



SANTA CLARA COUNTY
Behavioral Health Services

**NAVIGATING INTENSIVE OUTPATIENT
PROGRAMS: A COUNTY PERSPECTIVE**

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OVERVIEW OF TODAY'S PRESENTATION FOR PROJECT SAFETY NET

Part I: The County Behavioral Health Services Department Mission, Vision, and Overview.

Part II: Intensive Outpatient Programs for Medi-Cal beneficiaries.

Part III: County sponsored crisis services available to all children County-wide, regardless of their insurance status, ability to pay, or acuity – Including youth eligible or enrolled in any IOP Program within any organization.

Part IV: Headspace – The new vision for integrated care serving all youth, County-wide, ages 12-25 years, regardless of insurance status. Coming to a location near you in 2019!

LEADING THROUGH OUR VALUES

Supporting Wellness and Recovery =

Better Health for All

Consumer and Family Voice

Wellness and Recovery

Co-Occurring Capable

Trauma-Informed

SANTA CLARA COUNTY BEHAVIORAL HEALTH SERVICES DEPARTMENT: FAMILY AND CHILDREN'S SERVICES DIVISION

Children, Youth and Family Services

- The County's Family and Children's Services Division (F&C) serves children, **adolescents, young adults, and their families, ages 0 - 25** who are experiencing social-emotional and behavioral concerns. Services are provided by five County sites and nineteen contract agency programs. Services are provided that respect cultural values and the natural support systems of youth and families, addressing concerns in the least restrictive, most family-like context possible.
- F&C seeks to advance a **broad range of effective services and interventions by creating trauma-informed, developmentally and culturally appropriate** programs, using evidence-based practices that improve the standard of care.

*The majority of F&C services are available to Medi-Cal beneficiaries, undocumented families, and families and children without health insurance.

WHO QUALIFIES FOR THE COUNTY'S IOP PROGRAM SERVICES:

- Full Scope Medi-Cal.
- Meets medical necessity requirements, including a DSM 5 behavioral health diagnosis.
- Screening indicates a need for a higher level of care than the standard outpatient programs or school-based programs.

THE COUNTY'S INTENSIVE OUTPATIENT SERVICES- SERVICE OVERVIEW

- IOP Programs provide intensive mental health services through clinic-based and outpatient community mental health services.
- Child Psychiatry and Medication Management services are available.
- Intensive Case Management services available.
- The average length of stay for youth enrolled in the programs is approximately 9 months, at which time youth are stepped down to a lower level of care or graduated from services, depending on their progress toward treatment goals.
- Average number of hours of service per month is 10 hours.
- Families and youth receive Evidence-Based Practices, including Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), CBT, Behavior Therapy, Family Therapy, Motivational Interviewing (MI), Interpersonal Therapy, and Brief Psychodynamic Therapy, depending on what type of EBP is clinically indicated.

ACCESS POINTS FOR THE COUNTY'S IOP SERVICES

- Call the Behavioral Health Call Center Access Line (1.800.704.0900) – For Medi-Cal beneficiaries & uninsured youth.
- Case example
- Hospital discharges through the County's Hospital Liaison, Olivia Brasil.
-Case example
- Transferring into IOP from a lower level of care, either from the same provider or another provider.
- Other: *case example*

THE COUNTY'S CONTRACTED IOP SERVICE PROVIDERS

- Uplift Family Services
- AACI
- Starlight
- Gardner
- Rebekah Children's Services
- Unity Care Group
- Mekong
- Community Solutions
- Hope
- Bill Wilson Center
- Ujima
- Seneca Family of Services

PART III: COUNTY SPONSORED CRISIS SERVICES

Available to all children County-wide, regardless of their insurance status, ability to pay, or acuity – Including youth eligible or enrolled in any IOP Program within any organization.

Crisis services include:

1. Mobile Crisis and 5150 Hospitalization assessments (Uplift) 24/7 County-wide.
2. Mobile SOS Crisis Triage and Response Services – De-escalation, safety planning, behavioral interventions for out of control youth at school, in the home, or in the community. 5150 Hospitalization assessments, when needed. Countywide 24 hours, 7 days a week service.
3. SOS Crisis Shelter – Stay up to 90 days for any youth age 12-17 in Santa Clara County who is unsafe or unable to stay at home.

COUNTY-WIDE CRISIS PHONE NUMBERS

- Uplift Mobile Crisis for 5150 Hospitalization assessments 408-379-9085
- Alum Rock Counseling SOS Mobile Crisis and Triage Services 408-294-0579
- Bill Wilson SOS Mobile Crisis and Triage Services 408-278-2585
- Child Protective Services (CPS) 408-299-2071
- Community Solutions SOS Mobile Crisis (South County) 408-683-4118
- Rape Crisis 24-Hour Hotline 408-287-3000
- Trevor Lifeline (LGBTQ Youth) 866-488-7386
- Santa Clara County Mental Health Department 800-704-0900

Suicide and Crisis Hotline 24/7 1(855)278-4204

(Phone support – No in person dispatch)

**-Active suicide attempt or eminent safety issues result in
law enforcement response**

PART IV: HEADSPACE

- The *headspace* model, developed in Australia, and now replicated in several other countries, creates stand-alone, “one-stop-shop” health centers for young people ages 12-25 to access support for mild to moderate mental health concerns, physical health, employment and school support, and alcohol and substance use counseling. The *headspace* centers are youth-friendly, culturally and linguistically responsive, and accessible to youth, and incorporate valuable input and guidance from youth advisory groups (YAGs).
- Santa Clara County Behavioral Health Services Department (BHSD), in collaboration with Stanford Psychiatry Center for Youth Mental Health and Wellbeing, seeks to replicate and adapt the Australian *headspace* model as the first of its kind in the United States.
- Site services include behavioral health, primary care services, employment and educational support, youth support group as well as care coordination, case management and linkage to longer term/higher level of services (e.g., children eligible for IOP services), and much, much more.

FOR QUESTIONS: PLEASE CONTACT OUR TEAM

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