- Garden Grove
- Irvine
- Orange
- Anaheim
- OCSD
- Tustin
- Fullerton
- Laguna Beach
- Costa Mesa
- Huntington Beach
- Santa Ana
- Buena Park
- Fountain Valley
- Seal Beach
- UCI

CAT Performance Outcomes

Adult CAT FY22-23



CYS CAT FY22-23





Mobile Crisis Benefit Transformation

Crisis and Acute Care Services

Matthew Kee, Health Services Manager

Erika Punchard, Health Services Manager



Mobile Crisis Benefit Transformation



- This is a State Mandate that is a result of a Behavioral Health Information Notice
- This is a separate and distinct service with additional requirements and new billing codes/reimbursement



Mobile Crisis Benefit Transformation



- Key Elements:
 - Two person teams dispatching on 24 hours a day, seven days a week (24/7) basis
 - Accessed by a 24/7 mobile crisis services hotline
 - Time and distance standards
 - Standardized Dispatch and Assessment Tools
 - Peers and Parent Partners
 - Standardized Required Trainings
 - Notification to BH providers in 48 hours is also required along with coordination with Regional Centers, Child Welfare and FURS

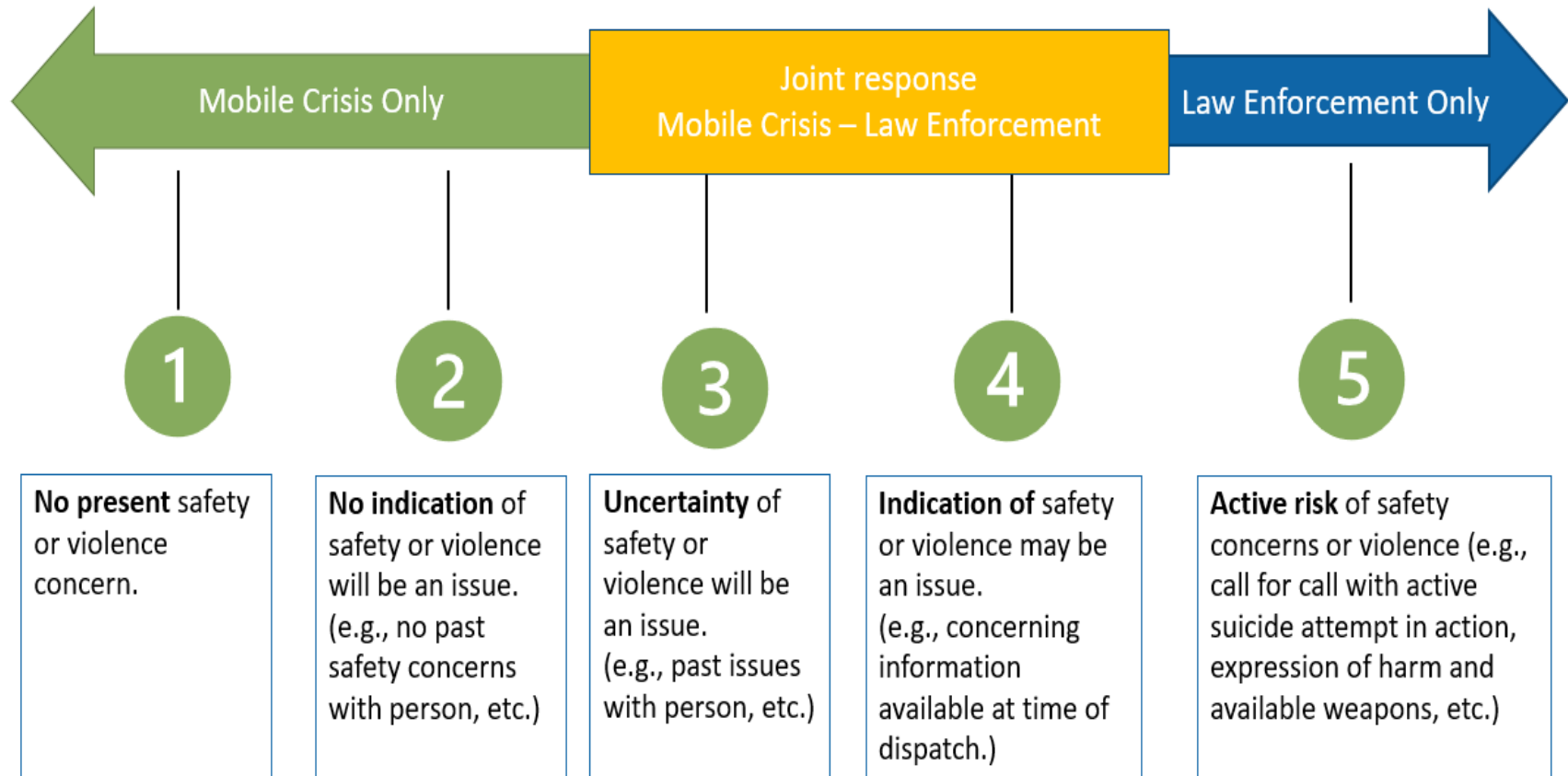


Mobile Crisis Benefit Transformation



- Key Elements:
 - Team composition requirements
 - Access to a licensed clinician on a 24/7 basis
 - National best practices
 - Role of Law Enforcement
 - Conducting outreach regarding the availability of mobile crisis services for Medi-Cal beneficiaries and how to request d/p of a mobile crisis team (Pulsar campaign and seeking input from the community)

Mobile Crisis Benefit Transformation





Mobile Crisis Benefit Transformation



- Service Setting Restrictions
 - The initial mobile crisis response shall be provided where the beneficiary is in crisis in the community. Examples of settings include, but are not limited to:
 - Houses and multi-unit housing
 - Workplaces
 - Public libraries
 - Parks
 - Schools
 - Homeless shelters
 - Outpatient clinics
 - Assisted living facilities; and
 - Primary care provider settings



Mobile Crisis Benefit Transformation

- Mobile crisis services shall not be provided in the following settings due to restrictions in federal law and/or because these facilities and settings are already required to provide crisis services:
 - Inpatient Hospital / Inpatient Psychiatric Hospital
 - Emergency Department
 - Residential SUD treatment and withdrawal management facility
 - Mental Health Rehabilitation Center and PHF
 - Special Treatment Program
 - Skilled Nursing Facility / Intermediate Care Facility
 - Settings subject to the inmate exclusion such as jails, prisons, and juvenile detention facilities
 - Other crisis stabilization and receiving facilities



Mobile Crisis Benefit Transformation

12/31/2023 to 2/18/2024:

- Total Dispatches = 1299
- MCB Dyad Dispatches = 897
- Percentage of Response = 69 %
- LE Present for Dyad Dispatches = 208 = 23%



Crisis Stabilization Units

Crisis and Acute Care Services

Nicole Keefe, Health Services Manager

Leticia Luna-Pinto, Service Chief II



Location:

- 1030 W. Warner Ave.
Santa Ana, CA 92707
Phone: 714.834.6900
- 15 Recliners, S&R rooms on the unit
- Voluntary or Involuntary Admissions
- Stabilize mental health crisis within 24 hours
- Offers linkage to aftercare services

College Hospital CSU



Location:

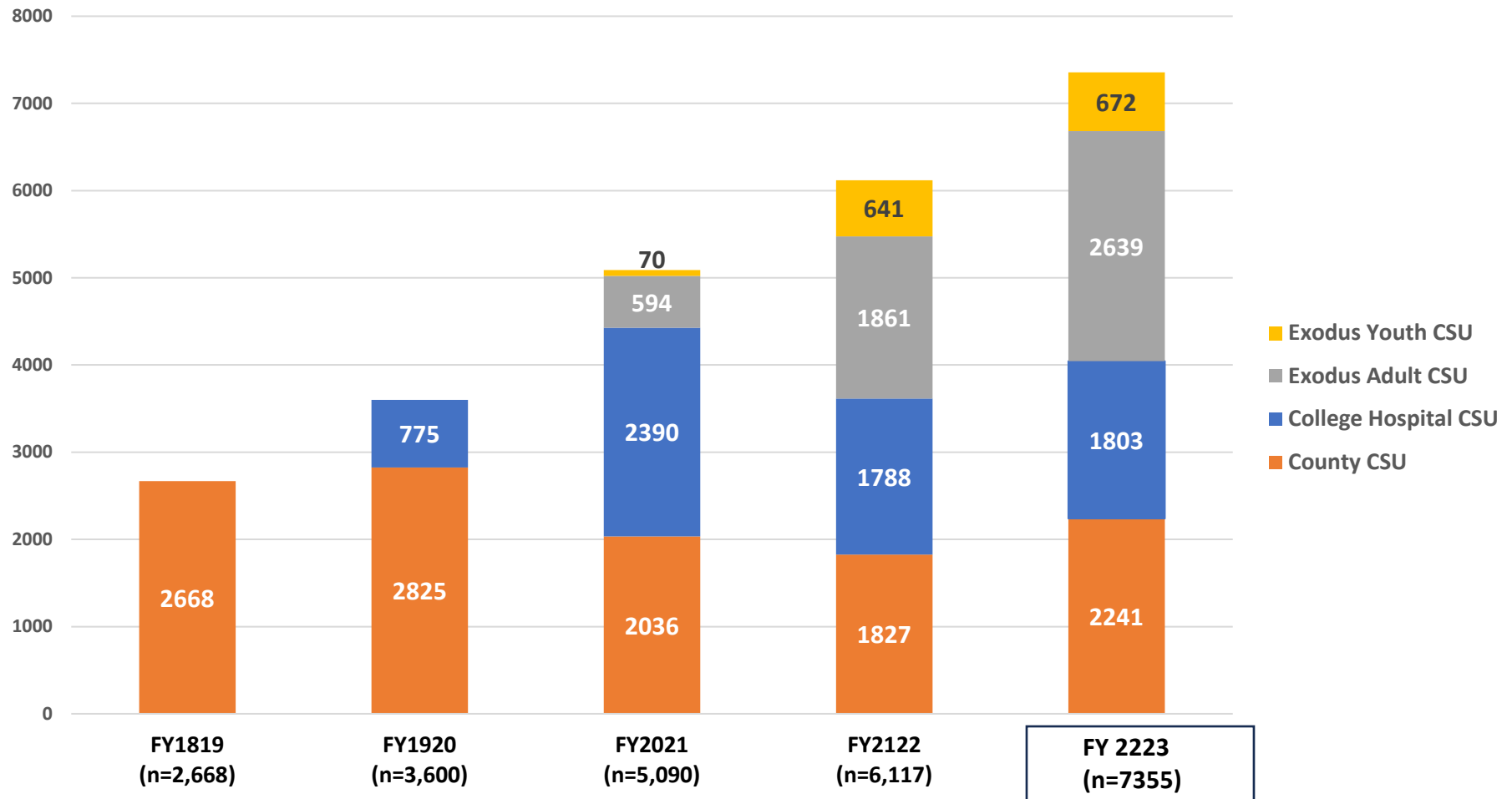
- 301 Victoria St.
Costa Mesa, CA 92627
Phone: 949.942.2734
- 12 Recliners, S&R room
not on the unit
- Voluntary or Involuntary
Admissions
- Stabilize mental health
crisis within 24 hours
- Offers linkage to aftercare
services



Location:

- 265 S. Anita Dr.
Orange, CA 92868
Phone: 714.410.3500
- 16 Adult Recliners
8 Adolescent Recliners (ages 13-17)
S&R rooms on each unit
- Voluntary or Involuntary Admissions
- Stabilize mental health crisis within 24 hours
- Offers linkage to aftercare services

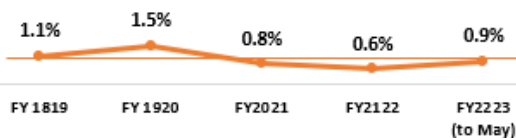
CSU Performance Outcomes



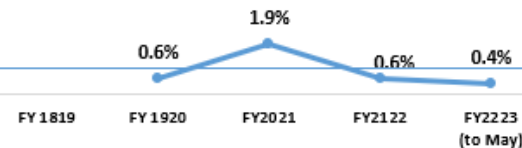
CSU Performance Outcomes

Rate of CSU Readmissions within Two Days of Discharge from a CSU

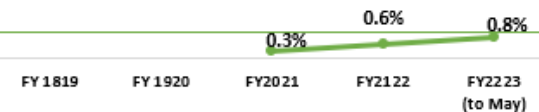
Discharged from County CSU



Discharged from College Hospital CSU



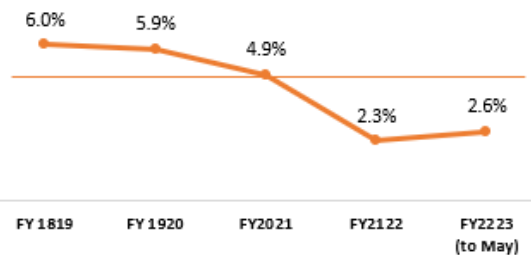
Discharged from Exodus CSU



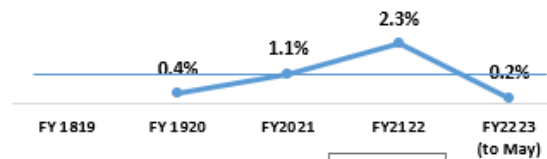
CSU Performance Outcomes

Rate of Mobile Crisis Response within Two Days of Discharge from a CSU

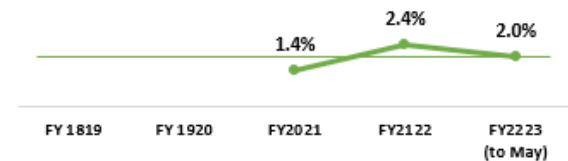
Discharged from County CSU



Discharged from College Hospital CSU



Discharged from Exodus CSU





Crisis Residential Programs

Crisis and Acute Care Services
Leticia Luna-Pinto, Service Chief II



Crisis Residential Programs (CRP)

- Voluntary program
 - Referred from County or County contracted provider
 - Home-like environment supporting social rehabilitation model
 - Average Length of Stay 2 weeks
 - Goal is hospital diversion and linkage to on-going care
- **Childrens CRP**
 - 16 beds (3 locations), ages 12-17
 - **TAY CRP**
 - 6 beds, ages 18-25
 - **Adult CRP**
 - 27 beds, (3 locations), ages 18-64
 - **Older Adult CRP**
 - 6 beds, ages 50+

Crisis Residential Programs (CRP)



FY 22-23			
	Capacity	Actual #Served	Direct Service Staff
Coastal Star Crisis Residential Program (CRP)	15	174	Program Administrator (1.00 FTE); Program Manager (1.00 FTE); Clinical Supervisor (.35 FTE); Household Cool/Coach (3.00 FTE); LVN/LPT (4.10 FTE); Mental Health Specialist II/ Therapist (3.00 FTE); Mental Health Specialist Lead/ Therapist Lead (1.00 FTE); Peer Mentor/Navigator (1.00 FTE); Recovery Counselor (9.20 FTE)
TREEhouse North [Silver] Crisis Residential Program (CRP)	6	71	Program Administrator (.50 FTE); Clinical Director (.50 FTE); Clinician (1.40 FTE); LVN/LPT (2.00 FTE); Peer Support Specialist (.70 FTE); Residential Counselor (7.00 FTE)
TREEhouse South Crisis Residential Program (CRP)	6	167	Program Administrator (.50 FTE); Clinical Director (.50 FTE); Clinician (1.40 FTE); LVN/LPT (1.40 FTE); Peer Support Specialist (.70 FTE); Residential Counselor (5.00 FTE); Short Hours Residential Counselor (1.00 FTE)
Waymakers Transitional Age Youth (TAY) Crisis Residential Program (CRP)	6	122	Head of Service (.05 FTE); Program Director (1.00 FTE); House Supervisor (1.00 FTE); Clinician (2.00 FTE); Mental Health Specialist (8.40 FTE); On- Call Mental Health Specialist (0.50 FTE)

Crisis Residential Programs (CRP)



FY 22-23			
	Capacity * Beds at Facility	Actual #Served	Direct Service Staff
Waymakers Childrens Crisis Residential Program (CCRP) Tustin	6	114	Tustin: Head of Service (.05 FTE); Volunteer Coordinator (1.00 FTE); Mental Health Specialist (8.80 FTE); Program Director (.50 FTE); On- Call Mental Health Specialist (0.50 FTE); Licensed Clinical Supervisor (.50 FTE); Tutor/ Mental Health Specialist (1.00 FTE); House Supervisor (1.00 FTE); Clinician (2.00 FTE)
Waymakers Childrens Crisis Residential Program (CCRP) Laguna	6	100	Laguna: Head of Service (.05 FTE); House Supervisor (1.00 FTE); Licensed Clinical Supervisor (.50 FTE); Program Director (.50 FTE); On- Call Mental Health Specialist (0.50 FTE); Licensed Clinical Supervisor (.50 FTE); Tutor/ Mental Health Specialist (1.00 FTE); Mental Health Specialist (8.80 FTE); Volunteer Coordinator (1.00 FTE); Clinician (2.00 FTE)
Waymakers Childrens Crisis Residential Program (CCRP) HB	4	68	Huntington Beach: Head of Service (.05 FTE); House Supervisor (0.40 FTE); Mental Health Specialist (6.00 FTE); On- Call Mental Health Specialist (0.50 FTE); Program Director (1.00 FTE); Tutor/ Mental Health Specialist (1.00 FTE); Volunteer Coordinator (0.50 FTE); Clinician (1.50 FTE)



In Home Crisis Stabilization Programs

Crisis and Acute Care Services
Leticia Luna-Pinto, Service Chief II



In Home Crisis Stabilization Programs (IHCS)



- Assist clients in the community experiencing a behavioral health crisis
- 24 hours a day, 7 days a week, 365 days a year
- Crisis focused intensive services
- Treatment episode target is 3 weeks
- Goal is to stabilize the current behavioral health crisis and link to on-going care
- Referral sources are CAT, CSUs, AOT and family members (adult program) and hospitals (children's program) through OC Links

In Home Crisis Stabilization Programs (IHCS)



FY 22-23

	Capacity	Actual #Served	Direct Service Staff
Adult In-Home Crisis Stabilization (AIHCS)	295	474	Program Director (1.00 FTE); Program Supervisor (1.00 FTE); Program Supervisor (.50 FTE); Peer Mentor (1.75 FTE); On- Call (1.00 FTE); Case manager (5.00 FTE); Clinician (6.00 FTE); Clinician Licensed (2.00 FTE)
Childrens In- Home Crisis Stabilization (CIHCS)	400	523	Program Director (1.00 FTE); Clinical Director (1.00 FTE); Associate Supervisor (1.00 FTE); Parent Partner (1.00 FTE); On-Call (0.03 FTE); Case manager (7.00 FTE); Clinician (10.00 FTE); Clinician Licensed (2.00 FTE)



Inpatient Services

Crisis and Acute Care Services
Nicole Keefe, Health Services Manager



Orange County Behavioral Health Services Continuum of Care

Orange County Behavioral Health Services Continuum of Care



Prevention



Navigation /
Access & Linkage



Crisis and Acute Care
Services



Inpatient
Services



Outpatient
Services



Recovery
Support



Residential Tx



Housing

Aliso Ridge
Anaheim Community
Anaheim and Orange County Global Medical Centers
CHOC
College Hospital Costa Mesa
Huntington Beach
UCI



CACS Strengths

- Vacancy rate from 29% to 14% from height of the pandemic until now
- Full Implementation of Mobile Crisis Benefit, only 60% of Counties
- Full Continuum of Care



CACS Areas for Growth

- TAY CRP occupancy levels
- Transition period for MCB and hiring of additional staff
- Securing vehicles

Contact Information



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- Nicole Keefe Nkeefe@ochca.com
- Leticia Luna-Pinto Lluna-Pinto@ochca.com



Questions

Crisis and Acute Care Services