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BEHAVIORAL HEALTH NEWS

A GUIDE TO SERVICES IN BEHAVIORAL HEALTH

County of Orange Health Care Agency, Behavioral Health Services, Funded by Proposition 63 / MHPA Funds



Welcome to the *Behavioral Health News*

Welcome to the first edition of the Behavioral Health News. We will be showcasing all of the programs that have been developed over the last several years, as well as existing programs that have been hard at work providing services to the residents of Orange County. In future issues, readers will find each Division from Behavioral Health Services represented, with descriptions of programs available for referral. We will list how to contact and refer, the scope of services, and the target populations to provide individuals with a better understanding of what's out there.

In this first issue, the focus is on Prevention and Intervention (P&I), Contracted Programs. This Division has had significant growth over the last two years. There are many new and innovative services available. The next issue will focus on the P&I County-operated programs.

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Outreach and Engagement Collaborative Program

The P&I Outreach and Engagement Collaborative is comprised of five partner agencies providing behavioral health preventative services to isolated and underserved individuals in Orange County who are at risk for mental illness. It is designed for those people who have had life experiences that may make them vulnerable to mental health problems, but who are hard to reach in traditional ways because of cultural or linguistic barriers. Services include outreach, education, case management, short-term interventions, support groups, educational and life skills classes, and transportation. Each of the programs have identified target populations, although can work with all ages and cultural groups. These groups include children, adolescents, transitional age youths, adults, and older adults. In addition, Behavioral Health offers Outreach and Engagement services in county –operated divisions including P&I, SUD, and CSS.

Child Abuse Prevention Center

500 S. Main Street, #1100
Orange, CA 92868
(714) 543-4333

www.brightfutures4kids.org

Latino Health Access

450 W. 4th Street, #130
Santa Ana, CA 92701
(714) 542-7792

www.latinohhealthaccess.org

Multi-Ethnic Collaborative of Community Agencies (MECCA)

600 W. Santa Ana Blvd., #108
Santa Ana, CA 92701
(714) 202-4750

www.ocmecca.org



Partner Agencies

Orange County Asian Pacific Islander Community Alliance (OCAPICA)

12900 Garden Grove Blvd., #225
Garden Grove, CA 92843
(714) 636-9095

www.ocapica.org

Western Youth Services

131 W. Midway Drive
Anaheim, CA 92805
(714) 517-7107

www.westernyouthservices.org

Community Outreach Services

The Community Outreach – Promotora Model uses a community health educator approach to provide education, parenting skills, and case management services to parents and caregivers of children at risk of developing a mental illness or who are displaying signs of emotional, behavioral, or mental instability. Promotoras connect with participants at community centers, recreation rooms of apartment complexes, churches, mosques, temples, homes, motels, and neighborhoods in the community.

For more information, contact **Latino Health Access (LHA)** at:

450 W. 4th Street, #130, Santa Ana, CA 92701

(714) 542-7792

www.latinohhealthaccess.org

Violence Prevention

The intent of the Violence Prevention education programs is to reduce violence and its impact in schools, local neighborhoods and families. There are eight programs under the Violence Prevention Education Component offered in schools and the community.

Safe from the Start is a program that trains other trainers on how exposure to violence, whether through direct physical impact or witnessing violence, can impact the neurological development of young children.

The **Crisis Response Network** is a collaborative resource with dedicated community and school staff who can respond to critical crisis situations, threats and local emergencies in schools and in the community that would negatively impact children. The program offers a certification for responders. The program offers training and support to parents who may have had a child impacted by a crisis in his/her life and/or on a school campus.

The **Bullying** program provides education for staff, administrators and parents on prevention of bullying and cyber-bullying.

The **Child Abduction** program provides training to school-based personnel, parents and student populations on the prevention of child abduction.

The **Hate Crimes** program provides preventive strategies to student populations and education presentations to school personnel and parents on how to prevent and identify hate crimes.

The **Teen Dating Violence** program offers prevention and early intervention strategies for students, school personnel and parents on dating violence and the components of safe dating.

The **Gang Prevention** program provides liaison, education and intervention services to schools, law enforcement agencies, the Probation Department, local gang task forces, the District Attorney's office, parents, students and community agencies. The program interfaces with children at risk of gang involvement and assists with gang mediation when called to a scene. Parent training is offered to families with students at risk with gang involvement.

The **Conflict Resolution** program trains other trainers on how to deal with conflict on a school campus. The instruction is a peer model. In addition, conflict mediation workshops are offered to school personnel, parents and student

Provider of services:
**Orange County
Department of Education**

Phone: 714) 327-1068
<http://ocde.us/PEI>

200 Kalmus Drive, Costa Mesa,
CA 92626

Didi Hirsch Crisis Hotline

www.didihirsch.org/services/emergency/spc

What is the Crisis Prevention Hotline?

The Crisis Prevention Hotline provides toll-free, 24-hour, immediate, confidential, culturally and linguistically appropriate, over-the-phone, suicide prevention services to anyone who is in crisis or experiencing suicidal thoughts.

The Hotline is operational 24 hours/day, 7 days/week, 365 days/year.

It is available to all Orange County residents in need of immediate suicide prevention services in all County threshold languages.

Phone Number: (877) 7-CRISIS or (877) 727-4747

The NAMI WarmLine

The NAMI WarmLine is a telephone-based, non-crisis support for anyone struggling with mental health and substance abuse issues. The staff providing the services has been through a similar journey, either as a mental health or substance abuse consumer, or as a family member of an individual receiving these services.

The phone number is:

(877) 910-WARM or

(714) 991-6412

www.namioc.org

Hours of Operation:

Monday through Friday from
9 a.m. to 11 p.m.

Saturday/Sunday from
10 a.m. to 11 p.m.

Survivor Support Services

This program is operated by Didi Hirsch and provides support for those who have lost loved ones in traumatic events or suicides. Services include individual and group bereavement support, crisis services, case management, and trainings to any resident of Orange County. Call for more information or to make a referral. Interested participants can self-refer. Services are provided in threshold languages.

www.didihirsch.org/services/emergency/spc/sas

Phone: (714) 547-0885



Stigma Reduction Art Events in Orange County



Make an impact in our community!

Interested parties should submit an application to the Health Care Agency through Bydsync.com

RECRUITMENT for EVENTS IS ONGOING.

Organizations can provide community-based Stigma Reduction Art Events that deliver a positive message towards reducing mental health stigma. Proposed projects may consist of a variety of formats, including:

**Theater
Dance
Skits
Film Series
Art Exhibit
Video**

**Readings (poetry, stories etc.)
Or other approved artistic form of event(s)**

Parenting Education Support Services

The Child Abuse Prevention Center offers parent education and support services to residents in Orange County.

Parent training is intended to foster effective parenting skills and family communication. Some of the topics discussed include: healthy identities, extended family values, child growth and development, and self-esteem.

Workshops are offered to parents/caregivers with children zero through 12 years of age.

The Parent Training Workshops include 10 sessions, once a week for an hour at each class *at no cost to the participant.*

Child Care is provided.

Trainings offered in a variety of community locations in Orange County.

Child Abuse Prevention Center

500 S. Main Street, Suite 1100
Orange, California 92868

714-543-4333

WWW.BrightFutures4Kids.org

Business hours: 8 a.m. to 8 p.m.

UCI – Child Development Center
Children Kindergarten through fifth grade



19262 Jamboree Rd., Irvine, CA 92612
(949) 824-1800 or (949) 824-1818
www.cdc.uci.edu

Positive Behavioral Intervention Services

The Child Development Center offers a program on Positive Behavioral Interventions services that include interventions, social skills development, parent training, academic support and transitional support services.

The students attend a regular educational school setting while receiving behavioral modifications and skill development to meet the psychosocial and academic needs of children and families. Children with challenges in attention, behavior and learning and/or Attention Deficit/Hyperactivity Disorder (ADHD) are potential candidates for the program. Students need to be Title I eligible and/or meet financial criteria for services. Family participation is expected.

Positive Behavioral Intervention Supports (PBIS)

Available to ALL Orange County schools (kindergarten thru 12th grade), including: private, charter, alternative and public. Call the Orange County Department of Education for an application.

The PBIS program is a three-tiered training system which integrates methods and interventions across the school, and to students in group and individual settings.

The system's approach focuses on preventing problem behaviors such as, truancy, pervasive violence, acting out in class, and negative behaviors due to limited cognitive development and emotional stress.

Orange County Department
of Education
Phone: (714) 327-1068
<http://ocde.us/PEI>

200 Kalmus Drive, Costa
Mesa, CA 92626



Socialization Services

The Socialization program provides comprehensive in-home assessment to develop individualized socialization plans for adults and older adults who experience isolation, loneliness and are at risk for mental health challenges. Short term interventions are offered through education, skill building, group support, transportation services, and linkages to facilitate access to available behavioral health, medical, and social services. Telephone support is also provided. Direct Service hours are flexible.

Eligibility: Orange County adult and older adult residents – 26 years of age and older.

Language(s): English, Spanish, Vietnamese, Farsi, Korean, Arabic, Chinese and Armenian

Service Providers:

Council on Aging

1971 East 4th Street, Suite 200
Santa Ana, CA 92705

www.coaoc.org

714-479-0107

Hours of Operation: M-F 8 a.m. – 5 p.m.

Multi-Ethnic Collaborative of Community Agencies (MECCA)

600 W. Santa Ana Blvd., Suite 108
Santa Ana, CA 92701

www.ocmecca.org

714-202-4750 ext. 1004

Hours of Operation: M-F 9 a.m. – 5 p.m.

Saint Anselm's Cross-Cultural Community Center

11277 Garden Grove Blvd., 2nd floor
Garden Grove, CA 92843

www.anselmcenter.org

714-537-0608 ext. 338

Hours of Operation: M-F 8 a.m. – 5 p.m.



Next Issue: Prevention and Intervention County Operated Programs



For additional information about Behavioral Health News, contact Jason Austin at Jaustin@ochca.com

Please visit our Prevention and Intervention website at: <http://ochealthinfo.com/pi>

BEHAVIORAL HEALTH NEWS



A GUIDE TO SERVICES IN BEHAVIORAL HEALTH

County of Orange Health Care Agency Behavioral Health Services, Funded by Proposition 63 / MHSAs Funds



Welcome to the *Behavioral Health News*

Welcome to the second edition of the Behavioral Health News. This addition will showcase the Prevention and Intervention (P&I) County operated programs for Orange County residents.

The Prevention and Intervention Division's mission is to provide quality services with compassion and integrity and promote wellness for individuals and families in our diverse community through effective and innovative prevention and intervention programs.

With the service offerings in contracted and County operated programs, the P&I division is able to partner with the diverse community of Orange County to promote behavioral health and wellness. Please utilize the newsletters as a resource to refer and link participants to the appropriate services.

The next issue will explore the "Innovation" programs through the Center of Excellence.

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Veteran/Military Services

Supportive Services for Veterans/Military and their families in Orange County who serve or have served our Country.

The "Drop Zone"

This Veteran Service is a collaborative with Santiago Community College District and P&I at OCHCA to assist Veterans/Students with screening, assessments and a variety of interventions. Some of the interventions include: support groups, transitioning to college and civilian life, community resources, referral and navigation of the systems of care within Orange County, and the VA health systems.

PLEASE CALL FOR ASSISTANCE:

(714) 480-4678

(714) 480-6652

(714) 480-4692

ALL Veteran and Military personnel are WELCOME to inquire about services

Screening & Assessment (Veterans' Court Services)

Veterans' Court Services provides case management to the *Combat Veterans Court* and the *Veterans Non-Criminal Domestic Violence Family Court* (Divisions 63 and L68). This service provides Case management for court-assigned Veterans who are in need of professional support, referrals and linkages to the VA system, Veteran Centers, community organizations that provides treatment and services for Veterans, Military and family members.

PLEASE CALL FOR ASSISTANCE:

(714) 480-4678

(714) 480-6652

(714) 480-4692

OC HCA Veterans' Service Program Office: 1200 S. Main, Suite 300, Santa Ana, CA 92701

Other resources helpful for Veterans, Military and family members:

www.ptsd.va.gov

<http://orange.networkofcare.org/mh>

www.ochealthinfo.com

Youth as Parents Services



The **Youth as Parents Program** works with pregnant and parenting teens to prevent and intervene early in the onset of behavioral health issues in the parents, and to identify such issues in their children early in their development. Services are provided in the home and include screening and assessment, parent education, skills building, case management, linkage and collaboration with existing community resources.

FOR SERVICE INFORMATION, PLEASE CALL: (714) 567-6230
1725 W. 17th Street, Santa Ana, CA 92706

Alcohol and Other Drugs Prevention Team

The Alcohol and Drug (AOD) Prevention Team provides staff training, parent workshops, school-based curriculum, community education and outreach to prevent alcohol and drug use among youth. The team provides these services at a variety of locations in the community including Orangewood, Youth Reporting Centers, traditional and ACCESS schools, and at community fairs.

Please call (714) 480-4678 for more information.

Location: 1200 N. Main Street, Suite 300,
Santa Ana, CA 92701



Risk Reduction Education and Community Health

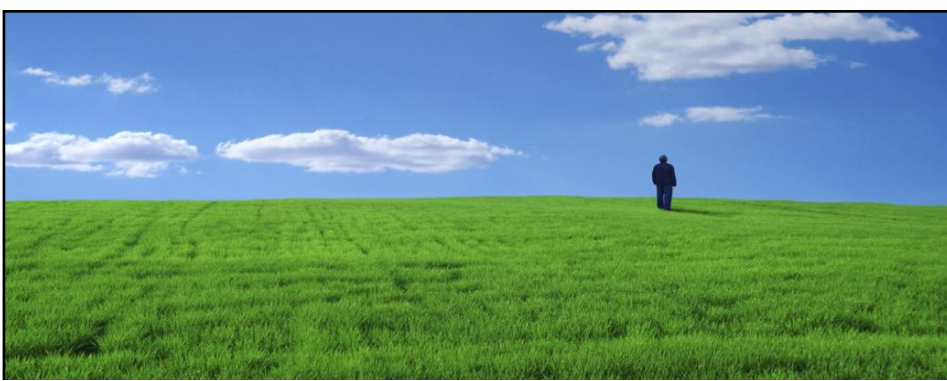
REACH

SERVICES PROVIDED

CASE MANAGEMENT SERVICES for current or former substance users who are HIV positive. Case managers work with each client to support their physical and mental well-being. The case manager will work with the client to identify his/her needs and provide ongoing support. In addition, transportation for HIV positive individuals to medical appointments are provided for clients who qualify.

EDUCATION AND PREVENTION SERVICES for the Orange County Community, including HIV educational classes, at no cost for court-ordered individuals. In addition, the staff conducts HIV, Hepatitis B & C, Syphilis, and Tuberculosis education, testing and counseling at County operated Alcohol & Drug Abuse Services Outpatient clinics and county contracted substance use treatment programs.

OUTREACH AND ENGAGEMENT SERVICES promote mental health wellness to adults who are experiencing homelessness, at risk of homelessness and/or transitional housing. REACH utilizes multiple strategies including, street outreach and engagement, case-management services, wellness screens and a group intervention series called "Seeking Safety." Seeking Safety is a service to help participants to develop and practice healthy coping skills. The Outreach & Engagement Team includes mental health professionals and Public Health Nurses.



The *REACH* program provides culturally competent services to help people improve their physical and emotional health, regardless of their circumstances or life style.

The services are offered in a safe environment, utilizing harm reduction methods and a client-centered approach to care.

REACH encourages **SAFE COPING SKILLS** for individuals who are seeking to improve their well-being. Some examples of safe coping skills are:

- Asking for help
- Taking good care of your body
- Setting a boundary in a relationship
- Re-thinking the situation
- Structuring your day
- Observing repeating patterns
- Taking responsibility
- Learning from experience

REACH has many services to make a difference in a life, and welcomes referrals!

For more information, please call:
(714)834-7926 or toll free
at: **(866)33-REACH**

Location:

1725 W. 17th St., Suite 101-B
Santa Ana, CA 92706

(Evening education and outreach services available on an as needed basis)



STOP THE CYCLE Services

For Families and caregivers of children involved in the juvenile justice system in Orange County.

PHONE: (714) 480-4678

LOCATION: 1200 N. Main Street, Suite 300, Santa Ana, CA 92701

Do you know a parent or a caregiver who has a child involved in the juvenile justice system?

The *Stop the Cycle* program offers a 12-week series of parenting groups to build stronger parenting skills, and educational groups for children and adolescents to build life skills and resiliency. The program focuses on protective factors for the whole family. If a family finds they have a specific family issue to address, individual sessions with the program facilitator can be arranged.

Stress-Free Families Services

This program is an early intervention program that addresses the needs of families that have been investigated for allegations of child abuse/neglect and are experiencing current behavioral health problems impacting the family.

Services are home-based and include family assessment, brief counseling, and case management services.

Families are referred by the Social Services Agency

For more information, please call:

(714) 480-4678

Transitions

Do you remember the challenges of transitioning from middle school to high school?



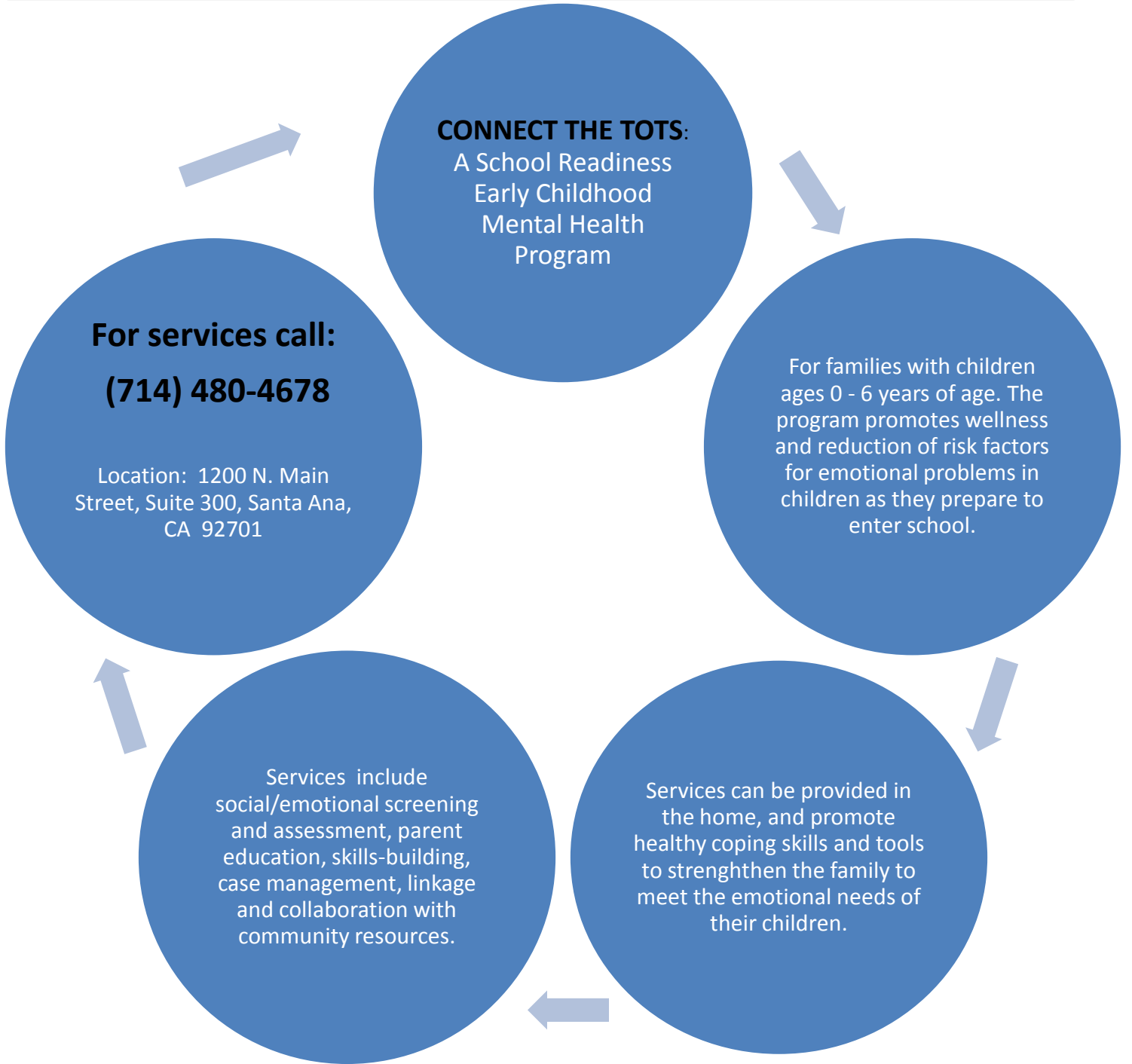
This program, for 9th graders, assists the youth in developing protective factors and strengthening resiliency to better meet the new academic and social and mental health challenges in high school.

Services include 12 classroom sessions in the school with a curriculum that focuses on healthy coping skills, while reducing high risk behaviors.

Educational group sessions are also available for the parents of these students.

For more information, please call:

(714) 480-4678



Postpartum Wellness Program

Depression can occur for ANY mother within the first year of a birth of a child. The *Orange County Postpartum Wellness Program (OCPW)* provides early intervention services and short-term mental health interventions for mothers who experience mild to moderate symptoms of depression.

SERVICES INCLUDE

- Screening and Assessment
- Postpartum wellness classes
- Individual and/or Group therapy
- Case management
- Postpartum wellness community outreach



OCPW is located at:

792 W. Town & Country Rd.,
Bldg. E, Orange, CA 92868

For an appointment, call:

(714) 480-5160

If a mother is experiencing any of the following for more than two weeks, please encourage her to talk with her doctor:

- *No energy
- *Feeling anxious
- *Feeling lonely
- *Restlessness
- *Difficulty making decisions
- *Feeling confused
- *Unable to laugh
- *Feeling overwhelmed
- *Loss of interest in activities
- *Sadness



Children's Support and Parenting Program (CSPP)

What is CSPP?

A prevention program to reduce the impact that mental illness, addiction, and/or trauma can have on children who are being raised in families exposed to and/or recovering from these issues.

Who can receive services?

Orange County families at risk of or experiencing alcohol, drug or mental health problems.

What Services are offered?

An 11-week psycho-educational group series for family members to increase parenting skills and support, increase child resiliency, and improve the overall strength of the family. In addition, brief family intervention sessions and referrals to community services are available for all participants.

Where can I get services?

Services are offered in a variety of locations in Orange County. Call **(714) 480-4678** for more information.

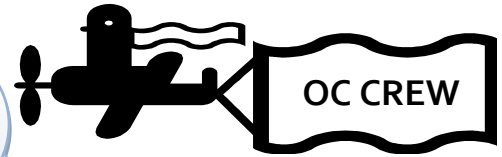
Build positive healthy characteristics in the family by:

- Strengthening family relationships
- Sharing responsibilities & decision making
- Involving the family in outside activities
- Expressing feelings and accepting differences of opinions
- Coping with stress and crisis in a resilient manner
- Role modeling ability to problem-solve

Orange County Center for Resiliency, Education & Wellness

OC CREW provides early intervention for young people, ages 14-25, who have experienced a first episode of psychosis related to schizophrenia in the last 12 months.

Services are offered to the participants and their families.

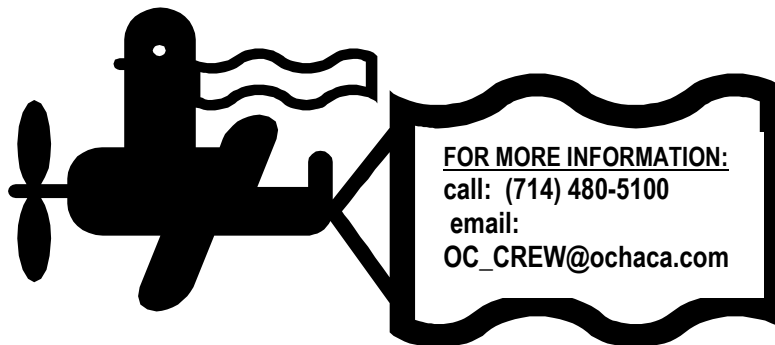


OC CREW also seeks to raise awareness and reduce stigma by providing education about psychosis to the community.

OC CREW services include assessment, individual and family counseling, psychiatric services, multifamily psycho-educational groups, vocational and educational support, education about nutrition and fitness, socialization and wellness activities and community education.

Psychosis can happen to anyone. An episode of psychosis is treatable, and it is possible to recover.

OC CREW considers all referrals from the community for assessment.



Next Issue: "Innovation" programs through the Center of Excellence



BEHAVIORAL HEALTH NEWS



A GUIDE TO SERVICES IN BEHAVIORAL HEALTH

County of Orange Health Care Agency Behavioral Health Services, Funded by Proposition 63 / MHA Funds



Welcome to the *Behavioral Health News*

Welcome to the third edition of Behavioral Health News. This edition will showcase the Innovation Projects through the Center of Excellence.

An innovative project explores new approaches and practices to be offered in the mental health system. The project may be novel, creative and/or ingenious mental health practices and approaches that are expected to contribute to learning within communities through an inclusive and representative process.

Generally, each project is expected to be integrated within the community for a one to three year period. Some projects may be extended based on the need and outcomes of participants.

The next issue will explore the program and services offered through the Children and Youth Services (CYS) division.

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INTEGRATED COMMUNITY SERVICES

The **INTEGRATED COMMUNITY SERVICES** (ICS) provides bi-directional services to integrate both physical and mental health care. The model of the programs goal is to *bridge* gaps for participants within the mental health and medical communities. The Center of Excellence currently offers two ICS projects. To be eligible for one of the ICS projects, a participant must have a chronic medical condition.

Integrated Community Service: **COMMUNITY HOME**

The ICS *Community Home* project collaborates with community medical clinics and county mental health programs. It is a healthcare model to address gaps in service for the underserved low-income community, and to improve overall health outcomes for the patients involved. In the ICS Community Home project, a Mental Health Team is brought into existing community health clinics, like Asian Health Center and Korean Community Services. Bringing in each team to complement existing patient services allows full integration of patient care in each location.

Services are offered to Orange County Residents who are enrolled or eligible for Medi-Cal or MSI, to assist with their primary care and mental health care needs.

Service languages are: English, Spanish, Vietnamese and Korean

For more information, please call:
714) 517-6100

Integrated Community Service: **COUNTY HOME**

The ICS *County Home* project provides primary medical care services for transitional-age youth (16-25 years of age), adults and older adults, who are residents of Orange County, Medi-Cal or MSI eligible, and receiving behavioral health services at the Santa Ana, Westminster or Anaheim County Clinics. The program provides case management, care coordination, supportive counseling, education groups, medication consultation, and linkage to community resources.

Service languages are: English, Spanish, Vietnamese and Korean

For more information, please call:
714) 517-6100

BRIGHTER FUTURES

WHO WE ARE

BRIGHTER FUTURES is a community-based, supportive service for families with children ages 6-13 who experience social, emotional and behavioral health problems. The purpose of **BRIGHTER FUTURES** is to help build healthy relationships between parents and children by:

- Providing positive discipline
- Learning clear, positive communication
- Building self-esteem

WHAT WE DO

BRIGHTER FUTURES works with parents and children to:

- Recognize personal strengths and build resiliency
- Provide brief behavioral interventions
- Make appropriate and helpful linkages to supportive services in the community
- Reduce isolation and form supportive networks with other families



BRIGHTER FUTURES considers all referrals from the community.

For more information, please contact:

Phone: (714) 517-6100

2035 E. Ball Road, Suite 100-C
Anaheim, CA 92806



COLLECTIVE SOLUTIONS: Family-Focused Crisis Management

Do you have a family member or a loved one who may be experiencing one or more of the following?

- ❖ Disorganized thinking
- ❖ Preoccupation with activities
- ❖ Hostility
- ❖ Emotional distancing
- ❖ Impulsiveness
- ❖ Dependence

If so, this person may be in crisis and may find the event or situation intolerable and difficult to cope with effectively. When the individual's or family's current resources are limited, these symptoms can throw a family and their loved ones into a state of crisis.



COLLECTIVE SOLUTIONS considers ALL referrals from the community.

For more information, contact:

Center of Excellence
Collective Solutions
2035 E. Ball road, Suite 100-C
Anaheim, CA 92806

Phone: (714) 517-6100

Serving TAY, Adults and Older Adults in Orange County.

COLLECTIVE SOLUTIONS seeks to assist families in developing a plan of action in response to managing crisis situations, raise awareness about mental illness, facilitate family communication, and reduce future crisis situations.

COLLECTIVE SOLUTIONS provides the following services:

- ❖ Peer Mentorships
- ❖ Supportive Services
- ❖ Short-term Counseling
- ❖ Support & Discussions Groups
- ❖ Educational Groups
- ❖ Outreach & Engagement
- ❖ Linkages to Mental Health Services

OC4Vets



Orange County has a support service project to assist veteran individuals and families seeking resources after serving in the military.



The **OC4Vets** project is a centralized place for community providers to collaboratively interact with one another to maximize access to services needed by veterans.

One of the projects goals is to increase access to health and supportive services for veterans with post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), and severe depression, including dual diagnosis of substance abuse disorders.



In addition, **OC4Vets** provides assistance with application for compensation and pensions, brief screenings on other VA related benefits for participants, case management, linkages to medical, mental health and substance use disorders, housing, job skill enhancement, employment, coaching, and other available services as required.



OC4Vets contact information: www.orange.networkofcare.org/veterans

Phone numbers: (714) 480-4678 or (714) 480-6555

Location: 1200 N. Main St. Suite 301, Santa Ana, CA 92701



Acceptance through Compassionate Care, Empowerment, and Positive Transformation



OC ACCEPT provides community-based supportive services for individuals who are struggling with and/or self-identified as Lesbian, Gay, Bisexual, Transgender, Intersex, and/or Questioning (LGBTIQ) and the people important in their lives.

OC ACCEPT seeks to provide a safe environment with acceptance and compassion for individuals to express their feelings, build resilience, be empowered and connect with others for support.

If you know a LGBTIQ experiencing any of the following:

- *Confusion *Isolation *Grief & Loss *Depression
- *Anxiety *Suicidal thoughts *Self-medicating
- *Self-esteem challenges *Bullying *Trauma
- *Homelessness *Lack of familial support

OC ACCEPTS offers HOPE! Please call for information: (714)517-6100 or email: hnguyen@ochca.com

2035 E. Ball Road, Suite 100-C, Anaheim CA 92806

OC ACCEPT offers the following services:

- Peer mentorships
- Community-based supportive services
- Case management
- Short-term counseling
- Support and discussion groups
- Outreach, engagement and linkage services
- Health and wellness activities
- Educational and vocational support

TRAINING to Meet the Mental Health Needs of the Deaf and Hard of Hearing Community

Certificate accredited training program offered to interested persons with a passion to work with the Mental Health Needs of the Deaf and Hard of Hearing Community as a Mental Health Worker!

This project trains members in the community, consumers, and family members from the deaf community using American Sign Language (ASL) as the primary language. This innovative project is designed to prepare individuals to serve as Mental Health Workers with the deaf community. The training is offered at Saddleback Community College.



To register, go to: www.saddleback.edu

Or for information call: (714)517-6100



Project Life Coach

Project Life Coach is designed to serve monolingual or limited English proficiency Latino, Iranian and Asian Pacific Islanders who have a mental illness. The project applies counseling approaches and family strengthening techniques to help the participant and his/her family promote recovery.

Project Life Coach

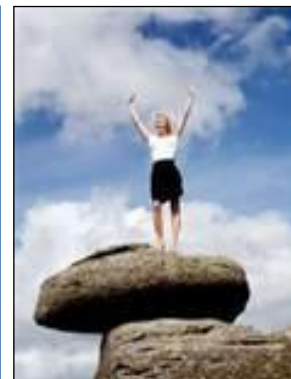
considers all referrals. For more information, please call:

(714) 517-6100

Project Life Coach's goal is to help mental health consumers gain employment at local ethnic businesses or assist in fostering their integration within the community in which they live.

Services include:

- Intake/assessment
- Case management
- Brief counseling
- Job skills support groups
- Linkages
- Psychoeducation



OC COMMUNITY CARES PROJECT (OC CCP)

The **OC CCP** is a team of clinicians and trained consumer/family member mentors who provide linkage to private mental health providers in Orange County for individuals who are unable to afford private mental health services.

OC CCP networks with private clinicians to build a system of providers who offer pro bono mental health services to Orange County residents in need of therapy.



GET INVOLVED, Join us...

If you are a private health care provider and would like to provide pro bono services to consumers in the OC, please call:

(714) 517-6100



FAMILY DRIVEN

OC CCP works alongside participants in identifying their

mental health needs and to connect them with the community providers that will assist them to best meet those needs.

Services include:

- Outreach and Assessment
- Access to providers
- Matching potential clients to providers
- Provider collaboration and follow-up services

Services focus on:

- *Underserved, unserved and uninsured groups
- *A variety of cultural, ethnic or linguistic groups
- *TAY, adults and older adults
- *Deaf and hard of hearing individuals

Next Issue: Children and Youth Services (CYS)



BEHAVIORAL HEALTH NEWS



A GUIDE TO SERVICES IN BEHAVIORAL HEALTH

County of Orange Health Care Agency Behavioral Health Services, Funded by Proposition 63 / MHSAs Funds



Children & Youth Services

Introducing the...
Behavioral Health Services
**Electronic Health Records
Project!**

Welcome to the *Behavioral Health News*

Welcome to the fourth edition of Behavioral Health News. This edition will showcase the Children and Youth Services (CYS) division. The CYs division has three primary departments: Regional Services, Mental Health Services Act (MHSA) Services and Central Services.

CYS is a County division that provides mental health services to children, adolescents, and transitional age youth (TAY) with serious emotional or mental health problems. These services are offered in a person-centered, family focused and culturally competent manner. The CYs staff is trained in Evidence Based Practices (EBP) such as, Trauma Focused Cognitive Behavioral Therapy, Multidimensional Treatment Foster Care, and Functional Family Therapy.

In addition, this version of Behavioral Health News will introduce the Behavioral Health Services Electronic Health Records Project and will provide updates on a regular basis.

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Crisis Services

The County CYS system offers a variety of crisis services to assist children, youth and their families during challenging times that may impact a child's well-being.



CYS – Centralized Assessment Team (CAT)

The CYS-CAT mobile crisis team responds 24/7 to psychiatric emergency calls throughout Orange County. The CAT team provides services to any child 17 or younger who is having a psychiatric emergency and is in need of an assessment to determine the level of service that will resolve the crisis. Evaluations are completed at clinics, schools, police departments, hospital emergency rooms, and in homes with police accompaniment. The program is able to accommodate multi-lingual/multi-cultural needs.

CSP Children's Crisis Residential Program

The residential program is a six-bed, short-term crisis intervention program for youth 13-17 who are referred by the Health Care Agency CAT team. The program provides services to teens who have been evaluated for 5585 due to harm to self/others/gravely disabled, and those who are found not to meet that criteria, but who need an extra level of support to prevent future hospitalizations. Participants can also be referred as a step down as they are released from hospitalization, to assist in the transition home. This is a voluntary program and the parent(s) must be willing to participate in family counseling sessions and visits with the child.

For more information, call: **(949) 494-4311**
www.Cspinc.org

Residential Program for Transitional Age Youth

South Coast Children's Society's Crisis Residential Program is a six-bed, co-ed home for Transitional Age Youth (TAY) between 18-24 years of age. All of the guests are referred by CAT, FSPs, or Clinics and meet specific criteria for admission. The program is voluntary and the typical stay is 2-3 weeks. This program provides a safe place for TAY who have been evaluated for hospitalization and not met the criteria or who is at risk of loss of housing due to their behavioral health impairments. The program encourages family involvement to promote the overall well-being of the guests.

For more information, call: **(714) 966-5338**
www.southcoastcs.org



In Home Crisis Stabilization Team (IHCS)

The Child Abuse Prevention Center provides 24/7 crisis assessment services offering short-term, in-home therapy by clinical staff. Referrals come from CAT and CYS Clinics. This program provides an additional level of support for youth and families who have been evaluated for hospitalization and have not met the criteria. Staff meets the family in their home or a community location multiple times per week to assist in stabilization of impairments to avoid future crises. The goal is to support the needs of the child while keeping the family unit together. The services focus on coping strategies, restoring balance to the home, parent support, communication skills, and problem solving.

For more information, call: **(714) 543-4333**
www.BrightFutures4kids.org

Social Rehabilitation Program for Transitional Age Youth

South Coast Children's Society's Social Rehabilitation Program for TAY is a voluntary, co-ed residential program for young adults 18-24 years of age who suffer from a mental health disorder. This is a non-crisis housing program that provides 2-3 months of stable housing to assist the TAY in transitioning to longer term, independent living in the community. Referrals come directly from FSPs. The program provides stabilization while the youth gain and implement independent living skills needed to make the transition into adulthood.

For more information, call: **(714) 966-5338**
www.southcoastcs.org

CYS MHSA Services serves youth 0-25 years of age who are underserved, including those who are homeless or at risk of being homeless, at risk of being hospitalized, or incarcerated due to being seriously emotionally disturbed (SED) or having a serious mental illness (SMI). The services are culturally and linguistically appropriate to assist children and families in accessing mental health services.



Full Service Partnerships in Orange County



Supporting Transitional Age Youth (STAY) program provides supportive mental health services based on the needs of the participant. STAY uses recovery and harm reduction models with participants. The services include: case management, medication management, individual and family therapy, referrals and resources, and group discussions.

For more information on the STAY program, call Providence Community Services at: **(714) 221-6400**

CSP Collaborative Courts FSP uses the Recovery Model and wraparound philosophy to meet the needs of the youth and their families. Services are offered to youth between the ages of 0-25 who are severely emotional disturbed or chronically mentally ill. The intensive mental health rehabilitation and case management services use a team approach to meet the needs of the participants. CCFSP accepts referrals from the Truancy and Dual Diagnosis Courts of the Orange County Juvenile Court. For more information, call: **(714) 492-1010 or (714) 975-5201**



CSP Youthful Offender Wraparound (YOW) provides a variety of interventions to juvenile offenders (16-25 years old) and their families to assist in reduction of symptoms, criminal activity, and recidivism. YOW coordinates service delivery with multiple service providers, and offers mental health rehabilitation, case management, anger management groups, life skills training, education plans, and linkages. Referrals come directly from Probation or CYS staff serving the Probation Wards.

For more information, call: **(949)-250-0488 or (714) 975-5201**



Collaborative Court FSP – Girls Court Dependency Program approaches services with a “whatever it takes” approach to meet the participants’ needs. The court program focuses on adolescent girls (ages of 12-25) in the foster care system who are dependents of the court. The program engages the participants with individual treatment plans, case management and rehabilitation services for those struggling with SED/SMI. Referrals are from the Superior Courts. For more information, call Orangewood Children’s Foundation at: **(714) 619 - 0239**





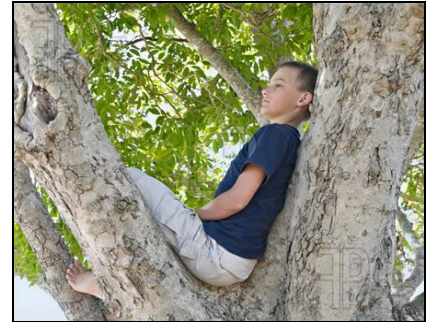
Project RENEW provides intensive, culturally competent, in-home mental health and case management services that address the needs of each family across all life domains. RENEW provides services to children (birth to 18 years of age) with a mental health disorder in a nurturing environment. RENEW offers case management, housing assistance, education assistance, crisis interventions, life skills workshops, and a variety of linkages/referrals to community resources.

For more information, call Providence Community Services at: **(714) 689-1380**

Orange County Asian Pacific Islander Community Alliance (OCAPICA) - PROJECT FOCUS serves children birth to 25 years of age, who present with SED/SMI, with one or more of the following: homelessness, history of psychiatric hospitalizations, first psychotic episode, in danger of failing school, uninsured exiting SSA or probation system, underserved due to linguistic or cultural isolation, special need and/or co-occurring disorders and/or parents who have serious mental illness. The program provides mental health services and intensive case management, including parent education and support, benefit assistance for low income families, and linkages to appropriate services. Crisis services are provided for enrolled participants 24/7.

Service offered in English, Vietnamese, Korean, Tagalog, Samoan, Cambodia, Chinese, Japanese, Hmong and other Asian Pacific Islander languages.

For more information, call OCAPICA at: **(714) 636-9095**



MHA Project Together **MENTORS**

Mentors
HELP
Youth!

Interested in
Mentoring?

Join our **TEAM!**

The Mental Health Association (MHA) of Orange County provides mentoring services to youth, ages 0-25, who are receiving outpatient services through CYS and its contractors.

VOLUNTEER Mentors should be over the age of 21 years to apply.

Be a **SUPERHERO** in a child's life and call MHA for more information on being a mentor at: **(714) 836-0355** or visit **www.mhaoc.org**

Mentors are everyday people who wish to help a child succeed! They are committed adults who want to invest in youth and their community. Mentors have a real desire to make a difference.

Being a mentor can impact a child's life by:

- Building meaningful relationships
- Improving school attendance
- Improving academics
- Building self-esteem
- Building resiliency & independence
- Developing social skills
- Sharing hope for a future
- Improving family relationships
- Encouraging positive peer relationships

CYS Regional Services serves children and youth (0-20 years of age) who present mental health challenges needing outpatient mental health care, including SED individuals, special education students, wards and dependents of the court, and indigent persons. Each outpatient site provides mental health services, including individual, family, and group therapy. Additionally, the programs offer therapeutic behavioral services, evidence-based treatment, and medication monitoring. The sites accept Medi-Cal for approved services.



CYS Regional Service County Clinic Locations

SOUTH REGION – County Clinics

Costa Mesa Clinic – 3115 Redhill Ave., CA 92626
(714) 850-8408

Laguna Beach Clinic – 21632 Wesley Dr., CA 92651
(949) 499-5346

Dana Point School-based Site – 24242 La Cresta, CA 92629
(949) 248-2228

Mission Viejo Clinic – 25171 Moor Ave. (Los Alisos), CA 92691
(949) 770-0855

NORTH REGION – County Clinics

Placentia Clinic – 377 E. Chapman Ave., Ste. 110, CA 92870
(714) 577-5400

WEST REGION – County Clinics

Westminster Clinic – 14140 beach Blvd., Ste. 155, CA 92683
(714) 896-7556

EAST REGION – County Clinics

Santa Ana Clinic – 1200 N. Main St., Ste. 500, CA 92701
(714) 480-6600

Parents are usually the first to recognize that their child has an emotional or behavioral problem. The following are a few signs which may indicate that a child or adolescent could benefit from an evaluation for mental health services:

Younger children:

- Poor grades in school despite trying hard
- Worry or anxieties, as displayed by regular refusal to go to school, go to sleep or take part in activities normal for their age
- Hyperactivity, constant movement beyond playing
- Persistent nightmares
- Persistent disobedience or aggression
- Frequent, unexplainable temper tantrums

Pre-adolescents and adolescents:

- Marked decline in school performance
- Abuse of alcohol and/or drugs
- Inability to cope with problems and daily activities
- Marked changes in sleeping and/or eating habits
- Many complaints of physical ailments
- Aggressive or non-aggressive consistent violation of rights of others – opposition to authority, truancy, thefts, vandalism
- Intense fear of becoming obese with no relationship to actual body weight
- Depression shown by sustained, prolonged negative mood and attitude
- Difficulty sleeping or thoughts of death



CYS Regional Outpatient Mental Health Contract Community Clinic Locations

WEST REGION – Contract Clinics

Providence Community Services, Inc. (714) 823-4770
Garden Grove – 12966 Euclid St., Ste. 280, 92840

South Coast Children's Society (714) 536-0077
Huntington Beach – 2124 Main St., Ste. 165, 92648

Western Youth Services, Inc. (714) 378-2620
Fountain Valley – 10101 Slater Ave., Ste. 241, 92708

EAST REGION – Contract Clinics

Child Guidance Center, Inc. – Santa Ana – (714) 953-4455
525 N. Cabrillo Park Drive, Ste. 300, 92701

CSP Families First – Santa Ana – (714) 558-3807
2130 E. 4th St. Ste. 150, 92705

Kinship Center – Tustin – (714) 957-1004
18302 Irvine Blvd., Ste. 300, 92780

Providence Community Services, Inc. – Santa Ana – (714) 565-2830
1633 E. 4th St., Ste. 120, 92701

Western Youth Services, Inc. – Santa Ana – (714) 704-5900
1666 N. Main St., Ste. 400, 92701

NORTH REGION – Contract Clinics

Seneca Canyon Acres Ranch (714) 383-9401
233 S. Quintana Ave., 92807

Child Guidance Center, Inc.
Buena Park:
6301 Beach Blvd., Ste. 245, (714) 736-0231
Fullerton:
2050 Youth Way, bldg. 1, 92835

Kinship Center – Anaheim (714) 202-2100
8414 Kaiser Blvd. Ste. 100, 92808

Providence Community Services, Inc. – Anaheim (714) 254-8473
217 W. Cerritos Ave., Bldg. 8, 92805

Western Youth Services, Inc. – Anaheim – (714) 871-5646
505 North Euclid, Ste. 300, 92801

SOUTH REGION – Contract Clinics

Providence Community Services, Inc. (949) 515-5440
Costa Mesa – 2183 Fairview Rd., Ste. 100

Western Youth Services, Inc. (949) 595-8610
Mission Viejo – 26137 La Paz Ste. 230, 92691



CYS Central Services serves children and youth who are dependents and wards of the court. This is a population that has a significant history of extensive trauma. Mental health services offered are for individual, family and/or group therapy. In addition, intensive case management, crisis services, medication monitoring, therapeutic behavioral services, and wraparound services are offered as appropriate.

Referrals to the Central programs are provided by the Social Services Agency and Probation



The **Continuing Care Placement Unit** (CCPU) provides consultation, linkage to mental health services, and intensive case management for Social Services Agency (SSA) youth in foster placements or group homes. CCPU also implements treatment in accordance with the evidence-based model of Multidimensional Treatment Foster Care (MTFC). MTFC is used for youth who are dependents of the Orange County Juvenile Court. MTFC is collaboration between the OC Social Services and Health Care Agencies.

The **Child Abuse Services Team** (CAST) is a collaborative program with SSA as the lead agency. CYS works with a team comprised of medical, social work, and legal staff, that provides mental health assessment and treatment for victims of sexual abuse.

The **Juvenile Drug Court** (JDC) is a collaboration between CYS, Probation, and the Juvenile Court for youth who have committed substance abuse-related offenses. CYS staff provides assessments for mental health and substance abuse disorders, as well as individual, collateral, and group therapy and medication management to address those disorders.



The **Youth Reporting Centers** (YRCs) have two locations, North and Central. YRCs are a Probation alternative to incarceration. This program provides school and behavioral health services for Probation Youth in the community and is a collaborative that includes Probation, the Orange County Department of Education, and CYS. Probation is the lead agency. CYS provides mental health services including assessment, therapy, case management, and medication management.



CEGU Probation utilizes CYS staff to provide assessment, treatment and case management services for youth in custody at Juvenile Hall and the Juvenile Camps.

CEGU Orangewood Children and Family Center (CEGU OCFC) provides mental health assessment, treatment and case management services for youth during their stay at the SSA shelter home. The treatment follows the youth back into the community until the youth can be fully linked for continued mental health treatment.

CYS Central Services partners with the Orange County Social Services Agency wraparound process to meet the needs of children, youth, and families. The wraparound process is an intensive, individualized case management process for youth with serious and complex needs. During the wraparound process, a team of individuals who are relevant to the well-being of the child/youth, such as family members, service providers, agency representatives etc., collaboratively develop an individualized plan of care and oversee the implementation of the plan. The wraparound process and the plan itself are designed to be culturally competent, strengths-based, and organized around needs, goals, and the likelihood of success of specific strategies.



CYS Central Services Wraparound Contract

Providers

South Coast
New Alternatives
Phoenix House
Community Services Program
Seneca Kinship
Olive Crest
Family Preservation Community Services

Therapeutic Behavioral Services (TBS) is an intensive one-to-one, short term treatment intervention for children and youth with serious emotional problems or mental illness. These clients are experiencing a stressful transition or life crisis and are currently in a level 12 (or higher) placement, or are being considered for such a placement. They may be at risk for psychiatric hospitalization. These clients need additional short-term support to prevent placement at a level 12 – 14 group home, a locked mental health facility, or to facilitate transition to a lower level of residential care, including a return to their home. TBS services are for clients who have an open case in a county or contract clinic and meet the criteria.



What TBS does?

TBS teaches the client and caregiver:

- To recognize trigger events that promotes problem behaviors
- To intervene early to prevent problem behaviors
- Assist the client and caregiver in praising for progress
- Teaches coping skills, positive communication skills and teaches recognition of strengths
- Access positive social environments and resources
- Teaches TAY how to assess their own needs and access resources, including vocational training and job placement

Who is eligible?

- Clients who meet criteria and who are under 21 years of age
- Have full-scope Medi-Cal and have mental health symptoms that meet medical necessity for services.
- Need of services because of hospitalization for psychiatric reasons with the past 24 months, currently residing in a level 12 or 14 group home, at risk of being placed in level 12 or 14 group home, or previously received TBS and meet one of the conditions mentioned.

How TBS services are requested?

County and contract programs can have the client's therapist or case manager make a referral to TBS.

Behavioral Health Services Electronic Health Record Update

The Project to Enhance the Behavioral Health Services EHR has Begun!

In mid-September, the Orange County Board of Supervisors approved the project for Behavioral Health Services (BHS) to continue the development of our Electronic Health Record (EHR). BHS will be working in partnership with our current EHR vendor, Cerner Corporation, to build upon our existing system. A major goal is to add the functionality needed for our clinical staff to complete documentation of their services, assessments, and treatment plans, as well as electronic prescribing of medications, and other tools to enable us to do our clinical work within the supportive environment of an EHR.



Periodically, articles will be included in the 'Behavioral Health News' to keep you informed of the progress and timeline of this exciting project. A new website, "BHS EHR INFO" is also available to County staff on the HCA intranet (<http://bhsehrinfo.ochca.com>). The website includes an information blog about the BHS EHR project. There is also a section for posting questions or comments and reading "Frequently Asked Questions."

What is the Behavioral Health Services Electronic Health Record?

An Electronic Health Record (EHR) is a computerized system where consumer health-related records are created, stored, used, exchanged and retrieved. The Integrated Records Information System, or IRIS, is the electronic health record for Behavioral Health Services (BHS). In its entirety, our BHS EHR will include a longitudinal electronic record of all relevant consumer health information such as demographics, financial/insurance information, assessments, progress notes, treatment plans, e-prescriptions, medications, past history, and appointment schedules.

Some of this functionality is present in IRIS today and has been used successfully for several years, such as Registration, Scheduling, Reporting and Billing. Our current goal is to expand upon this functionality using a three (3) phased approach. ***The first phase includes:***

- Clinical documentation (assessments, progress notes, and the Master Treatment Plan, with rules and clinical decision support)
- Better and more flexible navigational and records presentation tools.
- Electronic Prescriptions
- Document scanning and storage
- Health information records management

BHS EHR continued...

- Compliance with regulatory requirements such as Meaningful Use and expanded Security and Privacy laws
- Disaster Recovery (allows us to get our system back up and running quickly after a catastrophic event)

The first phase is targeted to go live in the first quarter of 2014. This may include a limited number of clinics to properly assess and test the deployment. Following successful testing, phase two (2) will include expanded deployment to AMHS, P&I, COE, and CYS clinics. The final phase will include connectivity and sharing of data with contract providers, consumers, and Health Information Exchanges (HIE). This phase is targeted for completion in 2016.

We are excited about the future of our BHS EHR and the benefits it will bring to our staff and our consumers.

For more information and updates about the on-going project, please visit our new intranet site:

<http://bhsehrinfo.ochca.com>



NEXT issue will include: Adult Mental Health Services



For additional information about the Behavioral Health Newsletter, contact **Jason Austin** at Jaustin@ochca.com
Please visit our *Prevention and Intervention* website at: <http://ohealthinfo.com/pi>

