BEHAVIORAL HEALTH SERVICES FOR PERSONS EXPERIENCING HOMELESSNESS

Brought to you by Sheri Green, LMFT Health Program Manager greenshe@saccounty.net

GOALS

- Improve overall understanding of services available to persons experiencing homelessness
- Learn how to access services
- Myth busting
- Discussion
<table>
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<th>Services are usually provided through the County Mental Health Plan</th>
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<td>Call Access 916-875-1055</td>
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### Intensity Map

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<th>Low Intensity</th>
<th>Low-Med Intensity</th>
<th>Med-High Intensity</th>
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<th>Residential Treatment</th>
<th>Secured Setting</th>
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<td>Prevention and Mental Health</td>
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<td>Recovery Maintenance, Mental Health Management</td>
<td>Low Intensity Community-Based Services Housing Supports and Subsidies</td>
<td>Moderate Intensity Community-Based Services Housing Supports and Subsidies</td>
<td>High Intensity Non-Residential Services Housing Supports and Subsidies</td>
<td>Structured Monitored or Semi-Secure Residential Services</td>
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- **Primary care physician, counselors or psychiatric providers through insurance or private pay**
- **El Hogar Guest House (Homeless Walk ins)**
- **Wellness Recovery Center North and South (Homeless Walk ins)**
- **Regional Support Teams (RST’s):**
  - HRC, Visions, Turning Point, El Hogar and APSS Clinic
- **TCORE**
- **Full Service Partnerships (FSP):**
  - El Hogar Sierra Star Wellness, Transcultural Wellness Center, Turning Point, ISA, Telecare SOAR, TLC New Direction, Turning Point Pathways, Central Star TAY FSP, JUDTP FSP (must engage <18 y.o.)
- **Transitional Residential:**
  - El Hogar American River Residential, Willow Glen Care Center, Out House, Oasis Residential
- **Secured Settings:**
  - El Hogar Mental Health Rehab centers, Lodges, Skilled Nursing, Napa & Metropolitan State Hospital

### WHAT DO WE DO FOR PEOPLE EXPERIENCING HOMELESSNESS???

- **Individual Therapy**
- **Medication Support**
- **Entitlement Support (GA/SSI/SSD/Medi-Cal)**
- **Homelessness prevention**
- **Referrals to programs and resources for health and recovery**
- **Co-Occurring Disorder Groups/Supports**
- **Case Management**
- **Psycho-Social Rehabilitation**
- **Community Integration**
- **Supportive Housing**
- **Help remove housing barriers**

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**Services:)**

- **Connections Lounge Drop In**
- **Respite Drop In Center**

**Ways to engage:**

- Call Access 916-875-1055
- Visit [Sacramento County Behavioral Health Services](#)
WHERE CAN A PERSON EXPERIENCING HOMELESSNESS GET ACCESS TO SERVICES??

Where to Access?

- Mental Health Access Team - Call
- Intake Stabilization Unit
- Intensive Placement Team
- Guest House Homeless Clinic - Walk in
- Wellness Recovery Centers – Walk in
- Mobile Crisis Support Teams – In Community
- Community Support Team – Call
- Mental Health Urgent Care Clinic – Walk in Clinic
- Mental Health Triage/Peer Navigators
- Child Protective Services
- Prevention and Early Intervention Programs
- Juvenile Justice Diversion & Treatment Program
- Youth Detention Facility
- SacEDAPT Clinic -Sacramento Early Diagnosis and Preventative Treatment
- SAFE Program Sacramento Advocacy for Family Empowerment

Mental Health Access Team

- Entry point for mental health services
- Over-the-phone triage and assessments
- Referral to mental health service provider

Monday – Friday
8:00 A.M. – 5:00 P.M.

Local Phone (916) 875-1055
Toll Free (888) 881-4881
TTY/TDD (916) 876-8892
FAX (916) 875-9970
Sacramento County Mental Health Access Team

- Mental Health Program Coordinator (Licensed)
- Administrative Services Officer II
- 15 Senior Mental Health Counselors (Licensed)
- 4 Senior Office Assistants
- 3 Office Assistants

- 3,000 phone calls a month.
- 1,000-1,500 fax referrals a month.
- 500 to 900 electronic service requests a month.

ACCESS CLINICIAN AT SHELTER SITES

A licensed clinical social worker, also known as an Access Clinician, will provide regular, in-person office hours at the various locations:

- Salvation Army
- Sacramento Self-Help Housing
- Next Move
- Volunteers of America Housing Services
- Wind Youth Services.

After meeting with the Access Clinician for a screening, individuals will have a recommended plan and linkage to contracted providers for ongoing services or referrals to appropriate resources to meet their needs.
HOMELESS FRONT DOORS FOR MENTAL HEALTH
WALK INS FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

Homeless “Front Doors”

- **GUEST HOUSE**: 600 BERCUT DR, SACRAMENTO
- **WRC NORTH**: 3637 MISSION AVE, CARMICHAEL
- **WRC SOUTH**: 7171 BOWLING DR, SACRAMENTO

Walk in Orientations
GUEST HOUSE HOMELESS CLINIC

- **Eligibility:** Medi-Cal recipient Adults (ages 18+) experiencing mental health challenges who are also experiencing homelessness (or at risk of homelessness).
- **Walk in Orientations:** Tuesdays and Wednesdays at 10:00am and Thursdays at 1pm
- **Services Provided:**
  - Individual Therapy
  - Medication Support
  - Outreach
  - Entitlement Support (GA/SSI/SSD/Medi-Cal)
  - Referrals to programs to assist with interim and long-term housing
  - Co-Occurring Disorder Groups/Supports
  - Case Management
  - Psycho-Social Rehabilitation
  - Community Integration
  - Patient Assistance Program Application

GUEST HOUSE CONNECTIONS LOUNGE

- Drop in center for anyone experiencing homelessness.
- 9-3pm Monday-Friday.
  - laundry facilities
  - light refreshments
  - charging station
  - Outreach
  - A sense of community
  - computers

**No Diagnosis Needed!**
SMART PROGRAM - HELP WITH SSI!

- Partnership with Social Security and Disability Determination Services branches helps expedite SSI application process who walk clients through the applications.
- To qualify for El Hogar’s SMART Program, applicants must have one of the following:
  1.) Blind
  2.) Disabled and cannot work for 12 months
  3.) US Citizen or Permanent Resident prior to 8/20/1996

- Additionally, SMART applicants must:
  1.) Be enrolled in an outpatient mental health treatment program
  2.) Be clean and sober at least 90 days
  3.) Have medical history showing severity of medical and mental health conditions

WALK INS WELCOMED ON FRIDAYS

WELLNESS AND RECOVERY CENTERS

WRC-North Clinical Program
Mon - Fri: 9am - 9pm, Sat: 9am-5pm
3637 Mission Ave, Building B
Carmichael, CA 95608
(916) 485-4175
Clinical Services for Individuals Experiencing Homelessness
Walk in Orientation Groups: Tuesdays 10:30am-12:00pm

WRC-South Clinical Program
Mon - Fri: 9am - 5pm
7171 Bowling Drive, Suite 300
Sacramento, CA 95823
(916) 394-9195
Clinical Services for Individuals Experiencing Homelessness
Walk in Orientation Groups: Wednesdays 1:30pm
WELLNESS AND RECOVERY CENTERS (WRC)
MENTAL HEALTH TREATMENT

Population: Medi-Cal recipient Adults (ages 18+) experiencing mental health challenges regardless of housing status.

Walk in Orientations

Services Provided:
- Individual Therapy
- Medication Support
- Referrals to programs to assist with interim and long-term housing
- Case Management
- Psycho-Social Rehabilitation
- Community Integration
- Laundry
- Showers
- Computer lab
- Ping pong

WELLNESS AND RECOVERY CENTERS (WRC)

Wellness Program

- Population: Adult (ages 18+) Sacramento County Residents, no insurance or diagnosis required
- Referral Sources: No formal referral needed!
- Services Provided:
  - One-on-One Peer Counseling with a Wellness Mentor
  - Groups and Activities, some choices include:
    - Meditation
    - Coping with Anxiety
    - Depression Support
    - Art Expression
    - Hearing Voices
    - Showers
    - Laundry

- They also have also have a computer lab, ping-pong, and adding more and more all the time!

Groups! Groups! More Groups!
COMMUNITY SUPPORT TEAM

Community Based Non-Urgent Supports

- Proactively attend to signs of distress
- Strengthen personal resilience in the face of challenging circumstances
- Access self-help skills and resources
- Problem solve challenges and navigate system barriers
- Identify and create connections in the community
- Maximize use of traditional and non-traditional community supports

You can Refer Anybody!

Referral Number (916) 874-6015

Hours of Operation
Monday – Friday: 8:00 a.m. - 5:00 p.m.

URGENT ACCESS TO SERVICES
MOBILE CRISIS SUPPORT TEAM

If you have an emergency, always CALL 9-1-1

• Team Composition: Officer/Deputy, Clinician and a Peer
• Law enforcement officer and a County mental health clinician ride together in the vehicle.
• Four (6) Teams
  ◆ Sacramento Police Department (SPD) City-Wide
  ◆ Sacramento Sheriff’s Department (SSD) – South Patrol
  ◆ (2) Sacramento Sheriff’s Department (SSD) – North Patrol
  ◆ Citrus Heights PD/Folsom PD
  ◆ Elk Grove Police Department
MENTAL HEALTH URGENT CARE CLINIC

- Voluntary and immediate access to crisis intervention services
- Provide an alternative to emergency department visits
- Walk-in, face-to-face, unscheduled services, including law enforcement referrals
- Comprehensive mental health/co-occurring substance abuse disorder assessment and evaluation
- Services will focus on wellness and recovery and linkage to ongoing community services and supports.

Address: 2130 Stockton Boulevard, Building 300, Sacramento, CA 95817
Phone: (916) 520-2460
Hours: Weekdays, 10:00 AM — 10:00 PM (Last walk-in at 9:00 PM)
     Weekends & Holidays, 10:00 AM — 6:00 PM (Last walk-in at 5:00 PM)

DO MENTAL HEALTH HAVE HOUSING?
HOUSING BUILT UNITS

- 161 Built Units in 8 projects
  1. Ardenaire- 1 & 2 bedrooms, including families
  2. YWCA- single room occupancy, single women
  3. MLK Village- studio cottages, including small families
  4. Boulevard Court- studio and 1 bedrooms
  5. Folsom Oaks- 2 & 3 bedrooms, including families
  6. Mutual Housing- studio cottages, including small families
  7. Hotel Berry- Studios
  8. 7th and H- studios and 1 bedrooms, small families

HOUSING UNITS

- Courtyard Inn- 15 units
  - Watt & 80
  - Studios, 1 & 2 bedrooms
  - Including families
  - Estimated 2020
- Sunrise Pointe
  - Citrus Heights
  - Brand New Award-more details to come
- Capitol Park Hotel
  - Sacramento
  - Brand New Award-more details to come

87 Units for behavioral health clients
**OTHER HOUSING SUPPORTS AND SERVICES**

- More services!
- Voucher Supplement
- Rent Gap
- Master Lease
- Hotel/Motel Payment
- Security Deposits
- Utilities
- Building Maintenance and Repair
- Credit Repair Fees
- Housing Document Readiness
- Moving Expenses/Furniture/Other Household Goods

**MENTAL HEALTH SERVICES ACT (MHSA)**

November 7, 2017—Board of Supervisors approved expanded mental health services to include more funding to help resolve homelessness.

- **Funding helped:**
  - Housing supports and subsidies for all outpatient adult mental health treatment programs
  - Increased people served
  - More ways to access housing supports in the outpatient system
MHSA EXPANSION

- Outpatient providers who received both expansion of MHSA Housing Subsidies and Support Services and MHSA Services to maintain housing stability include:
  - El Hogar Guest House
  - El Hogar Regional Support Team
  - El Hogar Sierra Elder Wellness Program
  - Telecare SOAR
  - TLCS (aka Hope Cooperative) New Direction
  - TLCS (aka Hope Cooperative) Regional Support Team
  - TLCS (aka Hope Cooperative) TCORE
  - Turning Point Community Programs – ISA
  - Turning Point Community Programs – Regional Support Team
  - Turning Point Community Programs – Pathways
  - Wellness and Recovery Center North
  - Wellness and Recovery Center South
  - Visions Unlimited Galt
  - Visions Unlimited Sacramento

SINCE THE EXPANSION

- 667 literally homeless people (and their households) off the streets
- Over 1200 clients (and their households) at risk of homelessness or unstably housed to maintain their housing
- Over 800 clients received some sort of rental assistance
- 200 clients received help with security deposits
Foster Care Data

- As of June 1, 2019, there were 1,730 children, ages 0 to 17, in out-of-home placement assigned to Sacramento Child welfare.
- Statistically 87 of those youth will become homeless.
PROGRAM ADDRESSING YOUTH AND FAMILY HOMELESSNESS

- Youth Help Network
- WIND TAY Respite
- Gender Health Center
- LGBT Center
- Transition Age Youth Full Service Partnership
- Consultation, Support, Engagement, and Treatment for Commercially Sexually Exploited Children
- Wraparound
- The Source
- Saint John’s

- In Development-Safe Zone Squad

Behavioral Health isn’t doing anything about homelessness
FALSE, Since May, 2018 we have helped house 667 individuals who were experiencing homelessness

A client can get their disability paperwork signed on the first day of services.
Plausible, an intake must be completed before any disability paperwork will be discussed.

It takes months to get an appointment with the psychiatrist.
FALSE, some appointments can be booked out several weeks, a majority of new psychiatric intakes are consumers who utilize the “stand by” process. Some clients can go from orientation, to intake to psychiatrist appointment in less than 2 weeks.

You can’t call and get linked anywhere and HAVE to go to Guest House
FALSE – individuals can walk into Guest House OR WRC North OR South OR they can call Access at 916-875-1055 and request a provider
QUESTIONS?

SACRAMENTO COUNTY DEPARTMENT OF HEALTH SERVICES

- Department of Health Services
  - Primary Health
  - Behavioral Health
  - Public Health
  - Correctional Health
  - Alcohol and Drug Services
  - Mental Health