



Alameda County Behavioral Health Care Services Department

City of Livermore Homeless Subcommittee presentation
10/15/20



ACBH Mission, Vision, & Values

We envision a community where all individuals and their families can successfully realize their potential and pursue their dreams; and where stigma and discrimination against those with mental health and/or alcohol or drug issues are remnants of the past.

▶ **FY19-20 Budget:**

- ▶ \$540,406,595 Million Dollars
- ▶ 693.45 County Civil Service Positions

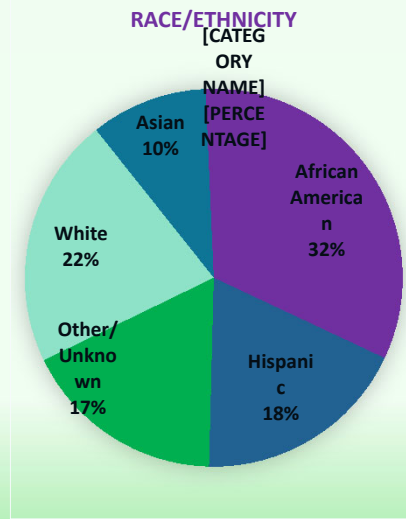
- ▶ Contracting Organizations (CBOs) deliver over 87% of all Mental Health and 100% of all Substance Use Services for the Department.

▶ **2019 Client Statistics:**

- ▶ 20,414 individuals served in Outpatient Mental Health Programs.
- ▶ 5317 Individuals served in Substance Use Programs.



Clients we Serve:



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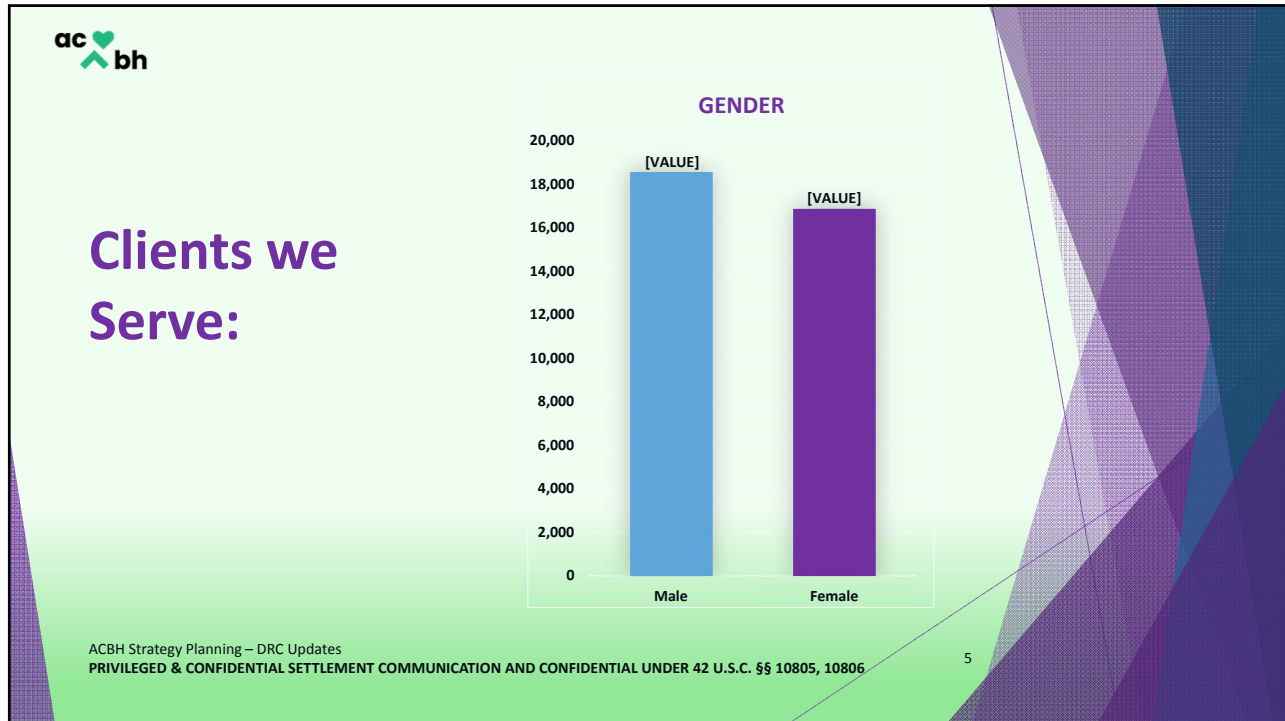


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Medi-cal beneficiaries in Livermore and Pleasanton

- ▶ **Medi-Cal Beneficiaries (FY 19-20):**
 Livermore: **13,265**
 Pleasanton (FY 19-20) : **7,390**
- ▶ **Medi-cal beneficiaries served by Behavioral Health services (FY 19-20):**
 Livermore: **482**



ACBH Departmental Update: Strategy Planning

- ▶ **Alignment** with our county, agency and departmental mission, vision, values;
- ▶ **Communication** with our internal/ external stakeholders; and an
- ▶ **Organizational Structure** designed to highlight a focus on how the organization is supporting the broader community.

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ACBH Leadership Priorities

Alignment
Communication
Organizational Structure




Service Delivery Updates/ Proposed Changes:

- ▶ Quality Improvement
- ▶ Improve & Increase Capacity within the Outpatient Care Delivery system
- ▶ Improve Client/Patient Access
- ▶ Improve Forensic, Crisis & Acute System of Care Coordination
- ▶ Improve Administrative Efficiencies & Technology

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**alameda county
behavioral health**
MENTAL HEALTH & SUBSTANCE USE SERVICES

Crisis Services

Stephanie Lewis, LMFT
Division Director, Crisis Services

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Mobile Crisis Teams

Licensed clinicians providing mental health crisis intervention to children & adults throughout Alameda County

<u>Clinicians</u>	<u>Clinician & Officer</u>	<u>Clinician & EMT</u>
<p>Mobile Crisis Team (MCT)</p> <p>Countywide</p> <ul style="list-style-type: none"> • Crisis intervention • 5150/5585 assessment • Diversion • Referral to a wide range of mental health & SUD services • Currently: Mon-Fri 10am-8pm • Dispatched via 911 or by calling (510) 891-5600 <ul style="list-style-type: none"> • Planned expansion to 7 days a week soon! 	<p>Mobile Evaluation Team (MET)</p> <p>Oakland</p> <ul style="list-style-type: none"> • Crisis intervention • 5150/5585 assessment • Diversion • Referral to a wide range of mental health & SUD services • Currently: Mon-Thurs 8am-3pm • Dispatched via 911 or by calling (510) 891-5600 <ul style="list-style-type: none"> • Planned expansion 7 days a week soon! 	<p>Community Assessment & Transport Teams (CATT)</p> <p>Oakland, San Leandro, Hayward</p> <p>*Later in Fremont</p> <ul style="list-style-type: none"> • Crisis intervention • 5150/5585 assessment • Diversion • Referral & transportation to a wide range of mental health & SUD services • Currently: Mon-Fri 8am-8pm • November 2020, 7 days a week 7am-11pm ! • Dispatched via 911

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Outreach and Engagement Teams

Staffed primarily by peers and others with lived experience

Community Connections

Field outreach specifically for homeless individuals.

Linkage to

- homeless programs
- mental health services, primary care, substance use treatment, and other social services.

Care Coordination

Familiar Faces

Phone and field outreach specifically for individuals with frequent contact with crisis mental health services. Many have low participation in voluntary services.

- Engagement in ongoing mental health services
- Care coordination
- Information and referral

Post Crisis Follow-Up\Crisis Connect

Telephonic outreach to individuals 24-48hrs after contact with mobile crisis teams or psychiatric emergency services, (PES) at John George Psychiatric Hospital.

- Prevent subsequent crisis
- Encourage follow up care
- Linkage, crisis assessment, care coordination
 - (follow-up at Willow Rock and Children's Hosp Oakland planned)

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How to contact ACBH Crisis Services to consult, request mobile crisis or outreach team?

Call us directly at **(510) 891-5600** and ask for **an on duty clinician** who will determine the most appropriate team to respond.

Currently: Mon-Fri 8am-5pm, after hours call ACCESS (800) 491-9099

*Many calls are generated by law enforcement; we also receive referrals from individuals/community, other service providers, etc.



Crisis Services Response Times

- ▶ Mobile teams will respond on day of referral.



- ▶ Post Crisis Follow-Up Team will attempt contact 24-48hrs after a crisis event.
 - ▶ At least 3 attempts
 - ▶ Will refer to other crisis services for field follow-up as needed.
- ▶ Other outreach teams will attempt engagement same day or as soon as possible.
 - ▶ They will continue as long as appropriate and/or until individual is connected to services.

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There are situations that require law enforcement and/or paramedics.

Call 911 for mental health emergencies involving imminent danger to self or others.

Request a "CIT officer"

(an officer who has Crisis Intervention Training)

Provide as many relevant details as possible:

- What's happening now? Any history with law enforcement?
- History of hospitalizations? Symptoms such as paranoia, or hallucinations, depression, etc.

Have **AB 1424 Form** ready for officers when they arrive.

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Information and Assessment for ACBH System Wide Services

ACCESS PROGRAM
1-800-491-9099

Substance Use Access & Referral Helpline
1-844-682-7215

*ACCESS works closely with Crisis Services and will refer directly to us if needed

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The **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health services for Alameda County residents who have or are eligible for Medi-Cal or indigent, (no insurance).

ACCESS is a telephone service staffed from 8:30-5:00 Mon-Fri by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services.

After hours calls are answered by **Crisis Support Services**

- ACCESS & Crisis Support Services work closely with Crisis Services and can refer directly to us if needed.

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Same Day Urgent Medication Clinics (for adults)

Oakland Community Support

7200 Bancroft Ave
Oakland

(510)777-3800

*Mon-Fri 8:30am-3:00pm

Tri-City Community Support Center

39155 Liberty St,
#G710, Fremont

(510)795-2434

*Wed & Fri 1:00pm-5:00pm

Valley Mental Health Services

3730 Hopyard,
Pleasanton

(925)551-6851

*Mon-Fri 8:30-5pm

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Crisis Residential Treatment

Alternatives to Psychiatric Hospitalization

▶ Jay Mahler Recovery Center (CRT)

15430 Foothill Blvd, San Leandro, CA 94578, (510)357-3562

▶ Woodroe Place (CRT)

22505 Woodroe Ave, Hayward, CA 94541

(510)613-0330

▶ Amber House CRT & Crisis Stabilization Unit, (CSU)

516 31st St. Oakland, 94609

(510) 379-4179

* Call ahead, services are voluntary, participants can stay up to two weeks in a CRT, 23hrs in a CSU

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More Crisis Resources

- ▶ Crisis Support Services (24hr crisis line) : (800)309-2131
- ▶ Crisis Support Services (text line) : text “safe” to 20121
*4pm-11pm 7days a week
- ▶ Nationwide Hotline : (800) 273-TALK (273-8255)
- ▶ City of Berkeley Adult and Crisis Services (510)981-5290
*Berkeley and Albany only
*Berkeley Mobile Crisis : (510)981-5254

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Crisis Resources : Language Specialty

- ▶ Spanish :(510) 535-6200 (Oakland)
- ▶ Spanish: (510)881-5921 (Hayward)
- ▶ Asian Languages : (510) 569-7200
- ▶ Deaf : (510) 957-5465
- ▶ Hearing Impaired(510) 984-1653

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Questions?



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