

# Crisis Response System

Mental Health and Recovery Services



# 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.



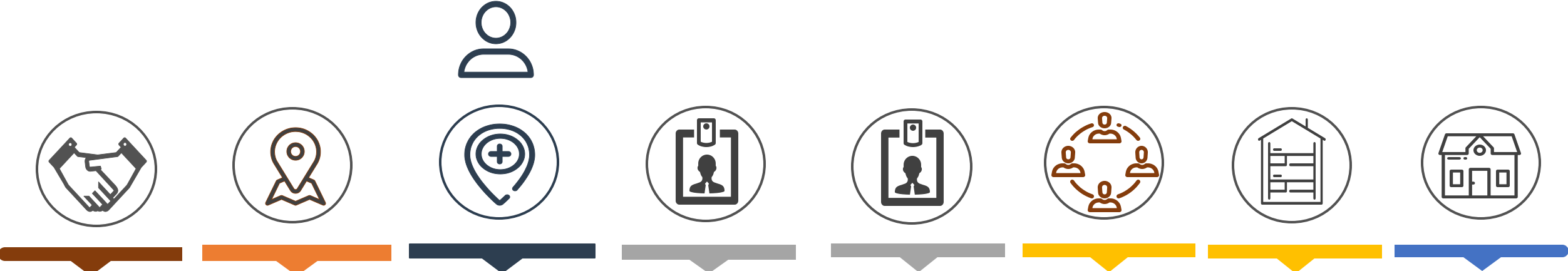
**Round-the-clock mobile crisis team responses** that provide services to anyone, anywhere in the community.



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

# Orange County Behavioral Health Services

## Continuum of Care



Prevention

Navigation /  
Access & Linkage

Crisis and Acute Care  
Services

Inpatient  
Services

Outpatient  
Services

Recovery  
Support

Residential Tx

Housing

OC Links

Crisis Assessment Teams / PERT

Crisis Stabilization Units

Crisis Residential

In-Home Crisis Stabilization

Acute Inpatient Services



OC LINKS





**BEHAVIORAL HEALTH SERVICES LINE**

24 hours a day / 7 days a week / 365 days a year



**OC Links** is an entry point for the OC Health Care Agency's Behavioral Health Services System of Care which provides:

- ✓ Information
- ✓ Referral & Linkage
- ✓ Screening
- ✓ Crisis Response
- ✓ Homeless Outreach



Visit [www.ochealthinfo.com/oclinks](http://www.ochealthinfo.com/oclinks) for more information or live chat.

**TDD Number: (714) 834-2332**

#### National Suicide Prevention Lifeline

**988**

Provides 24/7, immediate, confidential over-the-phone suicide prevention services to anyone who is in crisis or experiencing suicidal thoughts.

#### OC WarmLine

**877-910-WARM (9276)**

Provides 24/7 telephone support service for anyone who has concerns about mental health, substance use, is overwhelmed or needs information.



# OC Links ~ Who We Are

OC Links utilizes trained Navigators to provide

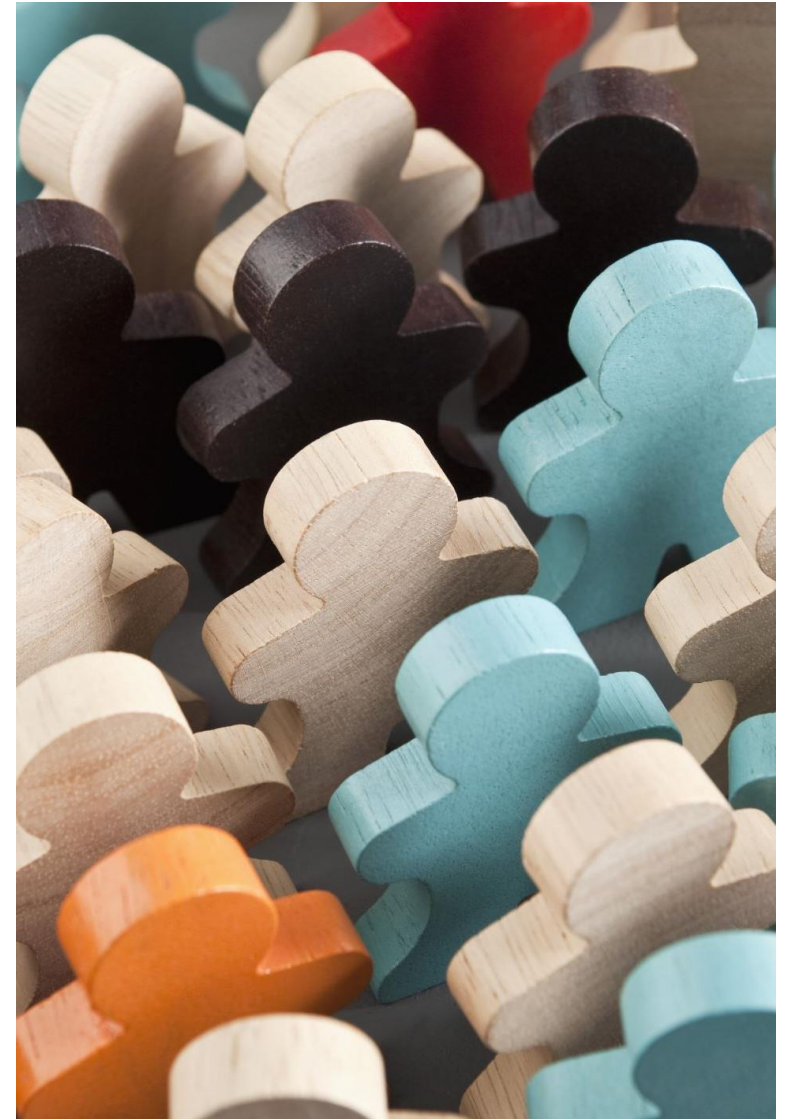
- Information
- Referral
- Linkage directly to programs
- Mobile Crisis Response Dispatch
- OC Links received 46,209 calls in FY 2022/23



# OC Links~ Who We Serve

Callers can be

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







AVAILABLE 24/7



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



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



TDD NUMBER:  
714-834-2332

# Connecting With OC Links



# OC Navigator





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

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


# Welcome

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

Keyword Search

**Not sure where to start?**

Answer a few questions to get matched with helpful resources.



**Browse Categories**

- Mental Wellness
- Substance Use
- Housing
- Money
- Transportation
- Family Safety
- Legal Help
- Learning
- Basic Needs
- Medical
- Kids and Families

**Talk to a Resource Navigator**

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



**OC Links** 24/7



## Get help now

- 24/7 Crisis Support
- Guided Support for Resources
- Emotional Support
- Self-Guided Support

### 24/7 Crisis Support

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

#### Mental Health Crisis Support

Trained Navigators can help 24/7 to find resources or dispatch crisis teams in multiple languages



Call or Text  
**(855) 625-4657**

[Chat Now](#)

#### 988 Suicide and Crisis Lifeline

The Lifeline provides 24/7, free and confidential support for people in distress and prevention and crisis resources for you or your loved ones

Call or Text  
**988**

[Chat Now](#)

#### Domestic Violence Hotline

Trained advocates offer free, confidential, compassionate support and resource info 24/7

Call or Text  
**(800) 799-7233**

Text/SMS  
**Text "Start" to 88788**

[Visit Website](#)



24/7 confidential crisis support for veterans and their loved ones.

Text/SMS  
**838255**

Call  
**988, then press 1**

[Visit Website](#)

### Guided Support for Finding Resources

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



Trained Navigators can help you learn about and connect with Orange County services

Call or Text  
**(855) 625-4657**

[Chat Now](#)



Trained specialists providing health and social services resource info in Orange County

Call or Text  
**211**

If outside of OC, Call  
**(888) 600-4357**

[Visit Website](#)



### Emotional Support

If you would like to talk to a peer for emotional support, you can reach out to the NAMI OC Warmline or the CalHOPE Warmline.



NAMI OC: Providing no-cost emotional support and resources for families, and those affected by mental illness. Warmline available 24/7.

Call or Text  
**(714) 991-6412**

Toll Free  
**(877) 910-9276**

[Chat Now](#)



CalHOPE: Connect with peers for stress, anxiety and depression support

Call or Text  
**(833) 317-4673**

[Visit Website](#)



Connect to a crisis counselor 24/7, 365 days a year, from anywhere in the U.S.

Text/SMS  
**678678**

Call  
**(866) 488-7386**

[Visit Website](#)

### Self-Guided Support

If you are looking to explore different ways to get help, you can use the OC Navigator resources to find additional help you may need.

#### Not sure where to start?

Answer a few questions to get matched with helpful resources.



#### Browse Categories

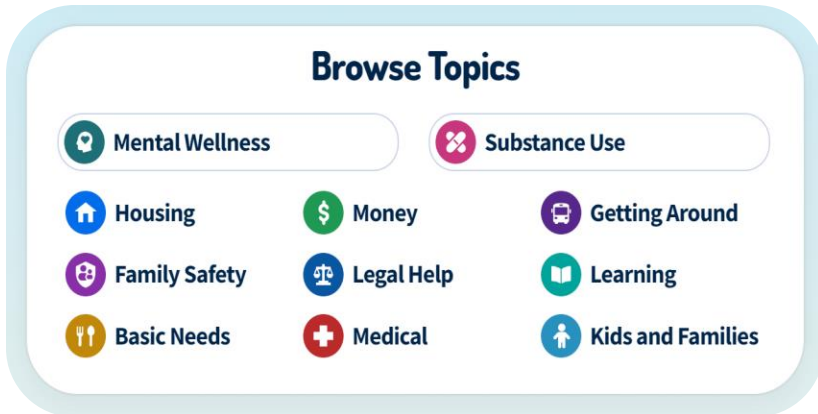
- Mental Wellness
- Substance Use
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- Family Safety
- Legal Help
- Learning
- Basic Needs
- Medical
- Kids and Families

#### Check out our resource guides!

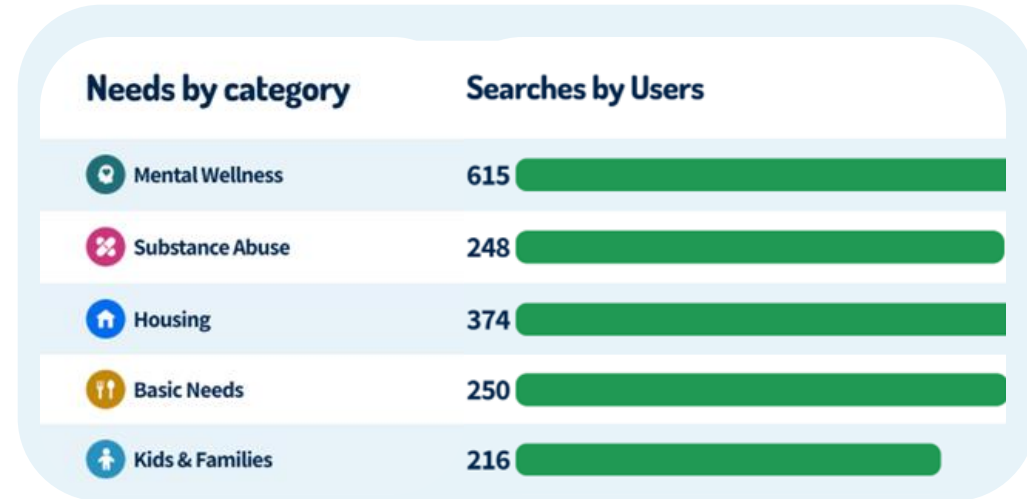
Browse hand-picked lists of resources for different needs and topics.



## Top search method: “Browse by Topic”



## Top 5 browsed & searched topics by category:



## Top 5 viewed guides

1. Child, Adolescent, and Young Adult Mental Health and Substance Use Resources - **316**
2. OC Resources for People Experiencing Homelessness/at Risk of Homelessness - **213**
3. Resources for Coping with Grief and Loss - **213**
4. OC Housing Resources for Spanish Speakers - **172**
5. Help with Substance Use: Resources in OC - **171**



CRISIS ASSESSMENT TEAM



# CAT ~ WHO WE ARE

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



# CAT ~ WHO WE SERVE



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



Primary Referral sources:

- Private/Families
- Law Enforcement
- Hospital Emergency Departments
- Social Services Agencies
- Schools



CAT responds to all Orange County cities and unincorporated areas





# CAT ~ WHAT WE DO



Provide mobile response to individuals reporting a mental health crisis:

- Crisis Evaluation and Risk Assessment
- Crisis Intervention
- 5150/5585 civil commitment (if needed)

# CAT ~ WHAT WE DO



## Referrals, Linkages and Warm Handoffs

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

## Case Management Follow up

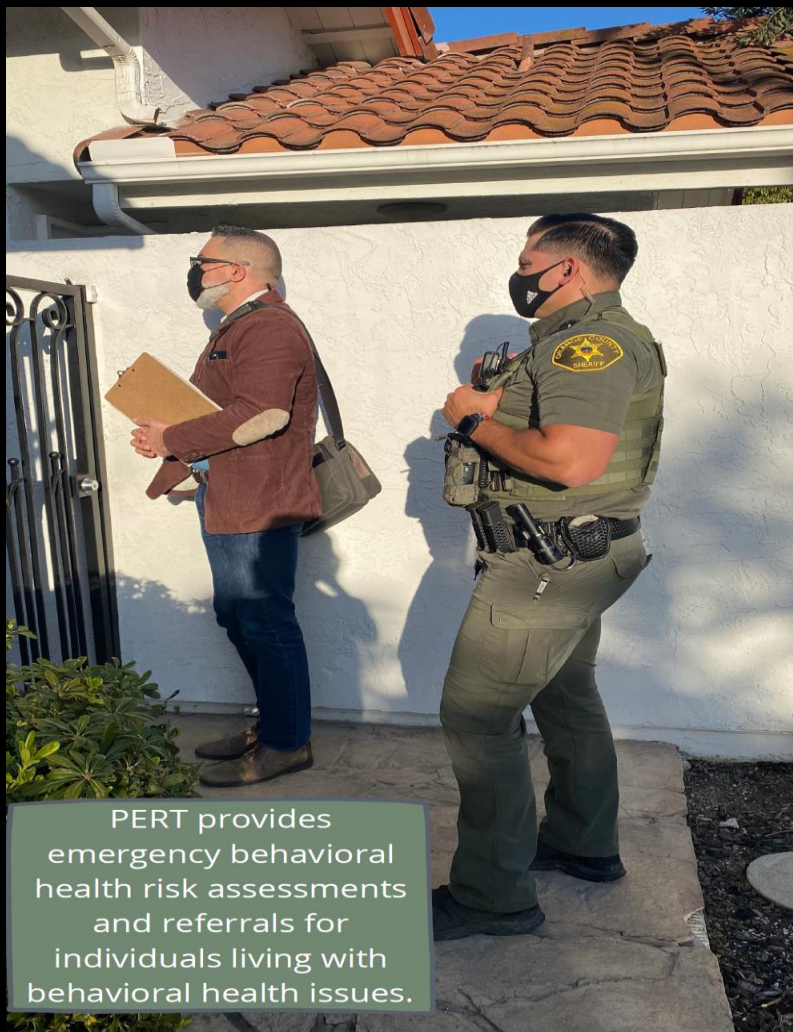
# CAT ~ WHAT WE DO



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

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

# CAT/PERT Collaborations



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

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

# CAT/PERT Collaborations

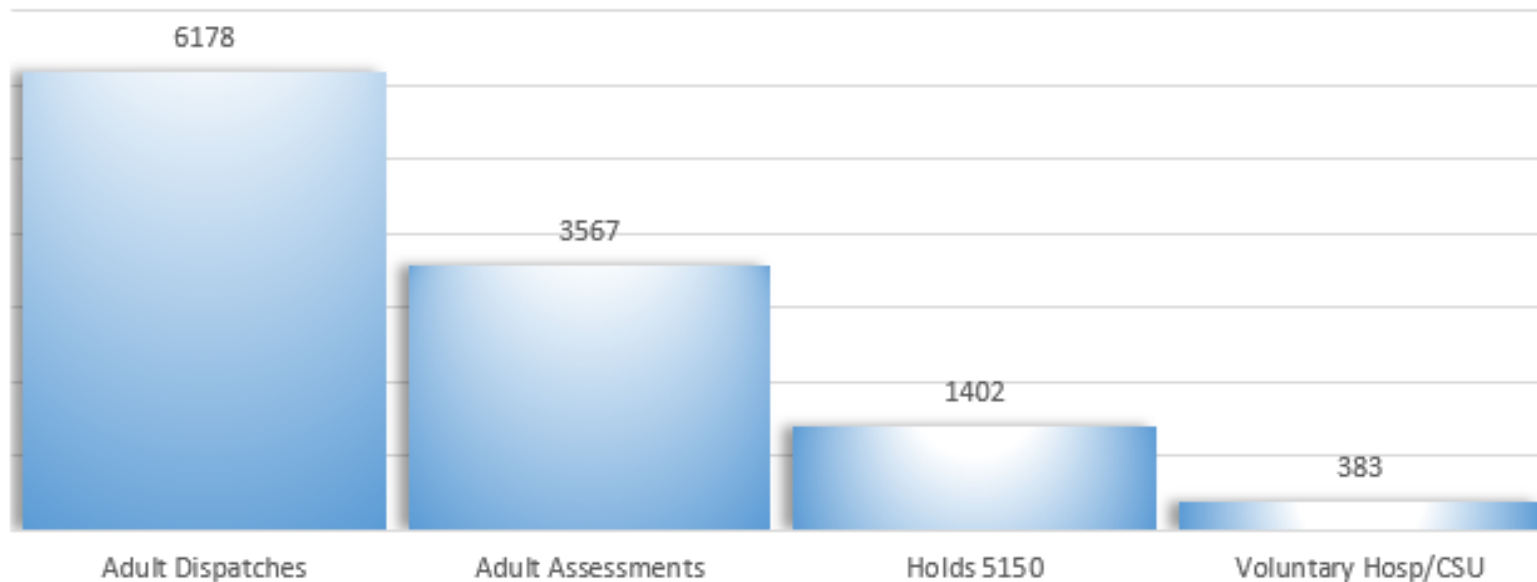


- Westminster
- Newport Beach
- Garden Grove
- Irvine
- Orange
- Anaheim
- OCSD
- Tustin
- Fullerton
- Laguna Beach
- Costa Mesa
- Huntington Beach
- Santa Ana
- Buena Park
- Fountain Valley
- Seal Beach
- UCI

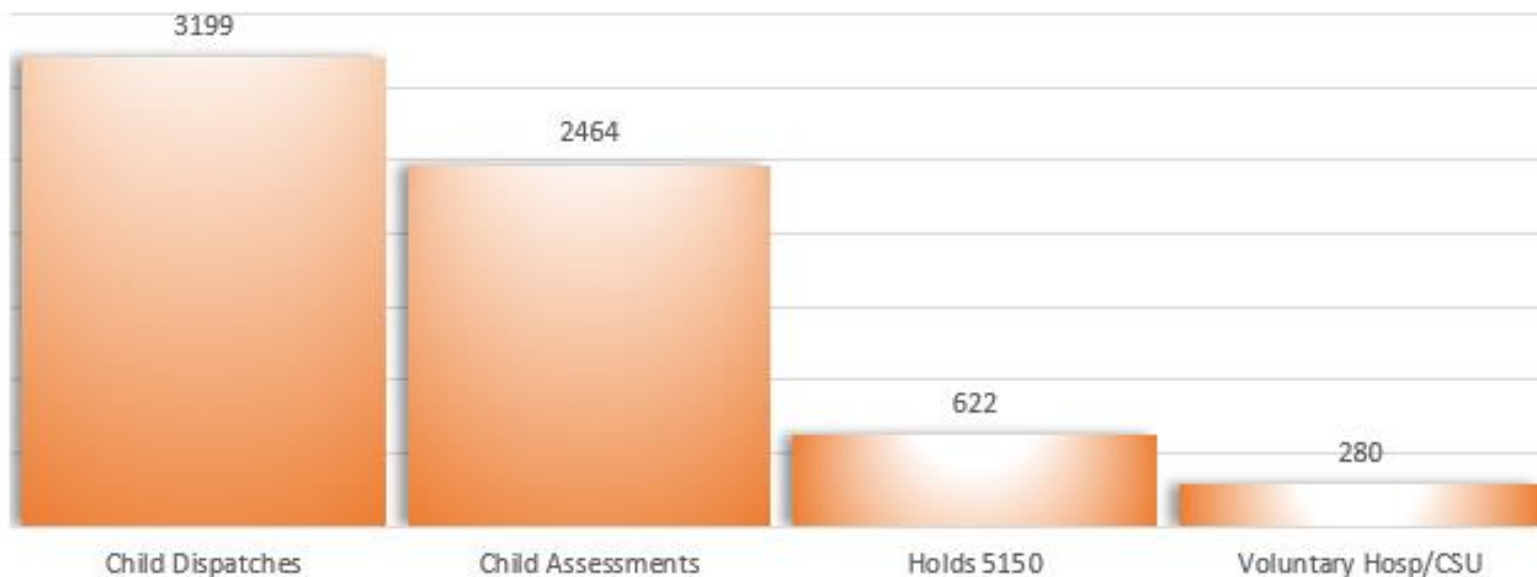


# CAT Performance Outcomes

### Adult CAT FY22-23



### CYS CAT FY22-23



CRISIS STABILIZATION UNITS



# COLLEGE HOSPITAL CSU



## Location:

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



# COUNTY CSU



## 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

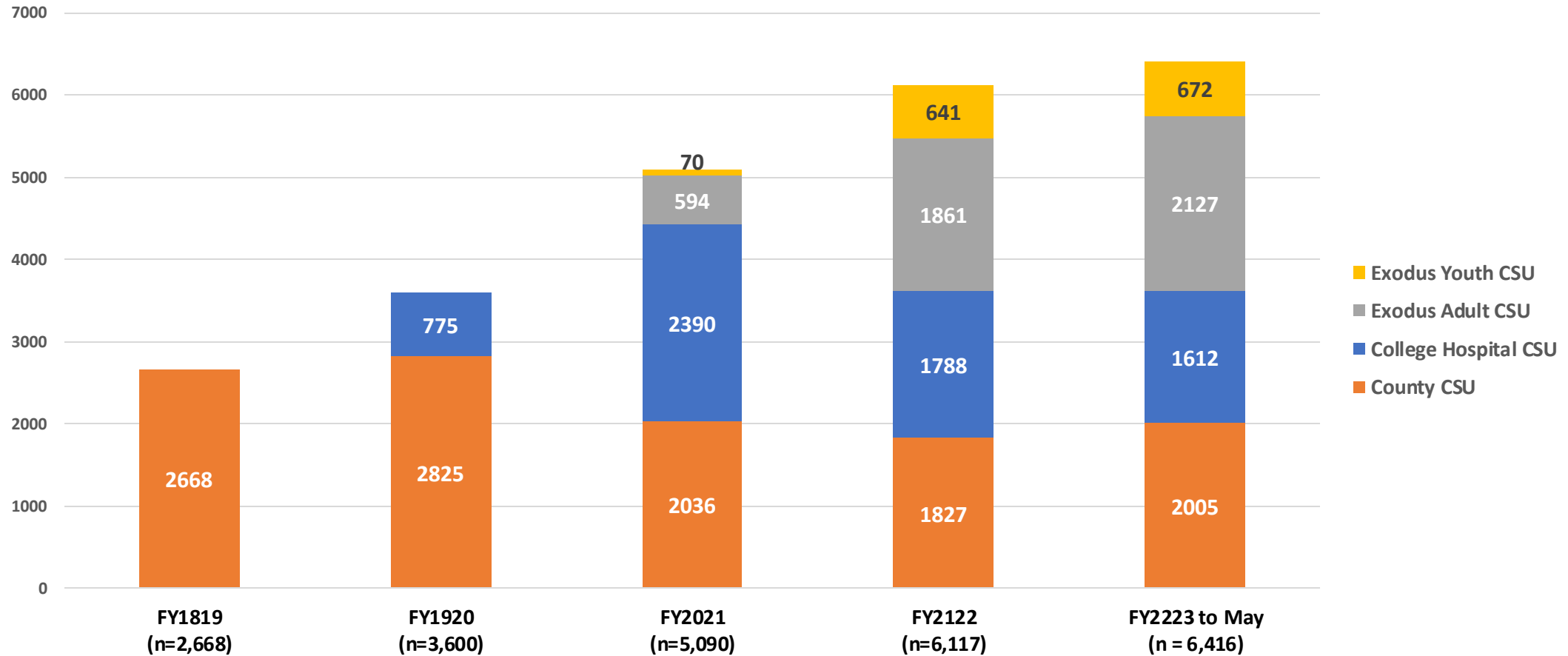
# EXODUS CSU



## Location:

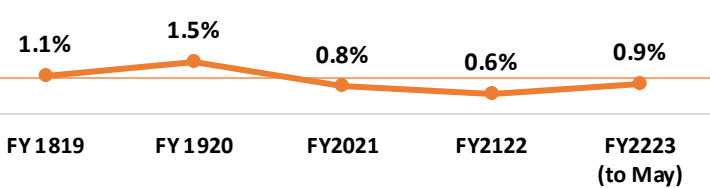
- 265 S. Anita Dr.  
Orange, CA 92868  
Phone: 714.410.3500
- 16 Adult Recliners  
8 Adolescent Recliners (ages 13-17)  
S&R rooms on each unit
- Voluntary or Involuntary Admissions
- Stabilize mental health crisis within 24 hours
- Offers linkage to aftercare services

# CSU Performance Outcomes

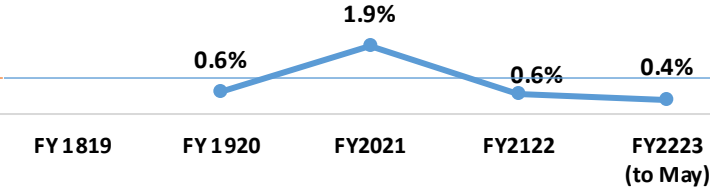


# Rate of CSU Readmissions within Two Days of Discharge from a CSU

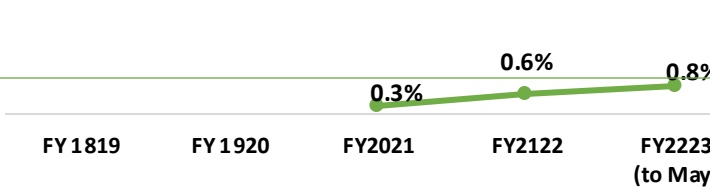
Discharged from County CSU



Discharged from College Hospital CSU

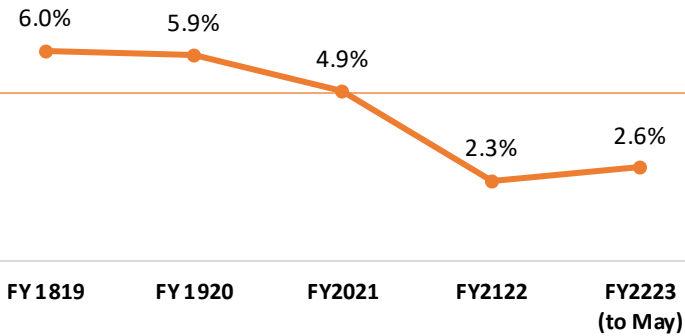


Discharged from Exodus CSU

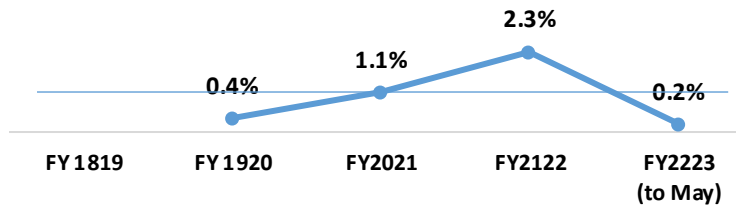


# Rate of Mobile Crisis Response within Two Days of Discharge from a CSU

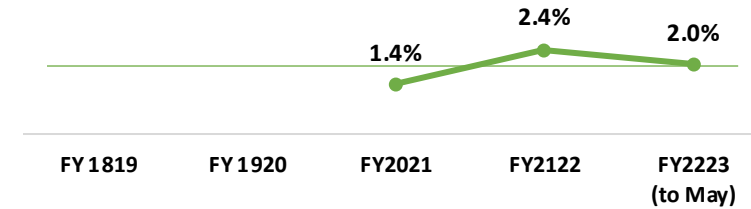
### Discharged from County CSU



### Discharged from College Hospital CSU



### Discharged from Exodus CSU



# CRISIS RESIDENTIAL PROGRAMS



# Crisis 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+

# AOA and TAY CRP Performance Outcomes



FY 22-23

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



# Children and Youth CRP Performance Outcomes



FY 22-23

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

IN HOME CRISIS  
STABILIZATION PROGRAMS



# IN HOME CRISIS STABILIZATION PROGRAMS



- 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

# IHCS Performance Outcomes



FY 22-23			
	Capacity	Actual #Served	Direct Service Staff
Adult In-Home Crisis Stabilization (AIHCS)	295	474	Program Director (1.00 FTE); Program Supervisor (1.00 FTE); Program Supervisor (.50 FTE); Peer Mentor (1.75 FTE); On-Call (1.00 FTE); Case manager (5.00 FTE); Clinician (6.00 FTE); Clinician Licensed (2.00 FTE)
Childrens In-Home Crisis Stabilization (CIHCS)	400	523	Program Director (1.00 FTE); Clinical Director (1.00 FTE); Associate Supervisor (1.00 FTE); Parent Partner (1.00 FTE); On-Call (0.03 FTE); Case manager (7.00 FTE); Clinician (10.00 FTE); Clinician Licensed (2.00 FTE)

# Orange County Behavioral Health Services

Continuum of Care



Prevention



Navigation /  
Access & Linkage



Crisis and Acute Care  
Services



Inpatient  
Services



Outpatient  
Services



Recovery  
Support



Residential Tx



Housing

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



# Mobile Crisis Benefit Transformation

Mental Health and Recovery  
Services



# MOBILE CRISIS BENEFIT MEDI-CAL TRANSFORMATION

- The Medi-Cal Mobile Crisis Benefit is a new benefit for Medi-Cal beneficiaries that is a State mandate implementation by December 31, 2023
- This is a separate and distinct service with additional requirements and new billing codes/reimbursement
- Implementation Plan submitted October 31, 2023, pending Department of Health Care Services (DHCS) approval for full implementation by the end of the calendar year



# MOBILE CRISIS BENEFIT MEDI-CAL TRANSFORMATION

## Key Elements:

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



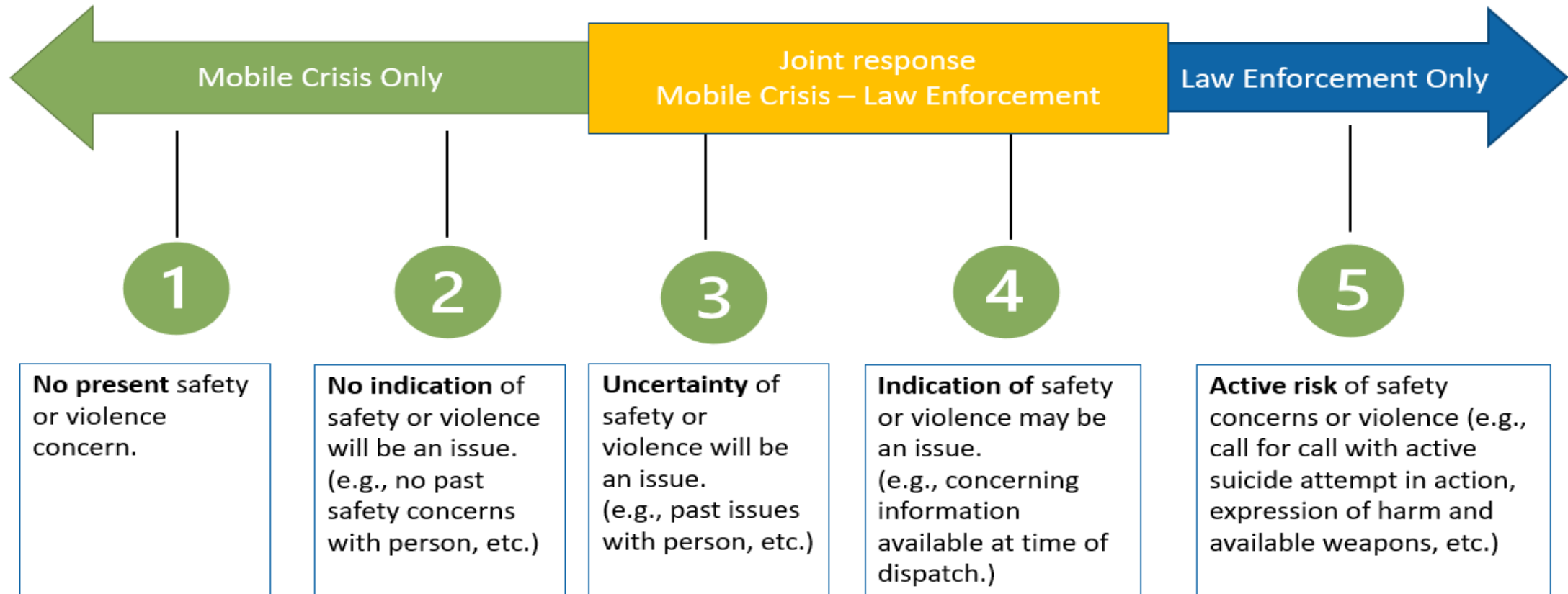


# MOBILE CRISIS BENEFIT MEDICAL TRANSFORMATION

- Team composition requirements
- Access to a licensed clinician on a 24/7 basis
- National best practices
- Role of Law Enforcement



# ENVISIONING THE FUTURE STATE OF CRISIS SYSTEM



# FORMING THE CRISIS SYSTEM STEERING COMMITTEE



## Steering Committee Leadership Team

### Health & Public Safety

County BH Leadership Rep  
 Law Enforcement Leadership Rep (Chief, Sheriff, other)  
 EMS Leadership Rep

## Steering Committee Membership

Health	Public Safety/First Responders	Community
<b>Mobile Crisis</b> Hospital(s) Homeless services Outreach teams Veterans Administration	911 PSAP CIT Officer(s) EMT Private ambulance companies	Community advocates People with lived experience Local business association community-based organizations Managed care/payers Schools

# SERVICE SETTINGS

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



# SERVICE SETTING RESTRICTIONS



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

# Contact information

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Vanessa Thomas [VThomas@ochca.com](mailto:VThomas@ochca.com)





Questions?