



Treatment and Evaluation Resource Management (TERM) Partner Points of Contact for Concern Resolution

TERM is a quality improvement program developed under the direction of the County of San Diego Board of Supervisors and operated by Optum through a contract with County of San Diego HHSA Behavioral Health Services. TERM partners are committed to the goals of protecting children, reunifying families, and protecting the community through improving collaboration and communication. A listing of TERM partner contact information is provided below to assist you with directing any concerns related to the TERM program. Concerns can be submitted by any partner in the system (the courts, lawyers, parents, foster parents, TERM providers, Child and Family Well-Being, and Probation).

Optum	Contact: LeAnn Skimming, Ph.D. TERM Manager PO Box 601340 San Diego, CA 92160-1340 Tel: (877) 824-8376, Option 1 Fax: (877) 624-8376 Email: Leann.Skimming@optum.com
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Optum is responsible for credentialing and contracting the TERM provider network, conducting quality review of therapy treatment plans and evaluation reports prepared by TERM providers, and investigating complaints regarding services rendered by providers acting in TERM capacity. For concerns regarding services rendered by the TERM panel of providers, please access the TERM Complaint Form at www.optumsandiego.com (BHS Provider Resources ->TERM Providers -> Grievances) or contact the TERM Manager directly. Completion of the Complaint Form is not required. For TERM provider complaints, the individual filing the complaint will be contacted within three (3) business days to confirm receipt of the complaint. The complaining party may be contacted for additional information. Concerns about social workers, probation officers, or attorneys should be addressed to the applicable partner contacts identified below.

Child and Family Well-Being	Contact: Babbi Winegarden, Ph.D., M.H.P.E. County of San Diego Health and Human Services Agency Child and Family Well-Being (CFWB) Behavioral Health Program Coordinator 8965 Balboa Ave., Office 2001 San Diego, CA 92123 Tel: (858) 616.5827 Fax: (858) 614.9146 Email: Babbi.Winegarden@sdcounty.ca.gov
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CFWB investigates reports of suspected child abuse and neglect and intervenes with families who do not meet the minimum standards for safe parenting as required by law. The CFWB Behavioral Health Program Coordinator may be contacted regarding questions or concerns about CFWB mental health policies or practices, or any case specific concerns or questions that have not been resolved with the assigned Protective Services Worker or Protective Services Supervisor.



Juvenile Probation Department	Contact: Kimberly Walsh, Division Chief Juvenile Field Services 2901 Meadowlark Drive San Diego, CA 92123 Cell: (858) 860-4245 Fax: (858) 694-4418 Email: Kimberly.Walsh@sdcounty.ca.gov
<p>The Field Services Division of Juvenile Probation provides investigative and supervisory services for adolescent offenders in order to prevent criminal activities. If the minor is placed under the supervision of the Probation Department (i.e., put on probation), the probation officer will monitor compliance with court orders, supervise the minor, and if necessary, request subsequent Court action for additional arrests or violations of court orders. The Institutional Services Division operates a variety of programs for the detention and rehabilitation of juvenile offenders. The Deputy Chief Probation Officer may be contacted for any Juvenile Probation-related concerns that have not been resolved by the assigned Probation Officer or Supervising Probation Officer.</p>	

Adult Probation Department	Contact: TBD Tel: Fax: Email:
<p>The Adult Probation Department certifies service providers for several court-ordered adult treatment programs, including the 52-week Domestic Violence Treatment Program and the 52-week Child Abuse Offender Group for offenders who are on probation for felony child abuse or child endangerment, pursuant to Penal Code § 273.1. Clients may be referred to these services through the criminal court process or CFWB may initiate the referral. The Probation Director may be contacted for any concerns regarding cases in which the client was Probation-referred or regarding the treatment programs certified and monitored by the Adult Probation Department that have not been resolved by the assigned Probation Officer or Supervising Probation Officer.</p>	

County Counsel, Juvenile Dependency Division	Contact: Lisa Maldonado Chief Deputy County Counsel 5530 Overland Ave., Suite 170 San Diego, CA 92123 MS: O207 Tel: (858) 492-2500 FAX: (858) 576-5174 Email: Lisa.Maldonado@sdcounty.ca.gov
<p>Attorneys at County Counsel represent the Health and Human Services Agency (HHSA). County Counsel assists the PSW in drafting and filing the petition that brings a child into the Juvenile Court dependency system. Once the child's case enters this system, County Counsel advocates for, and articulates to the Court the recommendations and position of the PSW at each hearing throughout the dependency process.</p>	



Dependency Legal Services	Contact: Adam Reed, Director 1660 Hotel Circle North, Suite 200 San Diego, CA 92108 MS: P-310 Tel: 619-814-1736 Fax: 619-961-4877 Email: reeda@dlssd.org
Dependency Legal Services provides legal representation to parents involved in the Child Welfare System in San Diego County. For case specific information, please contact the attorney assigned to the case. To find the assigned attorney to a specific case, please call the main number at: 619-398-2725.	

Children's Legal Services of San Diego, Inc.	Contact: Beth Ploesch, Executive Director 4801 Viewridge Ave. San Diego, CA 92123 Tel: (858) 221-2996 Fax: (858) 227-1351 Email: bethp@clssandiego.org
Children's Legal Services provides legal representation to foster youth in San Diego County. For case specific information, please contact the attorney assigned to the case. To find the assigned attorney to a specific case, please call our main number at: (858) 221-0404.	

Primary Public Defender's Office, Juvenile Delinquency Branch	Contact: Frank J. Barone, JD, Supervising Attorney 5530 Overland Avenue, Suite 110 San Diego, CA 92123 Tel: (858) 974-5803 Fax: (858) 974-5858 Email: Frank.Barone@sdcounty.ca.gov
Juvenile court matters are handled by special units within the Office of the Public Defender. For any case specific concerns, please contact the attorney assigned to the case. Any general concerns regarding the Public Defender's Office, Juvenile Delinquency Branch may be directed to the Supervising Attorney noted above.	



Alternate Public Defenders Office	Contact: Audrey Kyu, JD, Branch Assistant Supervising Attorney 5530 Overland Avenue, Suite 140 San Diego, CA 92123 Tel: (858) 974-5904 Fax: (858) 514-6506 Email: Audrey.Kyu@sdcounty.ca.gov
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The Alternate Public Defenders Office is responsible for defending those cases where the Public Defender has a conflict of interest or is unable to defend the individual for various reasons. For any case specific concerns, please contact the attorney assigned to the case. Any general concerns regarding the Alternate Public Defender's Office may be directed to the Supervising Attorney noted above.

Office of Assigned Counsel	Contact: Robert Aldrich, JD 1155 Camino Del Mar, # 417 Del Mar, CA. 92014 Tel: (619) 602-0304 Email: REAldrich@san.rr.com
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Office of Assigned Counsel arranges for high quality legal representation on behalf of individuals charged with a crime in state court who are entitled by law to court appointed attorney services but who cannot be represented by the Public Defender or Alternate Public Defender due to conflict of interest or other issues. For any case specific concerns, please contact the attorney assigned to the case. Any general concerns regarding the Office of Assigned Counsel may be directed to the attorney noted above.

San Diego District Attorney's Office	Contact: Lisa Weinreb Delgadillo, JD, Chief of the Juvenile Branch 2851 Meadowlark Drive San Diego, CA 92123 Tel: (858) 694-4468 Fax: (858) 694-4774 Email: Lisa.weinreb@sdcdca.org
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The San Diego District Attorney's office represents the People of the State of California and is responsible for investigating and prosecuting felonies and misdemeanors in the county of San Diego. Juvenile court cases are handled by the Juvenile Branch of the office and the Deputy District Attorneys assigned to the Juvenile Branch work collaboratively with the courts, probation, attorneys, HHSA, and community based organizations to establish appropriate responses to justice involved youth. Any general concerns regarding the District Attorney's Office, Juvenile Branch may be directed to the Chief of the Juvenile Branch noted above.



Consumer Center for Health Education and Advocacy	Contact: Mental Health Program Manager 1764 San Diego Avenue, Suite 200 San Diego, CA 92101 Tel: 1-877-734-3258 Monday through Friday, 9 to 5 pm.
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The Consumer Center helps low-income residents of San Diego County navigate the health care system to access care and obtain and/or maintain eligibility for government benefit health programs including but not limited to Medi-Cal, Low-Income Subsidy (LIS), Medicare Savings Programs, Medicaid Expansion and County Medical Services. As the County-designated Patients Rights Advocate for outpatient specialty mental health services, the Consumer Center is responsible for investigating and resolving client complaints, grievances and appeals pertaining to health care services. Clients who have coverage with any of the above-referenced health plans have the right to file a complaint, grievance, or appeal with the Consumer Center about any concerns with health care services, including Notice of Action (NOA) decisions.

County of San Diego HHS Children's Mental Health Services TERM Liaison	Contact: Fran Cooper, LCSW Behavioral Health Program Coordinator Tel: 619-559-5125 Email: Frances.Cooper@sdcounty.ca.gov
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Children, Youth, & Families (CYF) Behavioral Health Services Administration is responsible for oversight of the public mental health children's system of care for San Diego County and provides services for children and adolescents that are seriously emotionally disturbed, and their families. Services are provided through direct, County-operated services and through contracts with organizational providers and individual fee-for-service providers. Behavioral Health Services Administration ensures certain State-mandated functions, such as Quality Assurance, grievance and complaint procedures and billing and claiming procedures are in place, accurate and effective. The TERM liaison may be contacted for any concerns related to the TERM program.

County of San Diego HHS Behavioral Health Services TERM Contracting Officer's Representative (COR)	Contact: Tabatha Lang Chief, Quality Improvement Unit Tel: 619-563-2741 Email: Tabatha.Lang@sdcounty.ca.gov
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The TERM program is operated by Optum through a contract with San Diego County HHS Behavioral Health Services. The Contract Monitor may be contacted about any quality improvement issues related to the TERM program.