

## Behavioral Health Services (BHS) – Information Notice

<b>To:</b>	<b>BHS Contracted Service Providers, County-Operated Programs, and Hospital Partners</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>August 3, 2022</b>
<b>Title</b>	<b>Behavioral Health Care Coordination Services – San Diego County</b>

**PURPOSE:** This memo identifies County-funded Care Coordination services to further assist programs in supporting clients in maintaining the highest possible level of stability and engagement in treatment.

Coordination of care between service providers is essential for a client’s continuity of care and an efficient behavioral health system. As a client may move between different levels of care, it is vital that service providers complete a warm hand off with one another.

### COUNTY-FUNDED CARE COORDINATION PROGRAMS

#### I. Bio-Psychosocial Rehabilitation (BPSRs) Outpatient Programs

Bio-Psychosocial Rehabilitation (BPSRs) outpatient programs provide mobile outreach and engagement (O&E) for clients discharged from Behavioral Health Units (BHUs) who have been referred to BHS and are not connected to services post-hospital discharge. Current outpatient programs with O&E components include:

- Community Research Foundation (CRF) Heartland Center
- Mental Health Systems (MHS), Inc. Alianza
- Union of Pan Asian Communities (UPAC) Counseling and Treatment Center
- Mental Health Systems (MHS), Inc. North Inland Mental Health Center
- Mental Health Systems (MHS), Inc. North Coastal Mental Health Center
- Community Research Foundation (CRF) Areta Crowell Center
- Community Research Foundation (CRF) Douglas Young Center
- Community Research Foundation (CRF) Maria Sardinias Center
- Community Research Foundation (CRF) South Bay Wellness Recovery Center
- Union of Pan Asian Communities (UPAC) Promise Wellness Center

Effective July 1, 2022, the mobile outreach component is included in three newly procured BPSR outpatient clinics in Central and South Regions. All BPSR outpatient clinics will have this component as the outpatient clinics are procured.

For more information, contact: Phuong Quach, Behavioral Health Program Coordinator, [Phuong.Quach@sdcounty.ca.gov](mailto:Phuong.Quach@sdcounty.ca.gov) and Elizabeth (Betsy) Knight, Behavioral Health Program Coordinator, [Elizabeth.Knight@sdcounty.ca.gov](mailto:Elizabeth.Knight@sdcounty.ca.gov)

#### II. Psychiatric Hospitals Under Contract with BHS

The following hospitals have Behavioral Health Units (BHUs) that serve Medi-Cal clients in San Diego County and can coordinate ongoing care with BHS-contracted programs:

- Sharp Grossmont Hospital
- Paradise Valley Hospital
- Bayview Hospital
- Alvarado Parkway Institute Behavioral Health System
- Alvarado Hospital Geriatric Behavioral Health Program
- Mercy Hospital of Scripps Health
- Palomar Health – Palomar Medical Center

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- Sharp Mesa Vista Hospital
- UC San Diego Medical Center
- Aurora Behavioral Health Care

For more information, contact: Nilanie Ramos, Chief, Agency Operations, [Nilanie.Ramos@sdcounty.ca.gov](mailto:Nilanie.Ramos@sdcounty.ca.gov)

### III. Current Care Coordination/Transition Services

**NAMI Peer Links:** The Peer Links program engages with individuals in inpatient or crisis residential programs and continues engagement with these individuals for up to six months post discharge to ensure connection to BHS. The program provides care coordination, linkages, and a warm hand-off to needed mental health, substance use, and social services with the goal of decreasing hospitalization and crisis residential acute care by increasing connections to ongoing behavioral health services. **Partner Hospitals:** Scripps Mercy and University of California San Diego (UCSD) Behavioral Health Units and Emergency Departments.

For more information, contact: Betsy Knight, Behavioral Health Program Coordinator, [Elizabeth.Knight@sdcounty.ca.gov](mailto:Elizabeth.Knight@sdcounty.ca.gov).

**Crisis Residential Treatment Programs:** Crisis Residential Treatment Programs (CRTP) are voluntary short-term, intensive, residential programs that provide recovery oriented, intensive, and supportive services to individuals 18 years of age and older, in a safe therapeutic, home-like setting. Services are provided 24 hours per day, 7 days per week. CRTP services are an alternative to hospitalization or step down from acute inpatient care for adults 18 and older with acute and serious mental illness, including those who may have a co-occurring substance use condition.

- Vista Balboa Crisis Residential (Central)
- New Vistas Crisis Residential (Central, Downtown San Diego)
- Jary Barreto Crisis Residential (Central)
- Halcyon Crisis Residential (East)
- Del Sur Crisis Residential (South)
- Turning Point Crisis Residential (North Coastal)
- Esperanza Crisis Residential (North Inland)

For more information, contact: Stacey Kneeshaw, Behavioral Health Program Coordinator, [Stacey.Kneeshaw@sdcounty.ca.gov](mailto:Stacey.Kneeshaw@sdcounty.ca.gov)

**County Operated Enhanced Care Coordination (ECC):** County operated ECC phase 1 partners with San Diego County Psychiatric Hospital (SDCPH), all Health Plans, and BHS to provide care coordination for clients discharged from the SDCPH BHU who are high utilizers with a behavioral health diagnosis and a cooccurring medical diagnosis experiencing barriers with establishing and maintaining necessary services. Clients are connected to necessary services including but not limited to behavioral health needs, health needs, housing, financial, transportation, food, etc. The ECC program is a longitudinal care coordination service line based on stratification with no disenrollment from ECC.

For more information, contact: Nora David, Assistant Medical Services Administrator, [Nora.David@sdcounty.ca.gov](mailto:Nora.David@sdcounty.ca.gov)

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**NAMI Next Steps:** The Next Steps program engages with clients at the San Diego County Psychiatric Hospital and continues engagement with individuals enrolled in the program for up to 90 days post discharge to ensure connection to services in the community. The program also engages with individuals referred from the three County Mental Health Outpatient Clinics, the Jane Westin Center, and the three County DUI Programs. Next Steps provides care coordination, linkages, and a warm hand-off to needed mental health, substance use, primary care, and social service supports with a goal of decreasing or preventing hospitalizations by increasing connections to services in the community.

For more information, contact: Janet Cacho, Behavioral Health Program Coordinator, [Janet.Cacho@sdcounty.ca.gov](mailto:Janet.Cacho@sdcounty.ca.gov)

**Crisis Stabilization Units (CSUs):** Provide psychiatric emergency services 24/7 with a length of treatment up to 23 hours. Services provided include behavioral health assessment, medication management, care coordination (up to 30 days) and connection to BHS. CSUs serve all clients regardless of where they reside.

Locations:

*Hospital-based CSUs (Region/City):*

- Palomar Hospital CSU (North Inland/Escondido)
- Paradise Valley/Bayview CSU (South/Chula Vista)
- SDCPH Emergency Psychiatric Unit (North Central/San Diego)

*Community-based CSUs, Provider (City):*

- North Coastal CSU, Exodus Recovery, Inc. (Vista)
- North Coastal CSU, Exodus Recovery, Inc. (Oceanside)
- Children’s Emergency Screening Unit (ESU), New Alternatives, Inc. (San Diego)

For more information, contact: Maria Morgan, Behavioral Health Program Coordinator, [Maria.Morgan@sdcounty.ca.gov](mailto:Maria.Morgan@sdcounty.ca.gov).

**Mobile Crisis Response Teams (MCRT):** A non-law enforcement, clinical response for individuals in the community who are experiencing a behavioral health crisis. Services include screening, behavioral health evaluation, de-escalation, and connection to appropriate level of care. Care coordination may be provided for up to 30 days.

- Exodus Recovery, Inc. provides MCRT services in the North Coastal Region.
- Telecare Corporation provides MCRT services in South, Central, North Central, and North Inland Regions.

For more information, contact: Alisha Eftekhari, Behavioral Health Program Coordinator, [Alisha.Eftekhari@sdcounty.ca.gov](mailto:Alisha.Eftekhari@sdcounty.ca.gov)

**Safe Connections:** Provides care coordination and short-term case management services for clients with serious mental illness who have had high service use, with a focus on clients who are currently hospitalized for a behavioral health crisis at Sharp Grossmont Behavioral Health Unit and Paradise Valley/Bayview Behavioral Health Unit. The program provides care coordination/case management to ensure client connects with appropriate behavioral health services and short-term housing as needed.

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[Stacey.Kneeshaw@sdcounty.ca.gov](mailto:Stacey.Kneeshaw@sdcounty.ca.gov)

**In-Home Outreach Team (IHOT):** Countywide IHOT provides in-home outreach to adults and older adults who may have a serious mental illness and who are reluctant to receiving mental health services. Services include behavioral health screening, outreach and engagement, crisis intervention, and short-term care coordination/case management. Services are centered on the provision of extensive support and education to family members and the participant. IHOT also connects eligible clients to the Assisted Outpatient Treatment (AOT) program as appropriate.

For more information, contact: Natanya Glezer, Behavioral Health Program Coordinator,  
[natanya.glezer@sdcounty.ca.gov](mailto:natanya.glezer@sdcounty.ca.gov).

**NAMI Friends in the Lobby (FIL) (BHS Prevention):** Friends in the Lobby’s mission is to provide outreach and engage individuals visiting their loved ones in local hospitals. Trained NAMI San Diego FIL Volunteers have a designated space in the lobby area of hospitals during visitation hours where they provide visitors with information on NAMI and other local mental health resources. NAMI San Diego partners with Sharp Mesa Vista Hospital, UCSD Medical Center, Scripps Mercy Hospital, Bayview Behavioral Health Campus, Alvarado Parkway Institute, Palomar Medical Center, Tri-City Hospital, Crestwood Behavioral Health, and the Veteran’s Affairs (VA) Medical Center La Jolla.

For more information, contact: Francisco Medrano, Administrative Analyst III, [Francisco.Medrano@sdcounty.ca.gov](mailto:Francisco.Medrano@sdcounty.ca.gov).