



Integrated Behavioral Health Action Coalition (IBHAC)

July 22, 2022 | 9:00 – 10:30 AM

- | | | |
|----------|---|--|
| 9:00 AM | Welcome & Introductions and Partner Announcements | Ali Hayes |
| 9:15 AM | Behavioral Health Integration throughout HIP | Ali Hayes &
Suzette Reuschel-DiVirgilio, HIP |
| 9:25 AM | 988 Suicide & Crisis Lifeline
National Three-Digit Number dedicated to suicide prevention
and crisis support | Andrea Tolaio,
Suicide Prevention Service
Central Coast
& Amethyst Uchida, SCR911 |
| 9:35 AM | Behavioral Health Workforce | Hayley Mears,
HIP |
| 9:45 AM | Partner Spotlight | All |
| 10:25 AM | Future IBHAC Convenings (Content/ Cadence) | Ali Hayes |
| 10:30 AM | Closing & Appreciations | All |

This meeting is being recorded. The recording will be linked in the follow-up email.

Welcome, Suzette!



Suzette Reuschel-DiVirgilio, DNP, WHNP
Programs Director, HIP

Thank you for
your continued
support!



Dignity Health[™]
Dominican Hospital

Integrated Behavioral Health
Action Coalition (IBHAC)

h i p
HEALTH IMPROVEMENT
PARTNERSHIP
of SANTA CRUZ COUNTY

Partner Announcements

Please email bherrera-lopez@hipscc.org any flyers, registration links, or resources you would like to share with IBHAC Members.

**Integrated Behavioral Health
Action Coalition (IBHAC)**



International Overdose Awareness Day 2022

WEDNESDAY AUGUST 31ST ❤️

JOIN US FOR A VIRTUAL PROGRAM FROM 12-1:30PM
OR AN IN-PERSON EVENT AT APTOS VILLAGE PARK
FROM 4:30-6PM



Listen to stories and first-person accounts.

Learn more about what we can do as a community to prevent overdose.

Virtual Event Registration Link Here:

<https://us02web.zoom.us/join/64836520669>
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In-Person Location Event Address:

100 Aptos Creek Rd, Aptos, CA 95003

No registration required for in-person event

See SafeRx [Facebook](#) or [Instagram](#) for more updates

Contact saferrx@hipsc.org with questions



Join us on Wednesday 8/31: Virtual: 12- 1:30pm /
In Person: 4:30 - 6pm (Aptos Village Park)

International Overdose Awareness Day is the world's largest annual campaign to end overdose and remember those who have died without stigma and acknowledge the grief of the family and friends left behind.

The campaign raises awareness of overdose, which is one of the world's worst public health crises, and stimulates action and discussion about evidence-based overdose prevention and drug policy.

Integrated Behavioral Health
Action Coalition (IBHAC)



<https://us02web.zoom.us/join/64836520669>
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Partner Announcements

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**Integrated Behavioral Health
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Inviting BH providers to the table

- Encompass & Janus joined HIP Board in 2017, followed by PVPSA in 2022
- Encompass & Janus joined the SNCC in 2020
- CME events in 2017-2018 focused on pain management and counter therapies
- Optimizing SBIRT in primary care (Screening, Brief Intervention, and Referral to Treatment)

Removing barriers in access to BH care & care coordination

- Healthcare Workforce Council prong focused on Behavioral Health & Health Social Workers
- Together We Care Initiative

Behavioral Health (BH) Integration within HIP

Supporting PCPs in developing clinical workflows that screen, identify & refer patients to BH services

- ACEs Aware
- Healthy Steps Program
- Thrive by Three Program
- Members of SNCC applied for the PRACTICE Grant

Core programming focused on disseminating safe prescribing practices, expanding access to MAT & Naloxone

- SafeRx
- Medication Assisted Treatment-Advisory Group

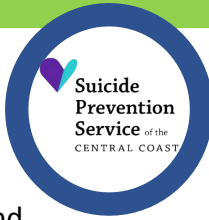
988

**SUICIDE
& CRISIS
LIFELINE**



What is 9-8-8?

Beginning July 16, 2022



America's first 3-digit number dedicated to suicide prevention and crisis support. It is a national portal for connecting to local service.

- 988 is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis.
- 9-8-8 calls from Monterey, Santa Cruz and San Benito Counties are being answered 24/7 by Suicide Prevention Service of the Central Coast who have been answering local crisis calls for more than 25 years.
- The local Lifeline phone number (1-877-663-5433) remains available to people in emotional distress or suicidal crisis, even after 988 is launched nationally.



What is 9-8-8?

Beginning July 16,
2022



America's first 3-digit number dedicated to suicide prevention and crisis support. It is a national portal for connecting to local service.

- *When people call the local line or Lifeline (988), they are connected to trained counselors (staff and volunteers) that are part of the existing National Suicide Prevention Lifeline network. These trained counselors listen, understand how their problems are affecting them, provide support, and connect them to resources if and when necessary.*
- Moving to 988 did not replace the Lifeline, rather it offers an easier way to access, strengthen and expand the network of crisis call centers.
- 988 provides easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

California Lifeline Crisis Centers



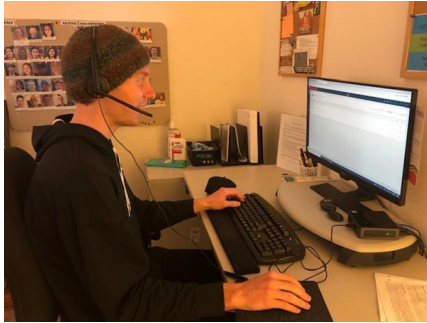
CA 988 CRISIS CENTERS

- 1 Buckelew Suicide Prevention Program
- 2 Central Valley Suicide Prevention Hotline – Kings View
- 3 Contra Costa Crisis Center
- 4 Crisis Support Services of Alameda County
- 5 Kern Behavioral Health & Recovery Services Hotline
- 6 Optum
- 7 San Francisco Suicide Prevention Felton Institute
- 8 Santa Clara County Suicide and Crisis Services
- 9 StarVista
- 10 Didi Hirsch Mental Health Services
- 11 Suicide Prevention of Yolo County
- 12 Suicide Prevention Service of the Central Coast
- 13 WellSpace Health



Suicide Prevention Service Central Coast

Call Data (FY20/21) for Local and National Lifelines



Our call Responders are trained to talk comfortably and calmly, use active listening, assess risk, and determine if a person is at risk.

- **Total Calls Answered: 3,465**
- Local Calls (1-800-ONE-LIFE): 1,581
- Lifeline Calls (1-800-273-TALK: 1,884
 - SC: 977
 - Monterey: 753
 - San Benito: 89
 - Other: 663
 - Unknown: 983
- 78% self-identified as “suicidal”
- 85% of calls are resolved on phone
- 92% of suicidal callers, were by the end of the call, able to make a safety agreement.
- Total SPS calls to 911: 102
- Number of Volunteer Responders: 60
- Number of Responders: Staff: 12 Volunteer: 40
- Number of Staff: 6



THANK YOU!



Suicide Prevention Service Central Coast
Andrea Tolaio,
Director
tolaio.a@fsa-cc-org

Talk with us.



HIP Workforce Development Program



Hayley Mears
*HIP Workforce
Development
Program Manager*
hmears@hipscc.org



Holly Hughes
*Principal, HH&Co.
Chief Program
Officer*
*Janus of Santa
Cruz*

Integrated Behavioral Health
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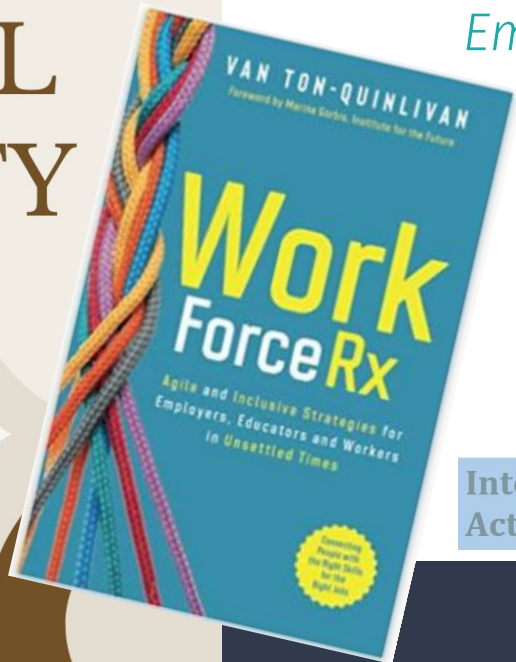


Workforce Development: <https://www.hipscc.org/workforce>

SAVE THE DATE

HIP ANNUAL
COMMUNITY
FORUM

SEPT. 14, 12-2PM
TWIN LAKES CHURCH
MONSCHKE HALL



Van Ton-Quinlivan
CEO Futuro Health
*WorkforceRx: Agile
and Inclusive
Strategies for
Employers, Educators
and Workers in
Unsettled Times*

Integrated Behavioral Health
Action Coalition (IBHAC)



Partner Spotlight



*Thank you Shelly for
your many years of
dedication to IBHAC
and behavioral health
integration and
expansion efforts in
Santa Cruz County.*

Integrated Behavioral Health
Action Coalition (IBHAC)



Appreciations for Shelly in the chat are welcomed!

Santa Cruz County Behavioral Health and Front St, Inc.

Healing the Streets Program (HTS)



Funded by SAMHSA

Service Summary

Populations Served:

- 18 years or older
- Experiencing homelessness
- Serious mental illness and/or
- Substance Use Disorder (SUD)

Hours of Operations: Case Managers out in field M-F (9-5) in cities of Watsonville and Santa Cruz

Patient Access: [Website referral forms](#) or call (831)454-4352

New Program: Client-centered, low-barrier, harm reduction approach; using Critical Time Intervention framework (9-month support). Possible goals: housing navigation, MAT, re-engagement to care (lost to care during Covid etc.), addressing mental health concerns, etc.

Healing the Streets Program (HTS)

What percentage of services are in person vs telehealth?

- Majority is done in person
- Case Managers are in the field daily, engaging current HTS clients and enrolling new clients
- Case Managers have access to tablets and can assist with telehealth visits for clients who are experiencing homelessness to avoid the barriers of getting to in-person appointments.

Any challenges/successes partners should be aware of?

- Important to refer folks who meet the SAMHSA criteria (houseless, SMI, and/or SUDS)
- Important that clients want to work on goal or goals over the course of the CTI time period
- Nurse Practitioner in the field to provide triage, evaluation, and medication support
- Program goal to test an integrated model of care, including care coordination across care settings

The HTS Team!



Karen



Shelly



Lindsey



James



Jeremy



Patrice



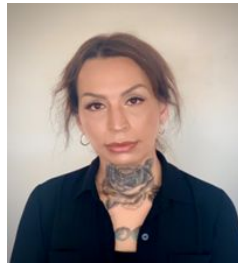
Sierra



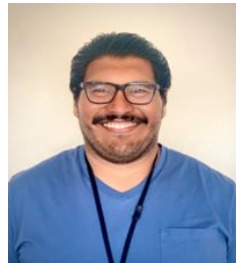
Maribel



Hector



Alissa



Uriel



Kayla

Service Summary

Populations Served:

- Urgent Care: All ages
- Primary Care: Adults, services for children may include annual/sports/school physicals & screenings
- Behavioral Health: Children and Adults.

Hours of Operations:

- Santa Cruz: Mon - Fri 8am-6pm; Sat & Sun 8am-4pm.
- Aptos: Mon - Fri 8am-4pm; Closed Sat & Sun.
- Watsonville: Mon - Fri 8am-6pm; Sat & Sun 8am-4pm.

Patient Access:

- Urgent care & Primary care: Walk in or call for appointment
- BH: See DOD clinic provider, who will then refer internally to DOD BH.

New Programs or Updates to Services:

- Currently in the process of interviewing Social Workers,
- We have started referrals to our CHW in Marina with plans to bring on two more CHWs.
- DOD has begun treating opioid and alcohol abuse patients referred from Dominican, Watsonville Hospital, CHOMP and SVMH.

**DOCTORS
ON DUTY**



Salinas Valley Memorial Healthcare System

Doctors on Duty (DoD)

What percentage of services are in person vs telehealth?

- About 30-40% of BH services are provided via telehealth.

Any challenges/successes partners should be aware of?

- Finding a part time Social Worker
- Reimbursement for Community Health Worker services.



County of Santa Cruz Health Services Agency

Children and Family Health

Service Summary

Populations Served: Children and families

Family Health Programs:

- Maternal Child & Adolescent Health (MCAH)
- Comprehensive Perinatal Services Program (CPSP)
- Sudden Infant Death (SIDS) Program
- Nurse Homevisiting Programs
 - Field Nursing
 - Nurse Family Partnership (NFP)

For more information: Call (831) 454-4339

Perinatal Mental Health Coalition

- <https://www.speakupsantacruz.org/>
- Next Virtual Meeting on 11/15/22 from 10am to 12 pm
 - Details and agenda coming soon!

For more information, please contact:

Dominique Teaford, DNP, RN, PHN, PMH-C
dominique.teaford@santacruzcounty.us



© Susan Kirk, Mother-Art



Service Summary

Populations Served: Children, Youth, & Adult

- **Child & Family Development Programs** - HeadStart
- **Youth & Family IBH** - (Mental Health, SUD, & TAY
- **Adult IBH** - SUD, MAT, DUI, & Re-entry
- **Health & Housing** - Community Support Programs

Hours of Operation:

- Residential - 24 hours
- Outpatient - Mon-Fri, 9am-5pm

Patient Access: <https://encompass.org>

New Programs or Updates to Services:

Links to Health: Person-centered case management & housing support

Encompass Community Services

What percentage of services are in person vs telehealth?

- [Child & Family Development Programs](#) In-person
- [Youth & Family IBH](#) Hybrid: Telehealth & In-Person (majority)
- [Adult IBH](#) Hybrid: Telehealth & In-Person
- [Health & Housing](#) Hybrid: Telehealth & In-person

Any challenges/successes partners should be aware of?

- [Challenge](#) = Staffing
- [Success](#) = Staff commitment to person-centered, whole person care!

Any upcoming event or flyers you would like to share?

- [We're hiring!](#)



County of Santa Cruz Health Services Agency

Integrated Behavioral Health

a service of the clinics division

Service Summary

Populations Served: Children, adults

Locations:

- 1080 Emeline, Santa Cruz
- 1430 Freedom Blvd, Watsonville
- HPHP, Coral Street, Santa Cruz

Patient Access: must be a patient of the clinics

New Programs or Updates to Services:

Now offering telemedicine and telephone services

Santa Cruz County Health Services Agency

Integrated Behavioral Health (IBH)

What percentage of services are in person vs telehealth?

- This number has varied during surges and their aftermath; approximately 50/50.
- Patients appreciate the flexibility of phone and video visits.

Any challenges/successes partners should be aware of?

- We are experiencing large numbers of referrals.
- We have openings for LCSW, psychologist, psychiatrist, and psychiatric NP.



Wellness Connect

Service Summary

Populations Served:

14 and up with new or recently emerging mental health difficulties

Hours of Operations:

Monday-Friday, 9am-5pm

Patient Access:

Kayla Olinger

Director of Wellness Connect

(831) 428-6977

kayla.olinger@ccsantacruz.org

New Programs or Updates to Services:

First Episode Psychosis (FEP)

Wellness Connect



What percentage of services are in person vs telehealth?

100% in person (unless requested by the participant or otherwise unavailable)

Any challenges/successes partners should be aware of?

Challenges: keeping new TAY referrals engaged

Successes: reducing hospitalizations for TAY participants.

Any upcoming events or flyers you would like to share?

First Monthly Group Outing

- When: 8/15/2022
- Where: Seascape Beach in Aptos
- Time: 11:30am-3:30pm



Service Summary

Populations Served:

Substance Withdrawal Management (WM), Residential Treatment (RT), Perinatal Treatment, Medication Assisted Treatment (MAT), Intensive Outpatient Programs, DUI Programs and Lighthouse (BH services)

Hours of Operations:

- WM/RT Intake Tuesday-Friday, 8am - 10am,
- Lighthouse Monday-Friday, 8am - 5pm,
- MAT Monday-Friday, 5:30am - 2pm
- Dosing Hours Monday-Friday, 5:30am - 12:30pm,
Sat & Sun, 6:30am - 11am
Observed Holidays, 7am - 9am
- Inpatient programs 24/7/365

Patient Access:

Contact (831) 462-1060 for information on any care line, all programs have openings.

New Programs or Updates to Services:

WM/RT open access!!! Recovery residences with subsidy funding through 12/22

Janus of Santa Cruz

What percentage of services are in person vs telehealth?

DUI and IOT program are mostly online. Lighthouse and MAT are about 80% in person. WM/RTC is 100% in person.

Any challenges/successes partners should be aware of?

- Challenges: in level of care (ADLS, significantly medical care) for residential treatment. Coordination of care (medication and visit summaries) from community partners. Increasing access to methadone...More to come...please reach out to our leadership team.
- Successes: Launching recovery residences with subsidized housing funds. Able to raise minimum pay range for counselors, MAs and treatment techs. Increased coordination of care at the leadership level and with project unite. Bilingual DUI classes and residential counselor available. OPEN ACCESS, NO WAITLIST AND FULL CENSUS AT WM/RTC!!!

Any upcoming events or flyers you would like to share?

Open access flyer, Lighthouse Flyer



Service Summary

Populations Served:

Ages 0-99, generally low income, Spanish speaking immigrants, seasonal farm workers, all genders. Santa Cruz County, Monterey County, and San Benito County. Beacon insured, Medicare insured, Western Growers' insured, non insured.

Hours of Operations: Monday to Friday 8am-7pm. No weekend coverage so far.

Patient Access: There is currently a waitlist. Internal referral only through primary care physician of established patients.

Salud Para La Gente (Salud)

What percentage of services are in person vs telehealth?

- 85% telehealth, 15% in person
- From March of 2021 to February of 2022.

Successes:

- New Director of Behavioral Health
- Establishing a behavioral health contractor model/program and has been working well.
- Developing an Enhanced Case Management Program as well.
- Hired a new Psychiatrist to be part of our psychiatry team.

Challenges:

- Long waitlist
- Still brainstorming ways to meet the demand for behavioral health at our clinic.



Service Summary

Populations Served: People of all ages, gender identities, ethnicities, abilities, immigration status, sexual orientations, and regardless of their ability to pay.

Hours of Operations:

- Monday-Thursday 8am-8pm*
- Friday 8am-5pm*
- Saturday 8am-1pm*
- *(Varies by clinic site)

Patient Access: Call (831) 427-3500 to make an appointment for medical care or to meet with an Enrollment Specialist who can help you apply for health insurance.

New Programs or Updates to Services: Primary Care, Pediatrics, Prenatal Care/Education, Behavioral Health Services, OBAT, Health Education, Lab Services, Covered CA Medi-Cal Enrollment, Food Distribution Program, Acupuncture, Chiropractic Services

Santa Cruz Community Health (SCCH)

What percentage of services are in person vs telehealth?

Behavioral Health continues to be a hybrid model with all Behavioral Health Providers and Case Managers having at least one shift in the clinic. We hope to increase time in clinic as we go. The bulk of our other appointments are telephonic and we have a few that include video.

Successes:

- Planned opening of Live Oak clinic in October 2022.
- Opened Ben Lomond site.
- Expanding case management services.
- Providing school-based services in Live Oak.

Challenges:

- Staffing in all areas (providers and operations) has been a challenge and impacts all areas of patient care.



SANTA CRUZ
COUNTY OFFICE OF
EDUCATION
DR. FARIS SABBAH - SUPERINTENDENT OF SCHOOLS

Schools Integrated Behavioral Health Initiative (SIBHI)

Service Summary

Populations Served:

Santa Cruz County students TK-12, and countywide educators and youth-serving staff

Hours of Operations: Year round, weekdays

Patient Access:

Eligible students access support with navigating behavioral health services through the Companion Project through specific school staff referrals

Schools Integrated Behavioral Health Initiative (SIBHI)

New Programs or Updates to Services:

- The Companion Project connects students/families w/ appropriate behavioral health services (MHSSA Grant). [Learn more here](#).
- SIBHI offers periodic professional learning trainings for countywide educators and youth-serving staff, for example the Social Emotional Learning Community of Practice.
- SIBHI partners with HIP/SafeRx on the Youth Opioid Response (YOR) Grant, including increasing access to Narcan at schools.
- In planning phase to support the creation of Wellness Centers at secondary schools.
- Sign up for our monthly newsletter [here](#).
- The SIBHI team is always interested in coordinating with service providers to improve services for youth. Contact Robyn McKeen, rmckeen@santacruzcoe.org or Michael Paynter, mpaynter@santacruzcoe.org.



Recovery Café offers ...

- ✓ A free cup of coffee and a sandwich
- ✓ Respect
- ✓ A welcoming community
- ✓ Confidentiality
- ✓ No judgments
- ✓ Topics can include: LGBTQiA issues, isolation, substance use, mental health, trauma, DV, etc.
- ✓ Something to look forward to
- ✓ Support by your peers
- ✓ Consistent group to build trust

Member Commitments:

- 24 hours of sobriety - on day coming to Cafe
- Accountability - weekly attendance or notifying if unable to make it
- Giving back - helping out in some way

Service Summary

Populations Served: adults seeking a community of peer-support for managing and healing from any of life's challenges, including: mental health, substance use, isolation, domestic violence, human trafficking, etc.

Hours of Operations: presently, Mondays

- 12:30-1pm Member Hours,
- 1-2pm Recovery Group,
- 2-3:30pm Member Hours.

Will add Fridays soon.

Location: Calvary Church, downtown Santa Cruz

Patient Access: No waitlist.

Questions and referrals can be by phone, email, UniteUs platform, or participant can just drop by.

New Programs or Updates to Services: Schools for Recovery include Walk and Roll. Communal Meal Preparation coming soon.



What percentage of services are in person vs telehealth?

All services are in-person.

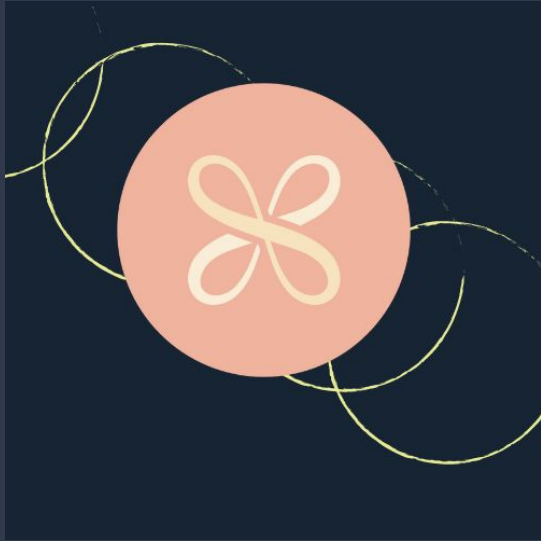
Any challenges/successes partners should be aware of?

Must be sober on day visiting program. Consistent attendance builds community and so attending weekly Recovery Circle or letting us know each week when unable to attend is required.

Any upcoming event or flyers you would like to share?

Always looking to partner with other agencies. Able to present at staff meetings or client meetings. 3x5 flyers available for any interested agency. (pdf attached)

Yoga For All Movement



Current Programs: London Nelson Community Center, Encompass Community Services, Live Oak Community Resources, Watsonville Senior Center, SC Sheriff Department, United Way, County of Santa Cruz, Juvenile Hall, Janus of Santa Cruz

Services & Hours of Operation:

- We host direct service programs M-F that focus on healing trauma within the body via mindfulness-based stress reduction and somatic healing
- People can join our community-based class on Fridays from 10-11:30am

New Program: Reunite with Wellness coming in 2023!



Yoga For All Movement

Quick Facts:

- We are addressing the equity gap in our community by offering holistic wellness programs to individuals that may have otherwise been forgotten by the wellness industry
- The majority of funding comes from fees-for-service programming and from caring community members, like you!
- We teach approximately 30 classes a month. That number is growing and we expect to increase to 40 classes a month by Fall 2022
- Our birthday is coming up! We are looking forward to bringing our community together in October 2022, stay tuned!



Outpatient SUD Treatment and Sober Living

Service Summary

Populations Served: Medi-Cal beneficiaries, Adults ages 18+

Hours of Operations:

- Monday-Friday 9am-5pm
- Groups and individual sessions are scheduled throughout the day and evening.
- No weekend services.

Patient Access: It's easy! Call us for a brief telephone assessment at (831) 476-1747 to see if you qualify for services. If we are unable to server you, we have resources for referrals.

Updates to Services: Serving an entire spectrum of outpatient services; IOT (12 hrs.) OP (4 hrs. Or 2 hrs.) and Recovery Support Services (individualized)

Sobriety Works

What percentage of services are in person vs telehealth?

- Intakes/admissions and individual sessions are in person. Groups continue to be telehealth at this time, due to the unpredictability of COVID strains and infection rates.
- We hope to return to more hybrid groups soon!

Anything partners should be aware of?

- Sobriety Works continues to serve the recovery community with four sober living homes.
- Men's SLE's are located on Branciforte (SC) and Juan Pablo (SC)
- Women's are located on Lotman (SC) and Cortez (Capitola)



Service Summary

Populations Served: Enrolled UCSC Students have access to CAPS and Case Management. Students with Uship can access Psychiatry. Student with Uship can access Student Health Services as can Students with Cruzcare for inhouse treatment.

Hours of Operations:

- Monday-Friday 8am-5pm
- Student Health 8:30am - 5:30pm .
- 24/7 Crisis Assistance (831) 459-2628 x3

Patient Access: Students may walk in or call (831) 459-2628
Average wait for intake - 6 days.

New Programs or Updates to Services: Pending development of the UC Santa Cruz Campus Mobile Crisis Response Team

UCSC

What percentage of services are in person vs telehealth?

- We are offering both in person and telehealth services at the Student Health Clinic and through CAPS.

Any challenges/successes partners should be aware of?

- Challenges: Limited campus long term referral options for counseling and psychiatry.
- Successes: Student have been very open to and interested in telehealth.

Future IBHAC Convenings

We will continue to convene this group on a **quarterly** cadence.

Please complete a brief survey (link is in the chat) to help our team plan for future meetings.

Thank you for joining us!

Integrated Behavioral Health
Action Coalition (IBHAC)

