

Alameda County Behavioral Health Care Services

MENTAL HEALTH & SUBSTANCE USE SERVICES

Hospital Council Presentation

October 20, 2020



Alameda County
Health Care Services Agency

ACBH

Mission, Vision, & Values

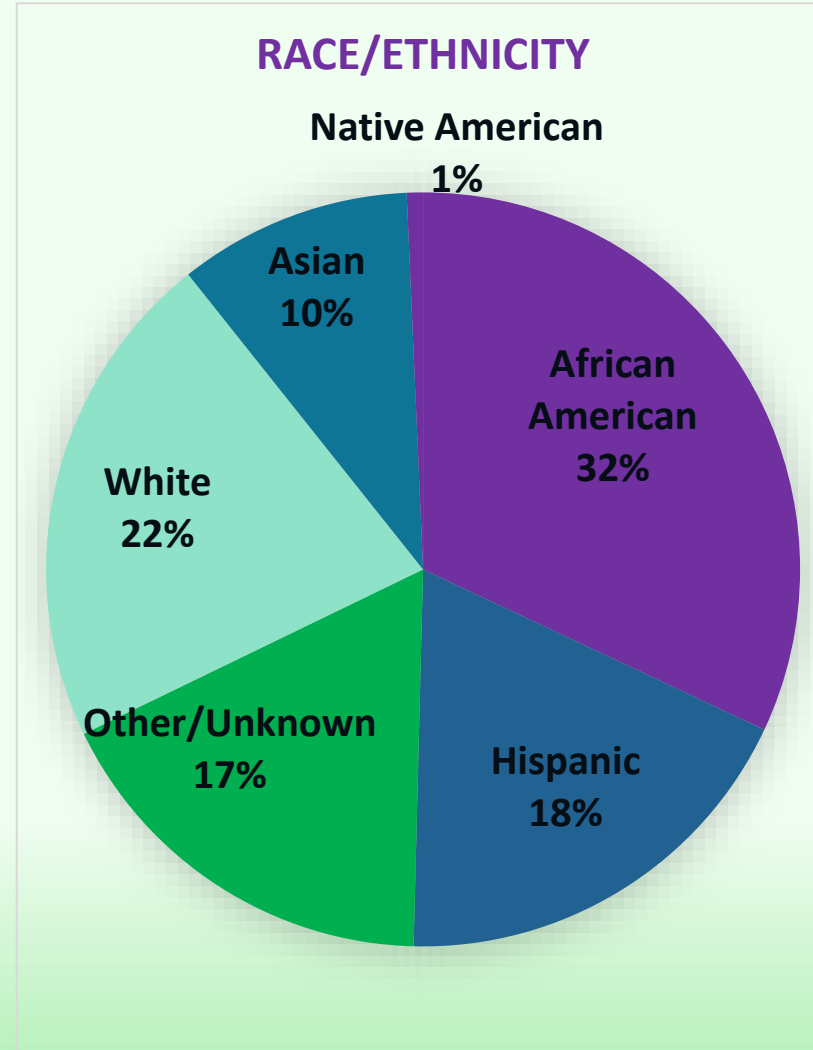
We envision a community where all individuals and their families can successfully realize their potential and pursue their dreams; and where stigma and discrimination against those with mental health and/or alcohol or drug issues are remnants of the past.

- ▶ **FY19-20 Budget:**
 - ▶ \$540,406,595 Million Dollars
 - ▶ 693.45 County Civil Service Positions

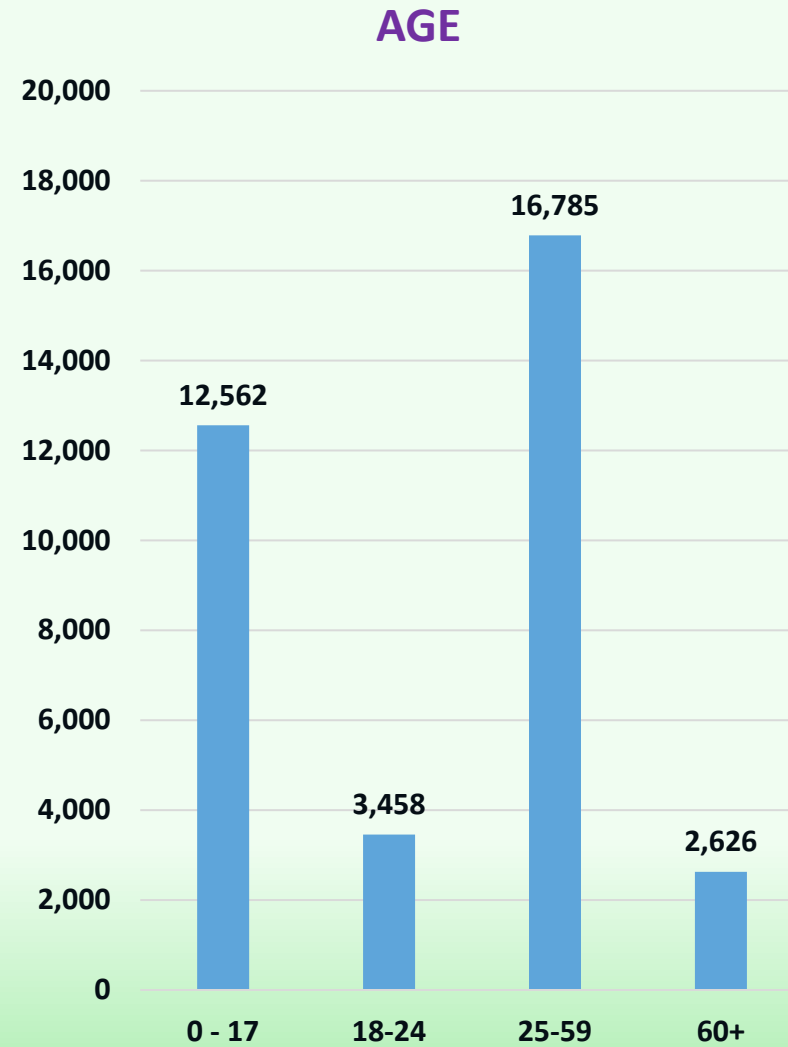
- ▶ Contracting Organizations (CBOs) deliver over 87% of all Mental Health and 100% of all Substance Use Services for the Department.

- ▶ **2019 Client Statistics:**
 - ▶ 20,414 individuals served in Outpatient Mental Health Programs.
 - ▶ 5317 Individuals served in Substance Use Programs.

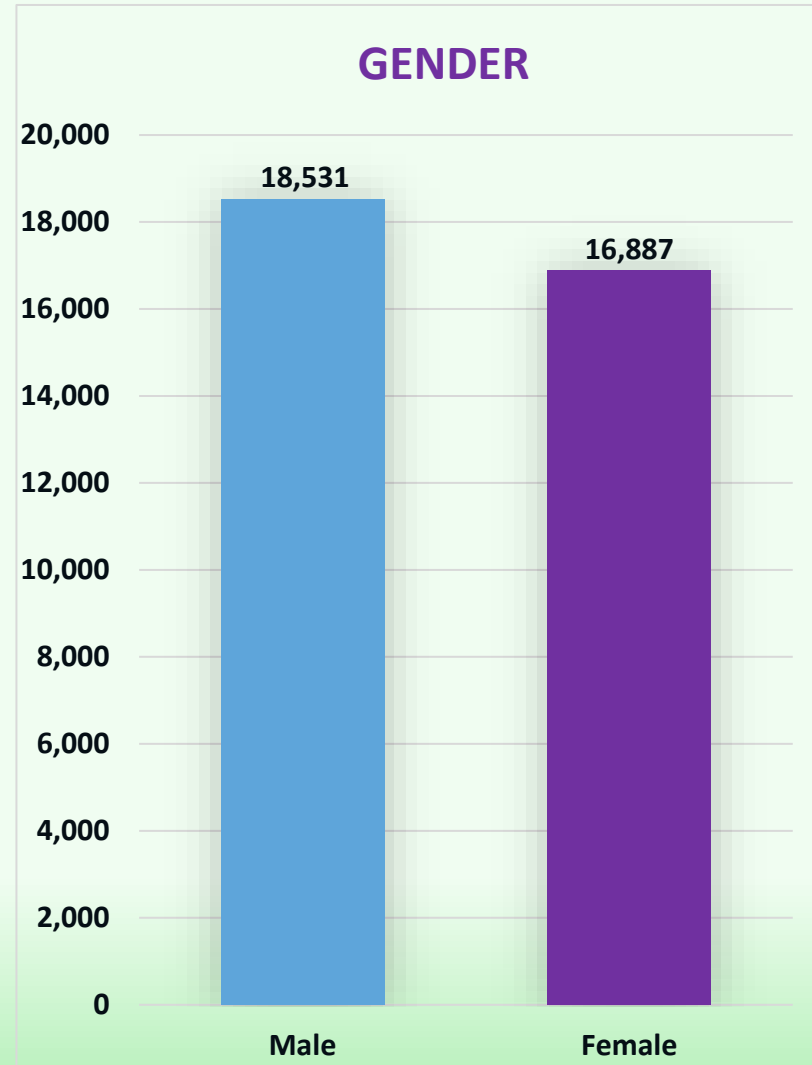
Clients we Serve:



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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.

**ACBH
Leadership
Priorities**

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

*Alignment
Communication
Organizational Structure*



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Behavioral Health Care Services
MENTAL HEALTH & SUBSTANCE USE SERVICES

**Mental Health Crisis Services
for Medi-Cal Beneficiaries**

Stephanie Lewis, LMFT
Division Director, Crisis Services

Mobile Crisis Teams

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

Clinicians

Mobile Crisis Team (MCT)

Countywide

- 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
 - Planned expansion to 7 days a week soon!

Clinician & Officer

Mobile Evaluation Team (MET)

Oakland

- 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
 - Planned expansion 7 days a week soon!

Clinician & EMT

Community Assessment & Transport Teams (CATT)

Oakland, San Leandro, Hayward

*Later in Fremont

- 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**

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)

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.

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.

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

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.

Same Day Urgent Psychiatric Medication Clinics (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

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

Critical Care Managers – monitor acute, sub-acute, and crisis system resources and authorize services for behavioral health consumers.

Adults 18/older

Ann Elliot

Ann.Elliot@acgov.org

(510) 414-0809

Dean Chambers

Dean.Chambers@acgov.org

(510) 917-1024

Children 17/younger

Christine Mukai

Christine.Mukai@acgov.org

(510) 292-5736

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

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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Behavioral Health Care Services

MENTAL HEALTH & SUBSTANCE USE SERVICES

Engaging people with complex needs:
Assisted Outpatient Treatment (AOT)

Jennifer Mullane, Associate Director, AOASOC

What is AOT?

- **AOT** is court-ordered treatment for individuals with severe mental illness in crisis who are resistant to seeking treatment
- Purpose: Prevent people from deteriorating to the point where they need to be involuntarily committed to a hospital, and provide services to some of the most difficult people to engage
- Black robe effect
- Civil matter and heard in civil court (not a criminal matter)
- No forced medication
- Not a panacea; must meet AB 1421 eligibility criteria
- Limited resource

What is the criteria for AOT?

Per **W&I Code 5345-5349.5** an individual must meet all of the following criteria to qualify for AOT:

1. The person is **18 years of age or older**.
2. The person is **suffering from a mental illness** as defined in paragraphs (2) and (3) of subdivision (b) of Section 5600.
3. There has been a clinical determination that the **person is unlikely to survive safely in the community without supervision**.

What is the criteria for AOT? - continued

Per **W&I Code 5345-5349.5** an individual must meet all of the following criteria to qualify for AOT:

4. The person has a history of **lack of compliance with treatment** for his or her mental illness, in that *at least one of the following is true*:
 - ❖ The person's mental illness has, at least twice within the last 36 months, been a substantial factor in necessitating hospitalization, or receipt of services in a forensic or other mental health unit of a state correctional facility or local correctional facility, not including any period during which the person was hospitalized or incarcerated immediately preceding the filing of the petition.
 - ❖ The person's mental illness has resulted in one or more acts of serious and violent behavior toward himself or herself or another, or threats, or attempts to cause serious physical harm to himself or herself or another within the last 48 months, not including any period in which the person was hospitalized or incarcerated immediately preceding the filing of the petition

What is the criteria for AOT? - continued

5. The person has been offered an opportunity to participate in a treatment plan by the director of the local mental health department, or his or her designee, provided the treatment plan includes all of the services described in Section 5348, and the person continues to fail to engage in treatment.
6. The person's condition is substantially deteriorating.
7. Participation in the assisted outpatient treatment program would be the least restrictive placement necessary to ensure the person's recovery and stability.
8. In view of the person's treatment history and current behavior, the person is in need of assisted outpatient treatment in order to prevent a relapse or deterioration that would be likely to result in grave disability or serious harm to himself or herself, or to others, as defined in Section 5150.
9. It is likely that the person will benefit from assisted outpatient treatment.

What are the benefits of AOT?

- Full Service Partnership/ACT Level of Care
- Individualized Treatment Plan
- 24/7 Access to Team
- Hearing to Determine if Court Ordered Treatment is Necessary
- Client Maintains the Right to Refuse Treatment and Medication

Who can refer to AOT?

1. Any person 18 years of age or older with whom the person who is the subject of the petition resides.
2. Any person who is the parent, spouse, or sibling or child 18 years of age or older of the person who is the subject of the petition.
3. The director of any public or private agency, treatment facility, charitable organization, or licensed residential care facility providing mental health services to the person who is the subject of the petition in whose institution the subject of the petition resides.
4. The director of a hospital in which the person who is the subject of the petition is hospitalized.
5. A licensed mental health treatment provider who is either supervising the treatment of, or treating for a mental illness, the person who is the subject of the petition.
6. A peace officer, parole officer, or probation officer assigned to supervise the person who is the subject of the petition.

AOT Referrals by Source (2020)

In 2020, AOT referrals were made by:

Family Member	33%
Housing Programs	17%
Law Enforcement	17%
Medical Facility	17%
Psychiatric Facility	8%
Other	8%

How do I make an AOT referral?

- Call ACCESS! 1-800-491-9099
- Tell ACCESS you are calling to make an AOT referral
- ACCESS will screen for eligibility and make referrals, as appropriate

Final Thoughts/ Questions?

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Thank you!