



# **Crisis Response System Behavioral Health Services**

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

# Critical Elements of a Crisis Intervention System



**Critical elements**  
that must be incorporated  
throughout comprehensive  
crisis response systems:

▼  
Person-centered and  
strengths-based

▼  
Community response and  
peer supports

▼  
Law enforcement  
collaboration

▼  
Trauma-informed care  
and recovery



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

Reachable through:

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



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

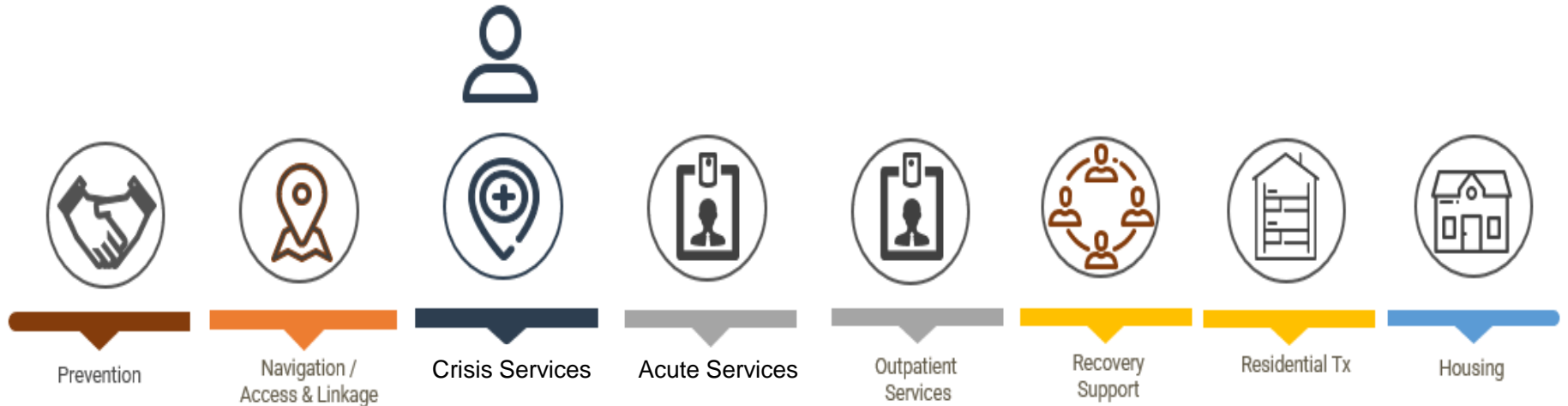
May include community responders or co-responses with law enforcement.



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

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

# Orange County Behavioral Health Services Continuum of Care



## OC Links

Crisis Assessment Teams / PERT

Crisis Stabilization Units

Crisis Residential

In-Home Crisis Stabilization

Acute Inpatient Services





# Crisis Stabilization Units

**Crisis and Acute Care Services**

**Nicole Keefe, Health Services Manager, County CSU**

**Leticia Luna-Pinto, Health Services Manager, Contracted CSUs**

# CSU Overview

CSUs offer outpatient psychiatric crisis stabilization services on a 24/7 basis

Intensive services are designed to stabilize the mental health crisis in under 24-hours, and then link clients to the most clinically appropriate aftercare provider

Clients can be referred on a voluntary or involuntary (5150 or 5585) basis

# CSU Population Served

Orange County residents, regardless of funding, who are experiencing a behavioral health crisis that cannot wait until their next scheduled appointment

Clients can be referred on a voluntary or involuntary (5150 or 5585) basis

Adolescent Unit: 13-17 years old  
Adult Units: 18 and older

# Services Offered at a CSU

- **Psychiatric evaluation within 1 hour**, and ongoing re-assessment
- **Medication services**
- **Nursing assessment**
- **Coordination** with family/support and outpatient providers
- Individual & family **psycho-education**
- **Crisis intervention** services
- **Counseling/therapy** related to the immediate crisis
- **Basic medical services**
- **Peer Support Services**
- **Referral and linkage** to the appropriate level of care



## Location:

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





## Location:

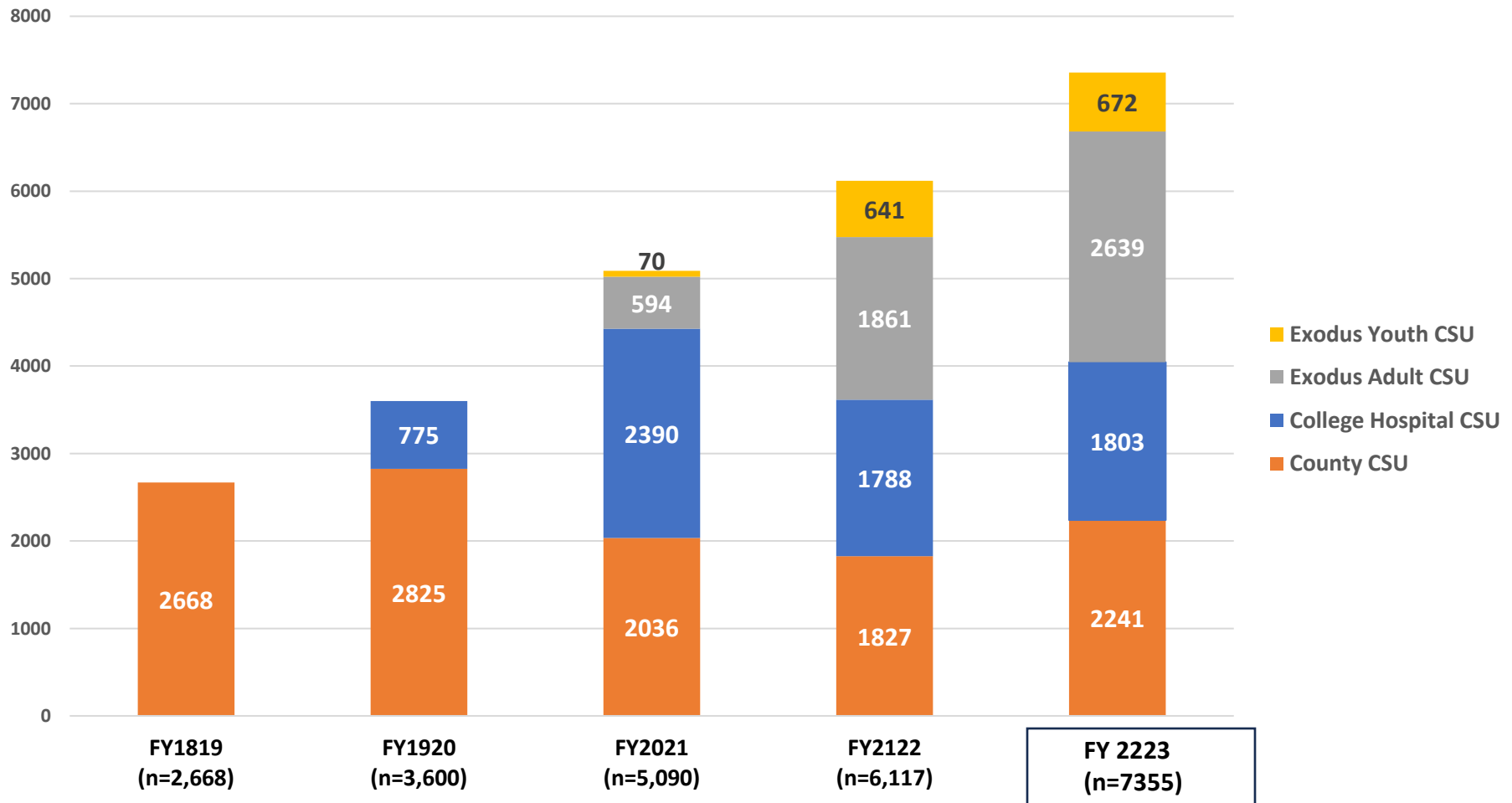
- 301 Victoria St.  
Costa Mesa, CA 92627  
Phone: 949.942.2734
- 12 Recliners, S&R room not on the unit
- Voluntary or Involuntary Admissions
- Stabilize mental health crisis within 24 hours
- Offers linkage to aftercare services



## Location:

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

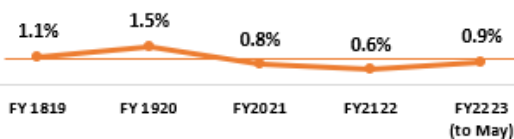
# CSU Performance Outcomes



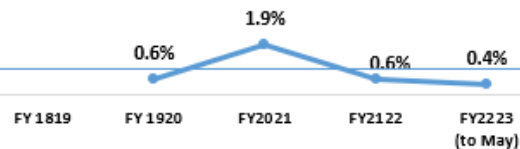
# CSU Performance Outcomes

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

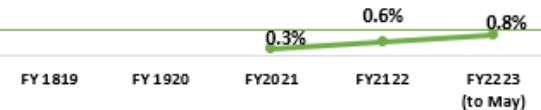
Discharged from County CSU



Discharged from College Hospital CSU



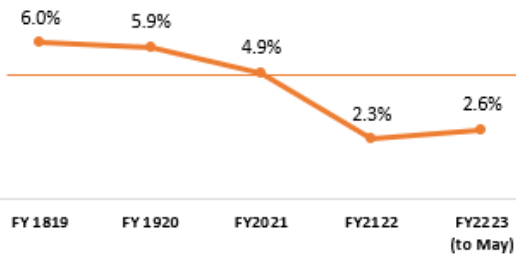
Discharged from Exodus CSU



# CSU Performance Outcomes

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

Discharged from County CSU



Discharged from College Hospital CSU

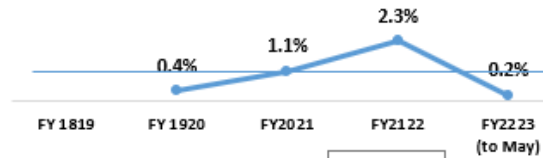
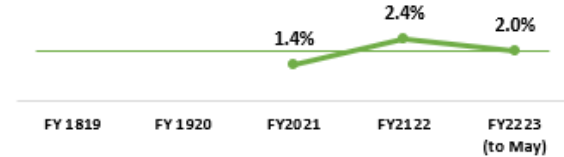


Chart Area

Discharged from Exodus CSU





# Crisis Residential Programs

**Crisis and Acute Care Services**  
**Leticia Luna-Pinto, Health Services Manager**

# Crisis Residential Programs (CRP)

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

# Crisis Residential Programs (CRP)

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



# Crisis Residential Programs (CRP)



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



# In Home Crisis Stabilization Programs

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

# In Home Crisis Stabilization Programs (IHCS)

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

# In Home Crisis Stabilization Programs (IHCS)



**FY 22-23**

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



# Inpatient Services

**Crisis and Acute Care Services**  
**Nicole Keefe, Health Services Manager**

# Orange County Behavioral Health Services Continuum of Care

## Orange County Behavioral Health Services Continuum of Care



Prevention



Navigation /  
Access & Linkage



Crisis Services



Acute Services



Outpatient  
Services



Recovery  
Support



Residential Tx



Housing

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



# Acute Psychiatric Inpatient Hospital Services

MHRS contracts with multiple (8) acute psychiatric inpatient hospital facilities throughout Orange County to provide these high level of care services.

**Target Population:** Orange County Medi-Cal Beneficiaries (or those without funding) ages 12 and older, experiencing a psychiatric crisis requiring treatment in a locked setting to stabilize symptoms that result from their mental health diagnoses. These individuals may experience co-occurring medical or substance use disorders.

**Referrals:** Medi-Cal beneficiaries are referred to contracted hospitals primarily through local hospital emergency departments and County/contracted Crisis Stabilization Units.

# Acute Psychiatric Inpatient Services Offered

Services are provided in a safe, structured, and secured environment, and include:

- **Psychiatric Assessment** and ongoing re-evaluation by Physicians and Psychiatric Nurse Practitioners
- **Medication Management**
- **Nursing Services**
- **Physical Exams** and laboratory and diagnostic services
- **Individual treatment plans** that includes linkage to ongoing behavioral health care upon discharge
- **Crisis intervention**, including emotional support and de-escalation of crisis situations
- Recovery-focused **therapeutic groups and activities** daily
- **Engagement of family/support** systems in treatment and care planning
- **Peer support** services
- **Discharge planning** to the next level of care, either to Long-Term Care or back to the community



# Contracted Acute Psychiatric Inpatient Partners

## Aliso Ridge Behavioral Health (ARBH)

Adolescents, Adults  
119 Beds

## Anaheim Community Hospital (ACH)

- Adults
- 72 Beds

## Anaheim Global Medical Center (AGMC)

- Adults, Older Adults
- 90 Beds

## Children's Hospital of Orange County (CHOC)

- Children, Adolescents
- 16 Beds

## College Hospital Costa Mesa (CHCM)

- Adolescents, Adults
- 110 Beds

## Huntington Beach Hospital (HBH)

- Adults, Older Adults
- 49 Beds

## Orange County Global Medical Center

- Older Adults
- 28 Beds

## UCI Medical Center (UCI)

- Adolescents, Adults
- 48 Beds

Children: 3 – 11 yrs old; Adolescents: 12 – 17 yrs, Adults: 18 – 59 yrs, Older Adults: 60+ yrs



# Crisis and Acute Care Summary

**Vanessa Thomas, Senior Health Services Manager**

# CACS Strengths

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

# CACS Areas for Growth

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

# Contact Information

- Linda Molina, [LMolina@ochca.com](mailto:LMolina@ochca.com)
- Vanessa Thomas [VThomas@ochca.com](mailto:VThomas@ochca.com)
- Erika Punchard [EPunchard@ochca.com](mailto:EPunchard@ochca.com)
- Matthew Kee [MKee@ochca.com](mailto:MKee@ochca.com)
- Nicole Keefe [NKeefe@ochca.com](mailto:NKeefe@ochca.com)
- Leticia Luna-Pinto [LLuna-Pinto@ochca.com](mailto:LLuna-Pinto@ochca.com)



# Questions

**Crisis and Acute Care Services**