

CONNECTING YOUR CLIENT TO MENTAL HEALTH SERVICES

OVERVIEW: Connecting clients with complex needs to the right mental or behavioral health care services is a crucial component of providing Whole Person Care. Mental health services are now included as an essential health benefit, and mild to moderate diagnosis will be covered by your client's Medi-Cal Managed Care Plan and PCP. For more severe diagnosis, Alameda County's Behavioral Health Care Services (ACBHCS) is responsible for providing Specialty Mental Health services. **The best way to connect your client to these services in Alameda County is to call ACCESS (1-800-491-9099) for a phone screening and subsequent referrals.**

WHERE CAN I GO TO GET SERVICES?

1) Mild to Moderate Symptoms: Take your client to their PCP or call your client's managed care plan for a referral. The PCP will provide in-office services, or refer them to an outside mental health specialist if the condition is outside the PCP's scope of practice.

Medi-Cal Managed Care Plans

- Alameda Alliance (Beacon Health Strategies): 855-856-0577
- Anthem Blue Cross: 888-831-2246

2) Moderate to Severe Symptoms: Call ACCESS (1-800-491-9099)* with your client if their symptoms seem moderate to severe. The ACCESS mental health clinician will conduct a triage screening to determine the level of severity of your client's condition. **To meet the "moderate to severe" criteria for Specialty Mental Health services, your client's condition must be impairing their ability to function individually or in the community.** If the clinician determines that their condition doesn't meet the specialty mental illness criteria, they will be referred to their PCP or connected to Beacon Health Strategies.

*ACCESS clinicians are available in English, Spanish, Mandarin, Cantonese, Vietnamese, and Cambodian. Additional languages available upon request.

- Asian Health Services for Asian Speaking individuals: 510-735-3939
- La Clinica de La Raza for Spanish Speaking individuals: (510) 535-6200
- Deaf Community Counseling Services, for Deaf and Hard of Hearing individuals: 510 225-7013, video phone: 510 984-1654

3) Crisis: Call 911 or the Alameda County Crisis Response Hotline: 1-800-309-2131 if your client is posing a threat to others, themselves (suicidality) or are gravely disabled by their condition, call 911. If a mental health crisis isn't showing immediate danger, call the crisis hotline for evaluations, limited crisis intervention and brief treatment with case management following acute care for selected individuals without other resources. Referrals to CRP are also made through ACCESS.

If you are in Berkeley, call Berkeley Mental Health: (510) 981-5290

ACCESS: (1-800-491-9099)

Available 8:30am – 5:00pm, Monday – Friday

What to expect? A 20-minute phone call with a mental health clinician who will determine the level of severity of your client's mental health condition. After an internal verification process, they will refer your client to the resources that best match the diagnosis and clinical needs. The verification and referral process will take 24-48 business hours after the initial screening call.

How to prepare your client: The clinician will need to know how your client's mental health symptoms are impacting their daily functioning to determine if they meet the "moderate to severe" criteria for specialty mental health. Talk with your client before calling ACCESS to draw out examples of how their condition impairs their livelihood and daily routines.

TIPS: Your client needs to be on the line, unless they are experiencing an active psychotic episode, in which case a family member or care provider can call on their behalf. Be prepared to provide information on your client's:

- **Birthdate and demographics**
- **Insurance provider**
- **Therapist preferences** (location, gender, race) – ACCESS clinicians will do their best to match as closely as possible.

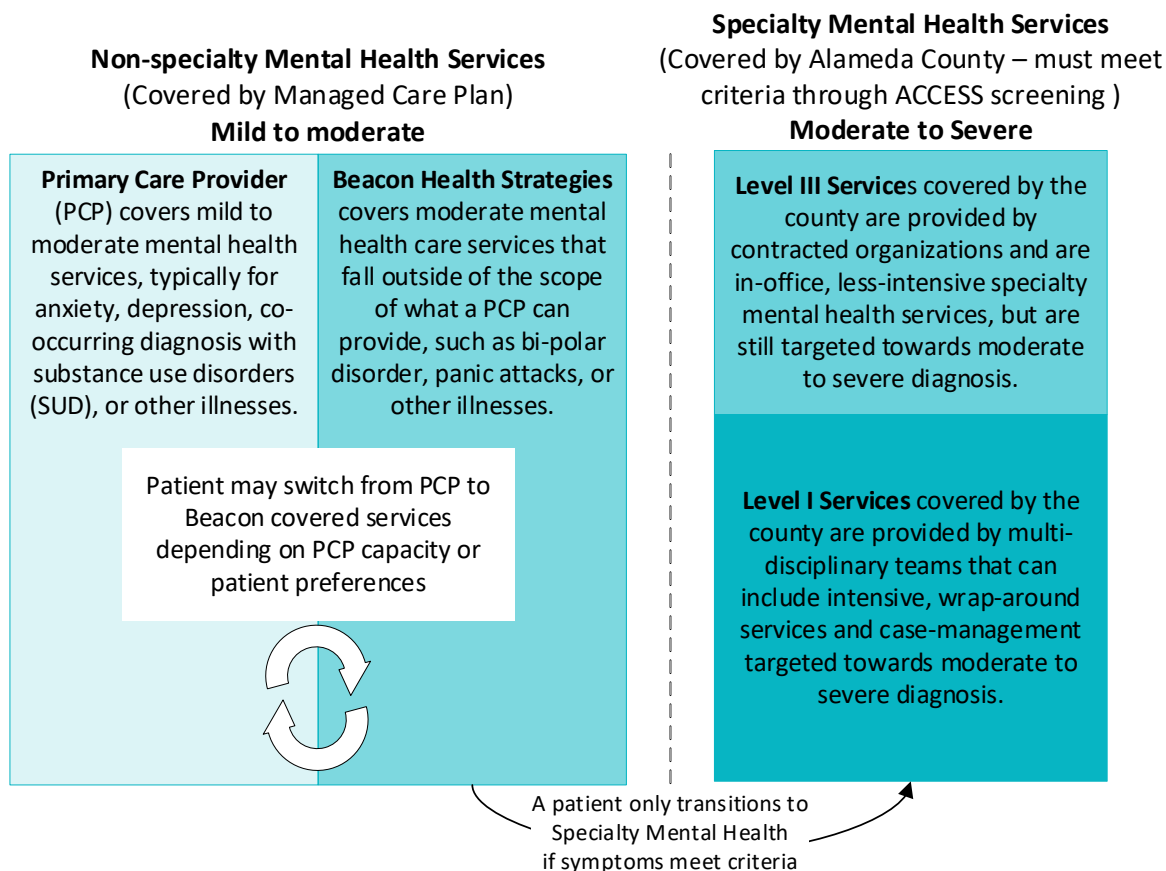
TIPS: When calling 911, specify that it is a mental health-related crisis. In some cases, a Mobile Crisis Team with a behavioral health specialist will be able to assess the patient in the field.

WELLNESS CENTERS FOR RECOVERY & ONGOING COMMUNITY SUPPORT: Alameda County has five Wellness Centers that provide skill-building, community integration, and rehabilitation services for adults with severe and persistent mental illness. **Wellness centers provide the most “barrier-free” services for high-need individuals in Alameda County.** If your client wants medication management, peer-support, employment services, or lower levels of case management, they can either drop-in or call to make an appointment. Some services provided at these centers are referred to through ACCESS, while others are available via drop-in or appointment. Some services, such as case management, will have a waitlist.

- [Bonita House Casa Ubuntu](#) – 7200 Bancroft Ave, Oakland: (510) 735-0864
- [BACS Wellness Centers](#)
 - BACS Hedco Wellness – 590 B Street, Hayward: (510) 247-8325
 - BACS Towne House – 629 Oakland Ave, Oakland: (510) 658-9480
 - BACS South County Wellness Center – 40965 Grimmer Blvd, Fremont: (510) 657-7425
 - BACS Valley Wellness Center – 3900 Valley Ave #B, Pleasanton: (925) 484-8457

Please note that there is a broad spectrum of community support services for adults experiencing ongoing mental illness. Keep track of community based organizations where your client feels comfortable receiving services, and add it to your organization’s database for future referrals.

Diagram 1: Who Covers Non-specialty & Specialty Mental Health Services in Alameda County?



SPECIALTY MENTAL HEALTH TREATMENTS PROVIDED BY ACBHCS

Reminder: all of the services described below are referred services, and are accessible only if your client's conditions meet the Severe-to-Moderate criteria. Please call ACCESS (1-800-491-9099) with your client to determine eligibility.

Outpatient Specialty Mental Health Services

- **Service Teams:** Level 1 (intensive) multi-disciplinary, wrap-around team of nursing, psychotherapy, vocation, housing, and peer staff to support care.
- **Full Service Partnership (FSP):** Level 1 (intensive) multi-disciplinary care management with a higher care provider-to-patient ratio than service teams.
- **Assisted Outpatient Treatment (AOT)** – (30 slots): a civil (not criminal) legal procedure that can be requested by concerned family members, caregivers, and ACCESS for people who are too ill to recognize the need for services. 24/7 case management team that provides mental health treatment, SUD counseling, medication monitoring, and additional services.
- **In-Home Outreach Teams (IHOT)** – (75 adult slots): intensive outreach and engagement, mental health screening, in-home intervention, family education, and support and linkage to treatment for individuals who are not voluntarily engaging in services.
- **Adult Hope Intervention Program (AdHIP)** – (20 Slots): More intensive outreach and case management for difficult cases that have not been resolved by AOT or IHOT programs. Referred directly from John George Psychiatric center.
- **Hope Intervention Program (HIP)** for Transitioning Aged Youth (18-26) – (60 slots): consists of outreach and short-term programs that connect clients to ongoing mental health treatment.

In-Patient Specialty Mental Health Services

Crisis Residential Treatment (CRT): CRT provides voluntary, in-patient treatment to adults who have recently experienced a mental health crisis, and need ongoing, highly structured treatment. Referrals are made through ACCESS or through clinicians.

- **Woodroe Place, Hayward:** Woodroe Place provides short-term residential psychiatric services to meet the treatment needs of severely mentally ill adults who require 24-hour supervision.
- **Jay Mahler Recovery Center, San Leandro:** serves persons diagnosed with serious mental illness who are experiencing a mental health crisis, and who may have a co-occurring substance use disorder.
- **Amber House** (coming late 2018): will have a walk-in detox clinic and in-patient services if needed.

Sub-Acute in-patient services:

- State Hospitals (Napa, Metro) – No designated beds, 1st come 1st serve, long waiting lists
- Villa Fairmont Institute for Mental Disease (IMD) – 60 beds
- Villa Flex IMD – 10 beds
- Gladman IMD – 39 beds
- Mortan Bakar SNF (57+ years of age) – 78 beds

Overview of Mental Health Services through the County:

- Acute (involuntary in-patient psychiatric hospitalization)
- Crisis Stabilization (e.g. John George Psychiatric PES)
- Sub-Acute (non-acute clients conserved by the courts)
- Crisis Residential Treatment (CRT) – voluntary treatment, but typically referred from PES
- Outpatient Treatment (e.g. Level 1-3 services)