

**SANTA CRUZ COUNTY
Behavioral Health Services**

POLICIES AND PROCEDURE MANUAL

**Subject: Mental Health Plan Adult Services
Overview**

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**Responsible for Updating:
Director of Adult Services**

Approval: 
Behavioral Health Director

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Date

BACKGROUND:

Santa Cruz County Behavioral Health Services (BHS), Mental Health Plan (MHP) Adult Mental Health Services provides treatment services to Santa Cruz County adult Medi-Cal beneficiaries, and eligible uninsured residents who meet medical necessity criteria for Specialty Mental Health Services. Adult Specialty Mental Health Services is a network of County BHS staff, Contractor providers and Community Based Organizations providing mental health services, inclusive of case management, psychotherapy, psychiatry, occupational therapy, housing support, vocational support and other related services, in addition to medically necessary residential and inpatient services. These Providers have established multiple levels of consumer care to meet the array of consumer-centered needs, functional abilities, and range of symptom management.

SCOPE:

This policy applies to all MHP network and out-of-network providers who conduct treatment services within the Santa Cruz County adult specialty mental health system of care.

PURPOSE:

This policy describes the adult system of care network inclusive of County BHS staff, Contractor providers, and Community Based Organizations providing Mental Health services.

POLICY:

Santa Cruz County Behavioral Health will ensure that a system of care remains in place to provide medically necessary mental health services to adults in Santa Cruz County either directly, through contract or through Bronzan-McCorquodale Act (1991 Realignment) service providers.

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Levels of Care:

1. Hospital Inpatient Services

- a. Napa or Metro State Hospital: Napa State Hospital is a locked long-term psychiatric, acute care hospital, which is utilized only when all other attempts at locked placement have failed. Access is limited to those who:
 - 1) Are conserved;
 - 2) Are in an acute inpatient psychiatric unit; and
 - 3) Have behavior which cannot be managed in any other mental health facility.
- b. Santa Cruz Psychiatrist Health Facility (PHF): Telecare Santa Cruz PHF is the acute psychiatric health facility in Santa Cruz County. Inpatient acute psychiatric programs at Fremont Hospital, San Jose Behavioral Hospital and other inpatient acute psychiatric service settings near Santa Cruz County are utilized as "overflow" facilities when Telecare Santa Cruz PHF is full. Access is for residents who meet:
 - 1) Medical necessity criteria for acute voluntary treatment;
 - 2) Welfare and Institutions Code 5150 criteria for involuntary psychiatric care
- c. Other Acute Locked Psychiatric Inpatient Services Whenever a resident of Santa Cruz County, who is not currently residing in the County, needs acute, locked psychiatric, inpatient care, that care may need to occur in a Non-Contract Acute Locked Psychiatric Inpatient Unit away from Santa Cruz. All efforts are made to transfer County residents back to Santa Cruz for care, depending on acuity and bed availability.

2. Other 24-Hour Care Services

- a. Locked Skilled Nursing Facilities (SNFs) Locked SNFs are utilized whenever a patient's level of care need dictates a level of locked psychiatric care that includes any skilled nursing needs. These facilities specialize in the treatment of mental health conditions. These facilities are accessed with the approval of an Adult Services Manager.
- b. Mental Health Rehabilitation Center (MHRC) The County contracts with a variety of MHRCs in Santa Cruz and the greater Bay Area. These facilities may have specialized care, such as geriatric psychiatry, neuro-psych, specialized behavioral programs, etc. The County will utilize these facilities according to availability and specialized treatment indicated.

3. Urgent Care Services

- a. Santa Cruz Crisis Stabilization Program (CSP): Telecare Santa Cruz Crisis Stabilization Program (CSP) is the receiving center for individuals in acute crisis. They provide assessment and stabilization treatment services and transfer to either a higher or lower level of care based on individual need.

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- b. County Behavioral Health Walk-In Services: This service is intended to meet the urgent mental health needs of adult, youth and children Santa Cruz County Medi-Cal beneficiaries and indigent Santa Cruz County residents seeking immediate services.
 - i. Individual adults requesting mental health care may self-present to the Santa Cruz County Mental Health Access Team at 1400 Emeline, Santa Cruz, CA on the 2nd floor, Monday through Friday, 8 a.m. to 4:30 p.m. without an appointment.
 - ii. Access assessment services are available in the South County Clinic offices, 1430 Freedom Blvd., Watsonville at regularly scheduled times during the week.
- c. Mobile Emergency Response Team (MERT): The MERT Team responds in the field to crisis calls in the community. The source of the calls may be from medical offices, schools, businesses, public program and community members. MERT clinicians provide emergent crisis assessment, crisis intervention and disposition planning to member of the community. MERT operates Monday – Friday during business hours.
- d. Mental Health Liaisons (MHL) to Law Enforcement: Mental Health Liaisons are mental health clinicians providing crisis response services in conjunction with law enforcement officers. Calls for services come through law enforcement dispatch with a co-response model. MHLs provide field-based emergent crisis assessment, crisis intervention, and disposition planning to members of the community.

4. Residential Services

- a. Social Rehabilitation Facilities
 - i. El Dorado Center (EDC) is a licensed 24-hour short-term social rehabilitation facility. The therapeutic residential program aims to support a resident's independent living skill mastery. EDC also provides a discharge option from inpatient when the client needs intensive structure, supervision and treatment but no longer requires hospital-based care. It may also be considered as an alternative to hospitalization.
 - ii. Casa Pacific is a longer-term social rehabilitation facility that supports individuals with co-occurring mental health and substance use disorders with a goal to transition to independent living.
- b. Crisis Residential Facilities
 - i. Telos is a licensed 24-hour facility providing brief crisis intervention and counseling services to prevent hospitalization and assist residents to improve skills in problem solving, self-management of affect, symptom identification and management.

5. Assessment and Evaluation Services

- a. Access: The County Behavioral Health Access team provides assessment services for potential adult Specialty Mental Health clients who require treatment within the Santa Cruz County Mental Health system, if the individual meets medical necessity criteria.

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6. Mental Health Rehabilitation Services:

- a. Mental Health teams provide the full array of mental health services, including case management, individual therapy crisis intervention, occupational therapy, housing support, psychiatry, and nursing support. All Teams provide culturally and linguistically appropriate mental health services.
- b. Full-Service Partnership: Individuals who meet basic admission criteria and do not have specialty needs are assigned to one of these general service teams, based on their residence location.
 - i. Recovery North Team: Mental Health Clinic, 1400 Emeline, Santa Cruz; and
 - ii. Recovery South Team: 1430 Freedom Blvd, Watsonville.
- c. Specialty Teams
 - i. Transition Age Youth Team (TAY): This is a specialty team that provides services to individual's aged 18-24 throughout the County.
 - ii. Older Adult Team (OAS): This is a specialty team that provides services to adults who are aged 60+ with a co-occurring medical condition. Services are provided throughout the County.
 - iii. Maintaining Ongoing Stability through Treatment (MOST) Team This is a specialty team that provides services to individuals who are on Mental Health Probation. The team provides services throughout the county with a goal to keep individuals out of the jail and stable in the community.
 - iv. ACT Team This team provides services to our most vulnerable residents
- d. Community Mental Health Services: Additional mental health services are provided through contracted community providers as part of the continuum of care. Those services include, but are not limited to:
 - i. Supported Housing with Case Management
 - ii. Independent Living Skills
 - iii. Money Management/Payee Services
 - iv. Education and Employment Services
 - v. Shelter Services
 - vi. Board and Care for Adults and Older Adults
 - vii. Outreach Services
 - viii. Peer Delivered Services and Peer Recovery Centers

7. Medication Support Services

- a. Medication Support service assessment, consultation, and treatment are provided for Specialty Mental Health system of care patients meeting medical necessity criteria. Medication support services are conducted by prescribing eligible Qualified Mental Health Professionals and are utilized to address symptoms, with safety and physical health risks taken into consideration.

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- b. Medication consultation and/or treatment is provided for individuals referred by primary care providers. MHP prescribing staff may provide consultation services directly with treating staff at the following County primary care sites as well as other locations:
 - i. County Health Clinic North: 1080 Emeline Ave, Santa Cruz.
 - ii. County Health Clinic South: 1430 Freedom Blvd, Watsonville.

8. Psychotherapy Services

- a. FQHC Program
 - i. Licensed clinicians are integrated on the treatment teams and/or designated sites; they provide individual, group and family therapy for persons with a mental illness or emotional disturbance to improve functionality or prevent regression.
 - ii. Individuals may be referred to an FQHC therapist by the Access team, care coordinators, or medication prescriber. Individuals served must have Medi-Cal or Medi-Cal/Medicare benefits.
- b. Managed Care
 - i. Santa Cruz County Medi-Cal beneficiaries (who do not have Medicare) are entitled to outpatient psychotherapy if they meet Medical Necessity criteria for specialty mental health services.
 - ii. The Managed Care Panel consists of credentialed clinics and providers in the community that contract with the County to provide mental health services for county-responsible Medi-Cal beneficiaries as well as members of the County FQHC therapy pool.

9. Jail Services

- a. Screening and Assessment: County BH staff provide screening and assessment to inmates referred for mental health services 7 days a week.
- b. Mental Health Services are provided by mental health clinicians for crisis assessment, crisis intervention and treatment plan interventions.
- c. Psychiatric Services: Santa Cruz County Jail inmates who require psychotropic medications shall be assessed to determine their Medication Level of Need. An assigned psychiatrist is available Monday-Friday for medication services. There is 24-hour, on-call psychiatric coverage.
- d. Discharge Planning is available for placement services to inmates who are amenable and appropriate for community mental health care and to those ordered into treatment by the courts.

10. Public Guardian Services

- a. LPS Conservator: The Santa Cruz County Public Guardian's Office is the responsible for securing and maintaining an LPS Conservatorship; as the designated LPS Conservator for Santa Cruz County residents. When the conservatorship is granted in

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court, a specific conservator is appointed to represent the conservatee and works collaboratively with mental health clinicians as the client's legal guardian.

- b. Representative Payee: This office also acts as Representative Payee for conserved individuals whose physician or psychiatrist recommends to the court that they are unable to manage their Social Security, SSI and/or Veteran's Administration income.
- c. Probate Conservator: The Public Guardian may be appointed Probate Conservator by the court for individuals who do not meet the criteria for LPS conservatorship, but whom a physician has found is incompetent to manage their own health and financial matters and there is no one else qualified to act as conservator.

PRIOR VERSIONS: 1/16/2018

REFERENCES: CCR, TITLE 9: Chapter 11: Medi-Cal Specialty Mental Health Services.
WIC Sections 5000-5372 and Sections 5600-5623 (LPS and Bronzan-McCorquodale Acts)