



BHS Director's Message

I'm excited that this special edition of the "What's Up" newsletter is dedicated entirely to Behavioral Health Services and we have the opportunity to share the great things that we've been working on this year. Much of our work has been on homelessness, crisis services and the opioid crisis, three topics that are top priorities at the national, state and county level.

The number of homeless has become more visible within the last few years. While homelessness is a complex problem, we're fortunate to have Mental Health Services Act (MHSA) dollars to help expand our programs and services. We're doing a lot of good things like that of our Outreach and Engagement

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The BHS O&E team were the recipients of the 2017 Steve Ambriz Team Excellence Award

Outreach and Engagement Team Builds Trust to Help the Homeless

You've likely seen our Behavioral Health Services Outreach & Engagement (BHS O&E) team throughout Orange County who wear 'blue shirts' as they reach out to the homeless population to develop trusting relationships, reduce barriers to housing and facilitate linkage to resources and support services.



of all ages to mental health and substance use services, medical evaluation and treatment and housing.

"The O&E team has created a strong and reliable reputation within the

homeless community who are known as familiar and trustworthy people who can help," said **Jason Austin**, BHS Homeless Coordinator Division Manager, Navigation, Innovation and Training. "They have a strong passion for helping others and are willing to do whatever it takes to help the individuals they serve."

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Director's Message

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team who don their 'blue shirts' as they reach out to the homeless populations throughout the county and link them to resources and support services.

We're also seeing more requests to respond and assist individuals who are in psychiatric crisis. Within the last 10 years, we've gradually increased these types of crisis services with the addition of more staff to our Crisis Assessment Team and Psychiatric Emergency and Response Team programs. There's more to come in 2018 with the addition of more Crisis Stabilization Units and expanded In-Home Crisis services.

In partnership with the Alcohol and Drug Advisory Board, we recently hosted a public forum to address opioid addiction and prevention to bring together people with lived experience, family members and treatment providers to discuss and learn about a disease that crosses all socioeconomic status. View the video [here](#). Results from an opioid survey and input received at the forum will be used to identify gaps in services and propose strategies to prevent addiction and opioid overdose.

While so many of us are working diligently on these top three priorities, our regular work goes on behind the scenes. I encourage you to read on to learn more about all the great things that our programs are doing to build a healthy Orange County.

Best,



Mary Hale,
BHS Deputy Agency Director

Behavioral Health Services Are Expanding

In response to an increase in the number of requests to assist individuals who are in behavioral health crises, Behavioral Health Services (BHS) is expanding crisis services and programs in Orange County to ensure that a person's needs are met during a behavioral health crisis.



Mia Andreani, PERT Clinical Social Worker I and Val Villarreal Jr., Tustin PD Master Officer talk to a homeless individual. Photo by Steven Georges/Behind the Badge OC.

CRISIS SERVICES EXPANSION INCLUDES:

Full-Time Positions Added to [CAT/PERT](#):

- Crisis Assessment Team (CAT) provides 24-hour mobile response services to any adult experiencing a behavioral health crisis and conducts risk assessments, initiatives involuntary hospitalization when necessary and provides linkage, resources, and follow-up.

th Crisis anding

- Psychiatric Emergency Response Team (PERT) members are behavioral health clinicians who ride along with assigned law enforcement officers to address behavioral health related calls in the assigned city. Learn how **Milena (Mia) Andreani** assists the Tustin Police Department in this Behind the Badge article [here](#). There are currently 15 PERT teams who partner with the Orange County Sheriff's Department as well as police officers in the cities of Anaheim, Buena Park, Costa Mesa, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Irvine, Laguna Beach, Newport Beach, Orange, Santa Ana, Tustin and Westminster.

To learn more about the teams, click [here](#).

New Adult In-Home Crisis Stabilization program:

- Family stabilization teams will provide 24-hour intensive in-home crisis stabilization services, short-term in-home therapy, case management and



Renovation of the County-run CSU in Santa Ana is expected to be completed at the end of July 2018.

“ Input received from the community and our hospital partners also suggest a greater need for additional crisis services given the size of our county. Expanding the availability of our crisis response programs is a vital part of our behavioral health service delivery system. ”

— Linda Molina, Division Manager, Adult and Older Adult Behavioral Health

rehabilitation services with a focus on maintaining stabilization and preventing hospitalization or out-of-home placement. Expected to begin providing services July 2018.

Expansion of Crisis Stabilization Units (CSU):

- There are three sites currently under consideration for new CSUs. In addition, the County-

run CSU in Santa Ana is being renovated to increase the average daily census from 16 to 22 with expected completion at the end of July 2018.

- A CSU provides emergency psychiatric and crisis stabilization services to adults including crisis intervention, medication evaluation, counseling/therapy,

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Collaborative Court Programs Help Our Clients Succeed

With a strong determination to make a positive and healthy change in her life, Sharyl Vanleer shared a moving poem she wrote about her perseverance to reach a significant milestone and graduate from the 18-month Drug Court program despite all the challenges she faced.

On February 16, staff, friends and family packed Commissioner Ronald E. Klar's North Justice courtroom in Fullerton to congratulate Sharyl along with two other graduates Gazawan Mati and Dana Arlington for completing the Drug Court program.

"It is truly amazing to watch our participants enter the program broken and emerge as successful and productive citizens of society," said **Diane Holley**, Administrative Manager II, Collaborative Courts Services.

Orange County's Collaborative Courts (also known as problem-solving courts) are a joint partnership between HCA, Orange County Superior Court, Probation Department, Public Defender's Office, Sheriff's Department, District Attorney's Office and other community and local law enforcement agencies that work together to provide rehabilita-

“My life is nowhere perfect, but so much more than I had. Drug Court saved my life and for this I am glad.

I never thought I could stay sober and clean, I don't ever want to go back, if you know what I mean.

Some things I have gained from this program thus far, can't be purchased in a store, street or bar.”

– Excerpt from **Sharyl Vanleer's** 11-page poem

tion services focused on recovery to offenders whose needs are better met through treatment intervention rather than incarceration.

Collaborative Court programs include:

- **Drug Court:** A voluntary program that provides a viable

option for a select group of offenders who have legal charges related to substance use issues. The five-phase, 18-month program includes intensive supervision by a drug court Probation Officer, individual and group counseling provided by Adult and Older Adult Behavioral Health (AOABH), and frequent court appearances to discuss progress. The program also recommends that participants earn their GED (if needed) and obtain or maintain employment.

- **DUI Court:** Voluntary, court-supervised, comprehensive treatment for non-violent offenders who have had two or more DUI's in the last 10 years. The three-phase program focuses on weekly group and individual sessions with an assigned HCA therapist, regular meetings and testing with Probation, and regular court appearances to ensure sobriety. Participants also attend weekly self-help meetings and must enroll in a DMV approved multiple offender program. Learn more [here](#).



1. Commissioner Ronald E. Klar congratulates Drug Court graduates during a ceremony held on February 16 at the North Justice Center in Fullerton. Pictured (left to right) Gazawan Mati, Dana Arlington, Sharyl Vanleer and Commissioner Ronald E. Klar; 2. Sharyl Vanleer shares a moving poem to a packed courtroom audience; 3. Pictured (left to right): Jan Amick, Drug Court Clinician, Diane Holley, Administrative Manager II, Nicole Purcell, Drug Court Clinician, Tracy Ernt, Service Chief II DUI/Drug Court and Kelly Coburn, Drug Court Clinician; 4. Adult and Older Adult Behavioral Health staff (pictured left to right) Heather Rink-Rosas and Ashely Hutton collaborate with Public Defender Christopher Strobel at the Whatever It Takes Court.

■ **Mental Health Court (Assisted Intervention, Whatever It Takes, Opportunity Court and Recovery Court):** These courts serve individuals with severe mental illness who have misdemeanor or felony charges that are related to their mental health condition, and provide an alternate approach to incarceration by steering mentally ill offenders from jail and prison into judicially supervised treatment. Participation in the program is voluntary and involves community-based treatment, supervision and active judicial monitoring with frequent court appearances. Referrals to a mental health court program usually come from defense attorneys and judges.

HCA Mental Health Collaborative Court staff have recently started visiting clients while they are incarcerated to provide assessments and begin engagement. This new process helps to improve collaboration with Correctional Health Services staff and move clients through the evaluation process more efficiently.

To learn more about Collaborative Courts, visit www.occourts.org/directory/collaborative-courts/ or read the 2016 Orange County Superior Court Collaborative Courts Annual Report [here](#).

Property in Orange Will Offer Co-Located Behavioral Health Services

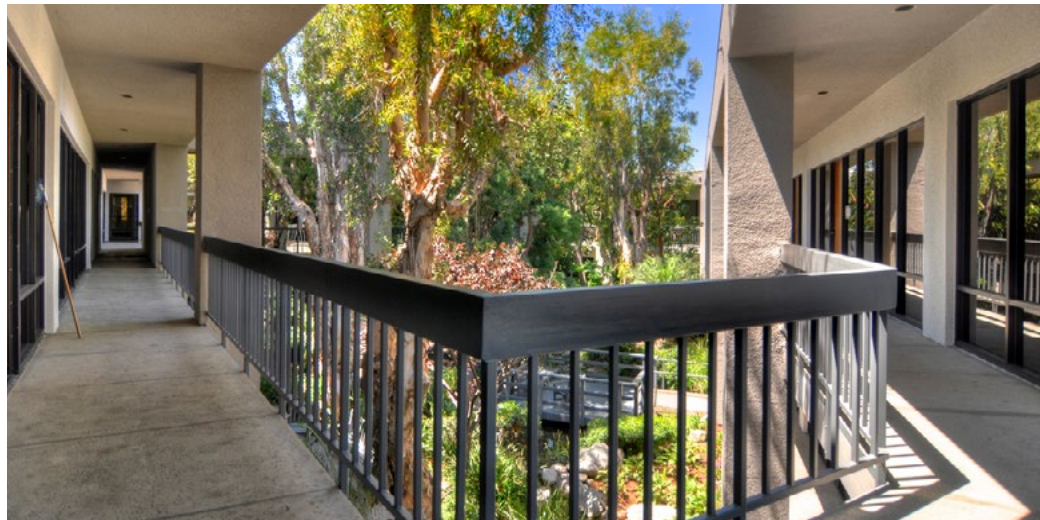
The Orange County Board of Supervisors recently approved the purchase of 265 South Anita Dr., a 44,556 square foot building in the City of Orange to provide a campus-like center where mental health and drug treatment services will be offered near the Santa Ana River. Read the press release [here](#).



With a shortage of mental health treatment beds, the purchase of the building is part of the County's plan to provide a 24/7 facility that treats people experiencing a psychiatric emergency and where behavioral health services are co-located.

Proposed programs include:

- **Triage:** Receiving program for walk-in/drop-offs that provides screening and a determination if onsite programs are appropriate; and referrals and transportation services.
- **Crisis Stabilization Unit (CSU):** Persons needing walk-in/drop-off services for emergent behavioral health issues or emotional disorders who are at risk of hospitalization and present on a voluntary or involuntary basis. Services include psychiatric and



mental health evaluation, basic medical and medication services, therapy, crisis intervention, education, nursing assessment, and referral and linkage to appropriate level of care.

- **Substance Use Disorder (SUD) Intake/Referral:** Persons needing walk-in/drop-off services for SUDs. Services include voluntary screening, assessment and referral to appropriate level of care.

- **Residential Treatment:** Persons living with a Serious and Persistent Mental Illness (SPMI) and co-occurring SUD. Specialized services include assessment, individual and group counseling, monitoring psychiatric medications, substance abuse education and treatment, and family and significant other involvement.
- **Crisis Residential:** Persons liv-



“ While many of the services identified for inclusion at the Anita Street facility already exist in the community, the co-location of these services at a single site would result in improved outcomes due to better integrated services and community relations. This is a national best-practices model and we are very excited to have the opportunity to bring this project forward. ”

Mary Hale,
BHS Deputy Agency Director



ing with SPMI. Services include assessment, individual and group counseling, monitoring psychiatric medications, substance abuse education and treatment and family and significant other involvement.

- **Withdrawal Management:** Provides a safe and supportive community/residential environment for people who can safely withdrawal from alcohol and/or

other drugs. Services include counseling, withdrawal monitoring and support.

- **Federally Qualified Health Center:** Persons who have limited access to health care. Provides primary health care services (office visits).
- **Open Access/Clinic:** Provides assessment for programs co-located at the Anita Dr. property and short-term outpatient treat-

ment (office visits).

The building is housed on 2.10 acres of land north of where Interstate-5 and the 57 freeways meet close to the County’s Theo Lacy (jail) facility and the University of California, Irvine Medical Center. It features a large atrium courtyard, two-story exterior walkway connecting two buildings and a 155-space parking lot.

This past year, O&E has developed new services and opportunities to reach the most vulnerable homeless individuals who are experiencing barriers to accessing needed services.

HERE'S AN OVERVIEW:

■ **Motel Assistance:** O&E team identifies homeless participants who are working toward their behavioral health goals and coordinates with contract providers to place them in a motel for up to seven days to support and stabilize their housing prior to moving into a more permanent option as part of their housing plan. Motel housing is also used to support the individual while linking to behavioral health services and for before/after a medical procedure.

A participant, who's also a new mom, shares how the program helped her and her new baby:

"Because of BHS O&E team members Tammy Waitman and Araceli Vidales, I was able to stay in a motel room to recover from my emergency c-section and be close to the hospital to see my daughter. They got me a week's stay, which was perfect timing because on my sixth day, my new apartment was ready and I moved in. This was such a blessing because if it hadn't been for the motel stay, I would have been back on the streets."

■ **Assessment Tool for Housing Opportunities:** O&E staff complete a VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance Tool), an assessment tool used to match chronically homeless to a housing opportunity through the [Coordinated Entry System](#). Staff also help the individual obtain the documents they need to link to housing. To date, the team has assessed 477 individuals in which 136 have been matched to permanent housing.

The saying that 'helping others helps me' is evident as O&E team members share their uplifting stories of how helping people connect with services is an inspiring experience. View the full video [here](#).

"The best part of the day is when you hand participants the key, they open up the door to their new place and just stand there in complete joy with tears coming down their faces, said **Tammy Waitman**, Mental Health Specialist. "And, more often there's tears coming down my face as well."

"It's rewarding when I feel that I'm

part of this person's journey," said **Armin Salamati**, Mental Health Specialist. After Armin helped a participant get into a place, he/she shared: "I got my place, look this is my bed, this is my kitchen, I can cook in there. Can you believe that this was my dream? Now, I have my dream and it's real!"

■ **Whole Person Care (WPC):** O&E staff serve as an access point for individuals to enroll and receive [Whole Person Care](#) services that focus on the coordination of physical, behavioral health, and social services in a patient-centered approach with the goals of improved health and



WHOLE PERSON CARE

What is it?
Whole Person Care (WPC) is the coordination of physical, behavioral health, and social services in a patient centered approach with the goals of improved health and well-being through more efficient and effective uses for Medi-Cal beneficiaries struggling with homelessness.

When a WPC beneficiary enters an Orange County, CA... **OR** Is referred through the OC Health Care Agency

CHATH Public Health Services Nurse
Behavioral Health Services (BHS) Outreach and Engagement (or other pilot program)

WPC Connect
Electronic system is notified and the beneficiary's care plan is created. The system will have the capacity to share data from the care plan bi-directionally with CalOptima for ease of access by medical case management staff.

1 Recuperative Care (24/7/365)
Phase 1: 12,612 bed days
Phase 2: 14,708 bed days
27,320 Total bed days through year 2020

2 One-on-One CalOptima personal care coordinator

3 Coordinated Entry into permanent supportive housing

4 Linkage to mental health and/or substance use disorder treatment

5 Community Referral Network

Beneficiary is connected to wrap-around, applicable programs and services that may include:

OC Health CARE AGENCY
To learn more, please visit ochealthinfo.com/wpc or email wpc@ochca.com

well-being for Medi-Cal beneficiaries who are struggling with homelessness. The O&E team conducts outreach, referral and linkage services with hospital emergency rooms and also serve as a point of entry for recuperative care facilities for acute and post-acute medical care in a supportive transitional housing environment for eligible participants. To learn more, click [here](#).

■ **Homeless Court:** The purpose of homeless court is to engage homeless individuals who have homeless-related offenses like vandalism, loitering or theft, by offering opportunities to change their circumstances to

address and end their cycle of legal issues. The O&E team works with court staff to identify homeless individuals with behavioral health issues who may benefit from O&E support and services.

■ **Outreach Connection in Jails:** The O&E team meets with incarcerated individuals with a behavioral health issue who are soon to be released to create a housing plan and provide resources. Staff work weekly at the Men's Jail in Santa Ana and Theo Lacy facility in Orange.

■ **Collaborative Efforts:** O&E staff regularly collaborate with cities, homeless liaison officers, housing providers, County operated and contracted programs, and community based organizations to ensure that homeless individuals are linked to appro-

appropriate and available resources.

■ The work currently being conducted at the Santa Ana Riverbed for the [Santa Ana River Trail Environmental Remediation Project](#) is a great example of the collaboration among many service providers that includes the OC Sheriff's Department, OC Public Works, OC Community Resources and OC Animal Care to address the multi-faceted needs of the individuals residing there. Together, the O&E team has had access to link and transport individuals immediately to shelters, offer storage for personal items, and access to temporary boarding of pets while owners re-locate. Community collaboration has since grown with other providers to offer creative and timely solutions for complex cases.

The BHS Outreach & Engagement team continues to strive toward addressing the needs of homeless individuals with a behavioral health issue in creative and responsive ways. To learn more about the great work being done by the O&E team, visit their website [here](#) or call 800-364-2221.

To learn how the County of Orange is building a system of care to prevent and address homelessness, visit the Office of Care Coordination website at www.ocgov.com/homelessness or read their monthly Care Coordination newsletters [here](#).



Office of Care Coordination Newsletter

Office of Care Coordination Newsletter
JANUARY 2018
COUNTY OF ORANGE
CALIFORNIA

Great Progress in 2017 and Optimism for 2018
By Susan Price, Director of Care Coordination

Building an integrated System of Care takes time and the program has been successful through our partnership with the County of Orange and the State of California. The 2017-2018 year will be a great one for the delivery of our strategic investments, including:

- All support to the Behavioral Health Services (BHS) program to ensure that all eligible individuals receive appropriate and timely interventions for behavioral health issues.
- Continuation of the Full Health Services under the auspices of the BHS at Kaiser Permanente.
- Development of the Adult Case program, which will provide for case management, mental health and substance use treatment.

The County of Orange and the State of California are working together to build a system of care that is integrated and coordinated. We are proud to be a part of this effort and we look forward to the success of our program in 2018.

County of Orange
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Orange, CA 92668
Tel: 714.940.2221
www.ocgov.com

Prop. 47 Grant Funding Aims to Reduce Jail Recidivism

The County of Orange was awarded \$6 million through a [Proposition 47](#) grant to reduce [recidivism](#) (person's relapse into criminal behavior).

To do this, Orange County's Prop. 47 Advisory Committee created a plan to close the gap between incarceration and behavioral health services upon release. Read the OC Register article [here](#).

"This funding has provided us with a unique opportunity to collaborate with other County agencies and community partners to reduce recidivism, particularly among individuals with behavioral health issues," said **Jenny Hudson**, Division Manager, Adult and Older Adult Behavioral Health Services.

The plan includes in-reach and re-entry planning, and immediate linkage for individuals who are being released from the Intake and



Release Center to behavioral health services, community based services, and resources such as transportation and housing. Read this Huffington Post article [here](#) to learn how re-entry programs are helping

prisoners live again on the outside. As the lead agency, HCA administers the \$6 million in grant funds available to spend over a period of 38 months in collaboration with the OC Sheriff's Department, Probation Department, Public Defender's Office, District Attorney's Office and members of the local Prop. 47 Community Advisory Committee.

The grant awarded by the Board of State and Community Corrections (BSCC) was signed into contract October 2017. To learn more about the grant, visit the BSCC website [here](#). If you're interested in participating in the Prop. 47 Advisory Committee or have questions about the grant, email Prop47community-input@ochca.com.



5 Things You Need to Know About the Office of the Public Guardian

1 The [Office of the Public Guardian](#) (PG) provides for the needs of Orange County's most vulnerable population including individuals who are persistently mentally ill, elderly or medically disabled and unable to provide for their own basic personal needs through [Lanterman-Petris Short \(LPS\) Act](#) (LPS) Conservatorship or [Probate Conservatorship](#).

2 A conservatorship is established through a court proceeding where a judge appoints a responsible person called a conservator to care for another adult who cannot care for themselves or their finances. PG is often involved in cases where these individuals have been victimized through fiduciary and physical abuse or neglect.

3 LPS referrals come from designated acute psychiatric facilities and treatment professionals for persons in crisis undergoing mandated hospitalization and treatment via an involuntary psychiatric hold under California Welfare and Institutions Codes ([5250](#) or [5270](#)). Services are also provided to the elderly and medically disabled population in need of a surrogate decision maker through Probate Conservatorships.

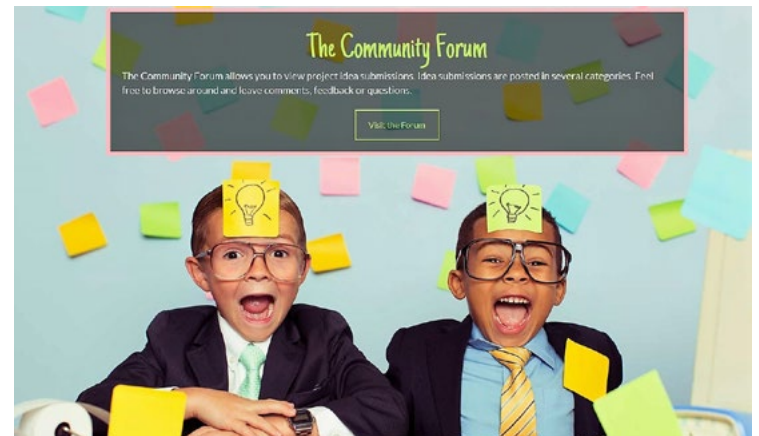
NEW “IDEA GENERATION” WEBSITE SET TO LAUNCH THIS MONTH

Community members will soon have an opportunity to submit their innovative project ideas online to address mental health needs in Orange County through a new “Idea Generation” website set to launch this month.

Behavioral Health Services’ [Navigation, Innovation and Training](#) team created the new site to provide an interactive opportunity for the public to participate in the community planning process by submitting their ideas about new and/or changed

approaches and practices in mental health.

The Innovation project team shares that they “hope this will be an easy way for the community to learn more about Innovation Projects, and are excited to see the idea submissions



4 PG investigates a person’s total needs including the need for conservatorship, appropriate party to act as conservator and possible alternatives to conservatorship that allow for the safe provision of basic needs such as food, shelter, clothing, medical and psychiatric care. If no alternative to conservatorship is found, PG may recommend a private or public conservator and when court appointed, provides conservatorship case administration services, fiduciary management and an individualized treatment plan to provide for these needs.

5 The Orange County Board of Supervisors separated the Office of the PG and Public Administrator (PA) in 2014. Oversight for the PA (who handles the administration of decedent’s estate with no executor or will) was transferred to the District Attorney’s office while PG (handling LPS and Probate conservatorship investigation and case administration) was transferred to the Health Care Agency Behavioral Health Services division. Public Guardian deputies and staff are committed to ensuring that individualized personal treatment, supervision and financial oversight is provided so that conservatees achieve their highest level of self-determination, autonomy and independence. To learn more, visit the PG webpage [here](#).

and responses on the site.”

After viewing a brief video that identifies specific requirements for an Innovation project, visitors may access the Idea Generation form to submit their idea. The form asks five questions to help folks describe their proposed project in detail. After a submission, visitors have the opportunity to view all ideas and provide comments, feedback or ask questions via the Community Forum section, as well as view a calendar of upcoming meetings and special events.

For more information about Innovation Projects, please visit their webpage [here](#).

Behavioral Health Services Committees Foster Communication and Collaboration



Behavioral Health Services (BHS) formed two committees to identify and implement best practices as well as create two-way communication between the BHS Deputy Agency Director's Office and employees.

"I am committed to finding new and improved ways of providing our services, supporting our staff, and serving our customers," said **Mary Hale**, BHS Deputy Agency Director. "These committees are a great opportunity to tap into the wealth of knowledge and experience of our staff for bringing about meaningful change."

The Best Practices Committee (BPC) was established in 2004 as a result of the Orange County Employees Association (OCEA) and County negotiations to review current client services practices and explore potential improvements. The goal of the BPC is to reduce duplication and increase the effec-

tiveness and efficiency of current operational practices and service delivery. Committee members include Mary Hale, BHS Deputy Agency Director, representatives from OCEA, Human Resources and all BHS functional areas includ-

Best Practices Committee:

Sylvia Cote
Sheryl Curl
Allyson Palas
Mary Hale
Diane Holley
Jeannie Huynh
Ian Kemmer
Caroline LeQuieu
Michelle Menke
Rosie Morales
Jenny Ramirez
Veronica Rodarte
Dawn Smith
Kim Till
Marnel Tucker
Bridgette Washington
Kate Wolfe

ing program managers, and staff in certain classifications including Marriage Family Therapists, Clinical Social Workers and Psychologists.

The BHS Director's Advisory Group (DAG) was implemented in 2014 to increase two-way communication between employees and the BHS Director's Office to obtain a variety of perspectives regarding issues that impact BHS as well as explore opportunities and challenges within programs. This group is comprised of a broader membership that includes all levels of BHS staff, supervisory and non-supervisory.

To learn more about the committees or if you're a BHS employee interested in joining, please email [Cenia Robinson](mailto:Cenia.Robinson) or reach out to one of the committee members!

BHS Director's Advisory Group:

Karin Celosse
Robin Ciafone
Victor Cota
John Crump
Nicole Gomez
Diane Hannaford
Charles Huffman
Diane Martin
Diane McDowell
Adrian Morales
Nelda Owens
Kelly Sabet
Raquel Tellez
Gloria Trejo
Vicki Wheeler



OC4Vets Program Goes Digital

Behavioral Health Services (BHS) for Veterans [OC4Vets](#) program went digital in January with the simultaneous launch of its Electronic Health Record (EHR) and “HCA Portal” providing clients with a more streamlined approach to accessing their personal health information both instantly and securely.

Clients served by the program now have 24/7 secure online and mobile access through the “HCA Portal” to view personal health information, visit summaries, request routine appointments, exchange secure non-urgent messages with their clinic and providers and access helpful resources and tools like the [OC](#)

[Links](#) information and referral line.

“With more than 130,000 Veterans who call Orange County home, the portal provides our military-connected clients and their families with a user-friendly way to access their personal health information,” said **Teresa Renteria**, Service Chief II, Behavioral Health Services Navigation, Innovation and Training. “Having access to the EHR where we can view patient records electronically and in real-time helps us to effectively provide continuity of care to our clients.”

Clients can access the “HCA Portal” right in the palm of their hand via mobile device (using a

free app on iTunes or Google Play called “HealthLife”) or easily on a computer. Since the portal’s launch June 2016, more than 1,030 email invitations have been sent to BHS clients to join.

The OC4Vets program provides behavioral health services to all Veterans and their family members regardless of discharge status, era or branch of service. During Fiscal Year 2016/17, the program served approximately 200 clients. To learn more, visit [OC4Vets](#) online or view this video [here](#).

Peer-to-Peer

AQIS Staff Assistant Embodies Enthusiasm and Encouragement Every Day

“Be kind to people on the way up because you’ll meet them again on your way down.” This famous Jimmy Durante quote is how **Roslyn Walton**, Authority and Quality Improvement Services (AQIS) Staff Assistant has approached her career here at the Health Care Agency (HCA) and previously as a Finance Director in the private sector. No matter the task, she lives by that golden rule in performing her role with the Behavioral Health Services team.

Roslyn began her career with the County of Orange 14 years ago, after leaving her high-pressure finance job to focus more time and energy raising her family. She began her County career with the Custodian of Records Office before joining the AQIS team.

Arriving to work early, Ros ensures that day is prepared to run smoothly for her team. She is responsible for a variety of tasks, including travel planning and arrangements; compiling, logging, sealing and

sending surveys to the State; and providing customer service to all inbound callers. Urgent issues arise often in her department and Ros’ years of experience and problem-solving skills have made her an invaluable jack-of-all-trades for the AQIS team. Her ongoing role includes supporting the Pro-Care program, which helps manage patient pharmaceutical benefits with pharmacies. She is also in charge of collecting and reviewing timecards for County



Quality Assurance Activities (QAA) ensuring they are adequately documented and coded for Agency reimbursement.

The AQIS department recently underwent an office remodel and Ros played an invaluable role ensuring there was no disruption in the team’s ability to complete their work, coordinating many of the logistics of the move. She is also very proud to serve as the department’s safety representative.

“My favorite part of my job are the

people I work with,” said Ros. “I am a team player and am always willing to help anyone in any way. Helping is part of my nature and that is what my role is all about.”

Born and raised in Queensland, Australia, Ros came to the United

States for a career opportunity. She maintains her dual citizenship and loves visiting her homeland to see family and vacation with her husband. Her lovely Australian accent has even been used for voiceovers in HCA training videos. Ros loves

to cook and often creates exciting international dishes to share with friends, family and her co-workers. Thank you Roslyn for your commitment to excellence, integrity and service!

WHAT IS AQIS?

Authority & Quality Improvement Services (AQIS), formerly known as Quality Improvement and Program Compliance, participates in a variety of quality improvement and compliance activities across all divisions of BHS. One of AQIS’s responsibilities is to assist with the implementation of the BHS Quality Improvement plan after its approval by the California Department of Mental Health (DMH), as well as implementing Performance Outcome Measures mandated by DMH and coordination of the annual DMH Medi-Cal audit. To learn more about AQIS, click [here](#).

Behavioral Health Crisis Services Are Expanding

continued from page 2

consultation with family members and outpatient providers, as well as referral and linkage.

Newly purchased property on Anita Dr. in Orange is a proposed CSU site for both adults and children. Read more on page 6.

Expansion of Crisis Residential Units:

- A new 6-bed home in Mission Viejo opened for services August 2017, while a 6-bed home in Anaheim has been purchased and the contract is

expected to start by April 2018.

- Crisis residential programs are voluntary, short-term and designed to provide crisis intervention, education and rehabilitation services to avoid hospitalization.

Crisis Medical Transportation Services:

- An agreement with ambulance companies was restructured to allow the response time to be under 45 minutes to provide prompt crisis medical transpor-

tation services for persons whom the County has statutory obligations to deliver medical care, such as those who are arrested, incarcerated, juveniles, or persons detained by HCA Behavioral Health Services.

For crisis and support information, call [OC Links](#) at (855) 625-4657 or live chat online at www.ochealthinfo.com/oclinks.



Mia Andreani, PERT Clinical Social Worker I and Val Villarreal Jr., Tustin PD Master Officer respond to a mental health call during their shift. Photo by Steven Georges/Behind the Badge OC.

Search and Download Images from HCA's Stock Library

Need a photo or image to add to your PowerPoint presentation or flyer? Look no further! Check out our searchable "Stock Images" shared folder that's accessible to all OC Health Care Agency staff by mapping the following network drive to your computer: \\ochca\hcashares\StockImages.

Because all images have already been purchased by or were taken by HCA Communications staff, all em-

ployees have rights to view and save any photos or images directly to your own computer. Watch this [IT Self Help video](#) to learn how to map a drive or contact the [HCA Service Desk](#) for additional assistance.

For tips and guidelines on how to select and use photos and graphics in your materials, click here or contact the HCA Communications team at (714) 834-2178 or HCAComm@ochca.com.



Service & Outstanding Achievement Recognition
SOAR Beyond Expectation

Next Week!

Thursday, March 8, 2018

HCA's annual Service and Outstanding Achievement and Recognition (SOAR) and Years of Service 25+ Recognition Awards will be held at the Hall of Administration in Santa Ana next week. For more information, email the [HCA Employee Recognition Program](#) or click [here](#).



MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care



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