



BHRS ACCESS Call Center

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SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

ACCESS Call Center 1-800-686-0101

“Welcome to the ACCESS Call Center, my name is Charlie, is this a mental health or substance use emergency?”



BHRS ACCESS Call Center

- Entry point for Mental Health and Substance Use Treatment for San Mateo County residents with
 - Medi-Cal
 - MediCare (Care Advantage, Noridian)
 - Health Worx
 - ACE
 - No insurance
- 24-hour access
- Bilingual staff and use of interpretation line
- Information and referral to community services/HPSM/regional clinics
- Welcomes calls from individuals and providers to request mental health and/or substance use referral; or obtain information about services/eligibility
- **For crisis or psychiatric emergency, please call 24/7 crisis line at (800) 273-8255, go to the nearest emergency room or call 911**



Screening & Referral

- Clients are screened over the phone by clinicians to determine next step of care and appropriate referrals

Alcohol and Drugs Services (AOD)

Outpatient services

Individual and group counseling
Case management

Residential services

Based on risk and severity

Medicated Assisted Therapy

For Alcohol and Opioid use

Non Specialty Mental Health

HPSM or community agencies

Mild to Moderate symptoms
HPSM provider matching for therapy and medication support

Specialty Mental Health

BHRS clinics and Programs

For those at risk of or recent history of hospitalization, or have significant mental health impairments
Provide medication support, therapy and case management



HPSM Mild to Moderate Network

- Telehealth and in-person appointments
- Use of interpreter to meet client's requested language needs
- Provider matching is done by HPSM once the referrals are processed by ACCESS
- HPSM can provide transportation to Care-Advantage and HPSM (Medi-Cal) recipients



BHRS Regional Clinics

- 5 regional clinics across the county
 - Daly City, San Mateo, Redwood City, East Palo Alto and Half Moon Bay
 - Adult team and Youth team
- After screening with ACCESS, those who might need specialty mental health services are scheduled for an appointment at one of the regional clinics for further assessment
- Clients who are discharged from hospital psychiatric unit will be connected by ACCESS for assessment at a regional clinic, if they do not already have a mental health care team



Specialty Private Provider Network (SPPN)

- **Referrals made by regional clinics only**
- Approximately 50 individual providers, in addition to 5 agencies in the county, includes: MFT's, LCSW's, PsyD/PhD's
- Telehealth and in-person appointments
- Use of interpreter (including ASL) to meet client's requested language needs



Basic Grievance Information

- Office of Consumer and Family Affairs (OCFA)
- [Support for Clients & Family - San Mateo County Health \(smchealth.org\)](https://www.smchealth.org)
- 1-800-388-5189 or ocfa@smcgov.org

- HPSM
1-888-576-7227 or 650-616-2850



When you call ACCESS, you will be

- Asked for basic demographic information and type(s) of service(s) that you request
- Screened for type of insurance coverage
- Called back by clinical staff for screening
- Calls might be expedited base on nature of call (e.g. hospital discharge, clients with no phone)
- Referred to appropriate services (AOD and/or Mental Health)
- **For crisis or psychiatric emergency, please call 24/7 crisis line at (800) 273-8255, go to the nearest emergency room or call 911**



ACCESS Call Center 1-800-686-0101

- Give us a call anytime if you have further questions
- Questions/Comments





SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

Regional Clinics

Chummy Kathrina Sevilla, LCSW

Clinical Services Manager II

BHRS Adult Outpatient Services

BHRS

Regional Clinical Services

Regional Clinic Services serve individuals with a Serious Mental Illness (SMI).

SMI is defined as a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities.

Definition by The National Institute of Mental Illness: www.nimh.nih.gov



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Regional Clinics

North County Adult & Youth Clinic

*375 89th Street
Daly City, CA 94015
650-301-8650*

Coastside Adult & Youth Clinic

*225 South Cabrillo Highway, Suite
100A Half moon Bay, CA 94019
650-726-6369*

Central Adult & Youth Clinic

*1950 Alameda de las Pulgas San
Mateo, CA 94403
650-573-3571*

South Adult Clinic

*802 Brewster Ave Redwood City
CA, 94063
650-363-4111*

South Youth Clinic – Shasta Clinic

*727 Shasta Street Redwood City
CA, 94063
650-599-1033*

East Palo Alto Adult & Youth Clinic

*2415 University Ave, Suite 301 East
Palo Alto, CA 94303
650-363-4030*



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**BEHAVIORAL HEALTH
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How to access Regional Clinic Services?

**BHRS ACCESS Call Center
(800) 686-0101**

**Walk in Hours
9:30-11:30am & 1:30-3:30pm**



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Same Day Assistance (SDA)

SDA is a brief evaluation/screen appointment regarding care and treatment needs.

Individuals will get to talk to a clinician about their concerns, services they are requesting and the services that the clinic can provide.

Based on the brief screen an individual will be given treatment options which may include care at the clinic or other more appropriate referrals for other services.



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**BEHAVIORAL HEALTH
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Same Day Assistance (SDA)

What is helpful to bring for an SDA appointment:

- ID
- Insurance Card
- Current Medications or Empty Pill Bottles
- Any Mental Health Records available



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Same Day Assistance (SDA)

If an individual is eligible for Regional Clinic Services they will get an appointment for an assessment with a mental health clinician or a psychiatrist.

If there is an urgent need for medication/meds refills the psychiatrist on duty will be consulted but this may not result in a prescription being filled.

Wait times to see a psychiatrist can range from 10-30 days.



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**BEHAVIORAL HEALTH
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Regional Clinic Services

The Regional Clinics offer an array of services from:

- Psychiatric assessment
- Medication evaluation/Monitoring
- Rehabilitation counseling
- Clinical case management Services
- Counseling/Therapy Services
- Peer Support Services
- Psychoeducation
- Collateral support
- Referrals to Employment Support Services/Educational programs/Social Rehabilitation programs/ Co-occurring substance use services/and others



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Referrals for Higher Level of Care

Clients with serious mental illness who are identified by their treatment providers to need more support than what the regional clinics can offer will be referred to either Intensive Case Management Services (ICM) or Full Service Partnership team (FSP)

FSP: Full Service Partnerships Criteria:

- Three or more PES/ED visits in the last 60 days AND/OR
- Two Inpatient psychiatric hospitalizations in the last 6 months with most recent hospitalization in past 30 days AND /OR
- Transitioning out of a locked/secure facility (i.e MHRC, Secured SNF, Jail, or Out of County Placement) AND/OR
- Loss of current support system that would potentially result in hospitalization, incarceration, or other form of locked placement without FSP level services based on past history.



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Other BHRS Programs

OASIS: Older Adult System of Integrated Services Provides services to older adults 60+ who are SMI and homebound.

PUENTE: A specialty clinic working with Golden Gate Regional Center to provide mental health services to adults with intellectual disabilities.

AOT: Assisted Outpatient Treatment team reaches out to people with a severe mental illness who are not connected to services and are challenged to live safely and stably in our community.

**Referral to these specialty programs can happen via Access Team if the client is not connected to a regional clinic or by the clients treatment team.*



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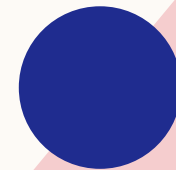
BEHAVIORAL HEALTH & RECOVERY SERVICES

Questions

**ACCESS TO
ALCOHOL AND
OTHER DRUG
SERVICES**

**46.3 MILLION
PEOPLE AGED 12 OR
OLDER MET THE
APPLICABLE DSM-5
CRITERIA FOR
HAVING A
SUBSTANCE USE
DISORDER IN THE
PAST YEAR.**

*SAMHSA





**SO, WHAT
PREVENTS
PEOPLE FROM
PURSUING
ADDICTION
TREATMENT?**

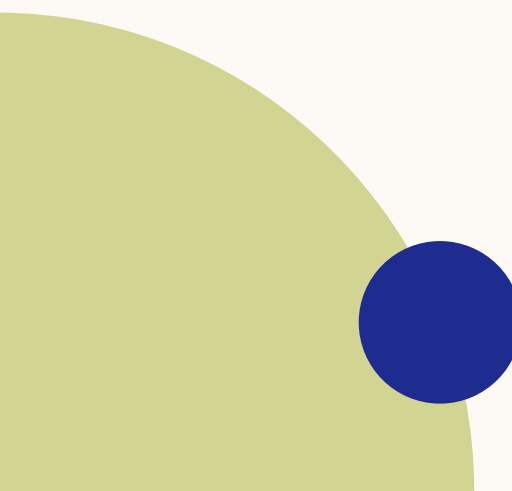


BARRIERS THAT PREVENT PEOPLE FROM PURSUING TREATMENT INCLUDE:

- They feel they do not need treatment.
- They are not ready to stop using.
- They do not have health coverage or cannot afford the costs.
- They worry about the negative effect treatment will have on their job or school.
- They are concerned with what others think.
- They do not know where to go for help.

PREVENTION & EARLY INTERVENTION

The early intervention level is beneficial for individuals who have a high risk of developing substance use disorder.



LEVEL 1 - OUTPATIENT

- NORTH COUNTY
 - Sitike Counseling Center
 - Asian American Recovery Services (part of HealthRight360)
 - Latino Commission
 - StarVista Insights (youth services)
- CENTRAL COUNTY
 - Pioneer Court (part of HealthRight360 – youth and adult services)
 - Project 90 (part of Caminar – men’s services)
- SOUTH COUNTY
 - El Centro de Libertad (youth and adult services)
 - Our Common Ground (men’s services)
 - Free at Last
 - StarVista Insights (youth services)
- COASTSIDE
 - El Centro de Libertad (youth and adult services)

LEVEL 2 – INTENSIVE OUTPATIENT

- NORTH COUNTY
 - Asian American Recovery Services (part of HealthRight360)
 - Latino Commission
 - Sitike Counseling Center (perinatal services, women’s services)
- CENTRAL COUNTY
 - Pioneer Court (part of HealthRight360 – youth and adult services)
 - Project 90 (part of Caminar – men’s services)
 - Women’s Enrichment Services (part of StarVista – women’s services)
- SOUTH COUNTY
 - Our Common Ground (men’s services)
- COASTSIDE
 - El Centro de Libertad

LEVEL 3.2 – RESIDENTIAL DETOX WITHDRAWAL MANAGEMENT

- CENTRAL COUNTY
 - First Chance Detox (part of StarVista)
 - First Chance Sobering Station (part of StarVista)
 - Palm Avenue Detox

LEVEL 3.1, 3.3, 3.5 – RESIDENTIAL TREATMENT

- NORTH COUNTY
 - Casa Maria (part of Latino Commission – women’s services)
- CENTRAL COUNTY
 - Casa Aztlan (part of Latino Commission – men’s services)
 - Elms House (part of HealthRight360 – women’s services)
 - Hillside House (part of Healthright360 – women’s services)
 - Laurel House (part of Healthright360 – men’s services)
- SOUTH COUNTY
 - Hope House (part of Service League – women’s services)
 - Malaika House (part of Free at Last – women’s services)
 - Walker House (part of Free at Last – men’s services)
 - Our Common Ground (men’s services)

MEDICATION ASSISTED TREATMENT

- CENTRAL COUNTY
 - HealthRight360 MAT Clinic (youth and adult services)
 - San Mateo County BHRS AOD IMAT
- SOUTH COUNTY
 - BAART Methadone and Opioid Treatment Program (youth and adult services)
- COASTSIDE
 - El Centro de Libertad (youth and adult services)

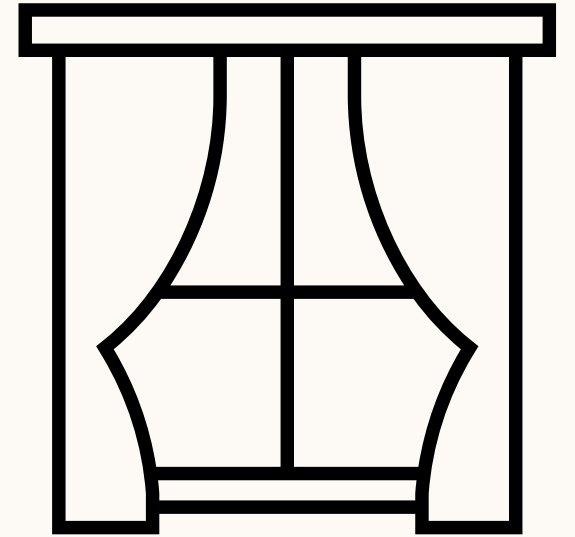
BHRS ACCESS CALL CENTER

The call center is open 24/7.

Call center staff speak English, Spanish, and Chinese.

(800) 686-0101 or 711 for hearing impaired individuals.

**CATCHING THE
“CRUCIAL
WINDOW OF
OPPORTUNITY”**



THANK YOU

Keri Kirby

Executive Director

Sitike Counseling Center

kkirby@sitike.org

INTEGRATED MEDICATION ASSISTED TREATMENT (IMAT)



IF YOU STRUGGLE WITH
ALCOHOL OR OPIOIDS
IMAT CAN HELP



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
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what is
MAT?

Medication
Assisted
Treatment

*The use of **medications** in combination with **counseling** and **behavioral therapies** for the treatment of substance use disorders.*

Aka: Medicine in Addiction Treatment

Medication Assisted Treatment (MAT):

The use of medications in conjunction with counseling to treat substance use disorders

Evidenced based, FDA approved and now considered the “gold standard” for treating opioid use disorders

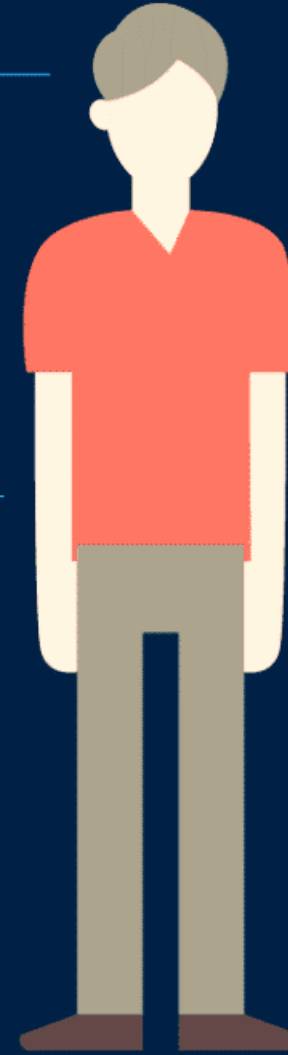
Ways MAT medications positively impact the body

Help to balance brain chemistry

Eliminate physiological cravings

Regulate body functions without the effects of substance use

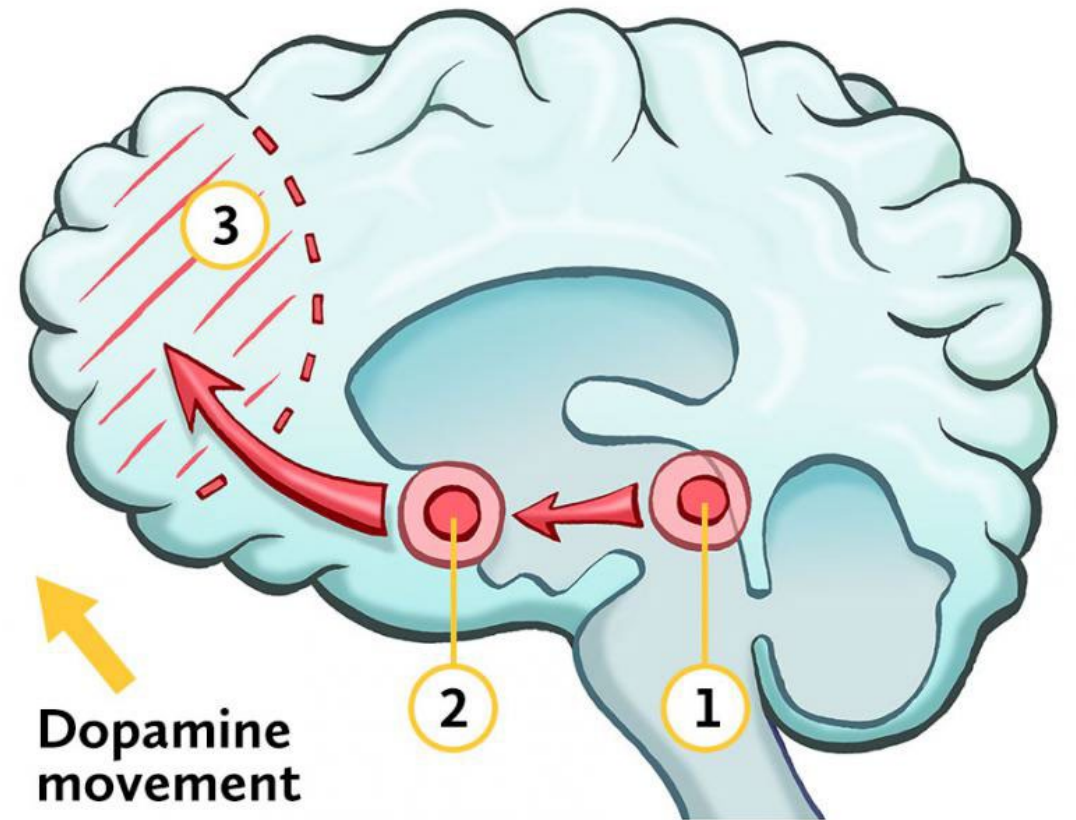
Block the pleasure caused by alcohol and opioid



Medication Assisted Treatment

Relapse rate for opioid use disorders without MAT is 85-90%

- MAT quiets the limbic system (emotion/reward) so the prefrontal cortex (thinking) part of the brain can be in charge
- Allows people to take advantage of behavioral treatments like counseling
- Recommend course of MAT treatment is **at least** 6-12 months, but varies by individual



“Treatment using MAT, particularly when coupled with evidence-based behavioral therapy, improves medical and mental health outcomes and reduces relapses and recidivism.”

- National Sherriff's Association, 'Jail Based Medication Assisted Treatment'
- Guidelines published Oct 2018

Harm Reduction and Overdose Prevention for Opioids & Alcohol.

**NEED
HELP**



USING **FENTANYL** or **OPIOIDS**?
DRINK TOO MUCH **ALCOHOL**?

7 DAYS
A WEEK

IMAT can help

CALL: San Mateo Medical Center

650.573.2735

SMC^{HEALTH}.ORG

Integrated Medication Assisted Treatment (IMAT).

IMAT Integrated Medication Assisted Treatment

San Mateo Medical Center
Emergency Department



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**BEHAVIORAL HEALTH
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Pilot 2013

- BHRS
- MAT & Case Mgt
- ↓ Health Care Costs

Partnership

- Health Plan SM
- BHRS
- SMMC
- Primary Care

IMAT

- July 2015
- Alcohol Use D/o

IMAT Expansion

- Fall 2017
- Opioid Use D/o

IMAT CRITERIA: Who We Serve



- 1. Chronic, harmful Alcohol & Opioid use**
*High utilization of SMMC Emergency Services (ED, PES)
Criminal Justice or Law Enforcement involvement*
- 2. Health Plan of San Mateo (HPSM) member**
Or eligible, including uninsured and undocumented
- 3. Motivated to reduce / stop Alcohol or Opioids**
- 4. Not already connected to MAT provider**

IMAT Referral Process

7 days a week

Call IMAT at the San Mateo Medical Center Emergency Dept:

650-573-2735

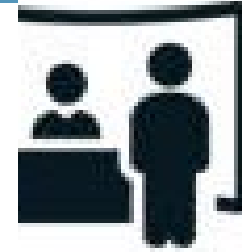
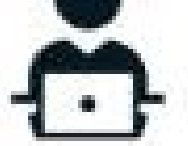
What to expect:

IMAT Case Managers will respond to and triage crises first

- Brief screening to gather background info
- Determine eligibility with a client-centered intake process
- Help schedule initial appointment at HealthRight 360 MAT clinic

Usually within days, up to a week

- Help troubleshoot prescription or benefit issues
- Assist w/ follow up referrals and other treatment needs



Typical IMAT Client Experience

Outreach & Engagement

- Immediate
 - *Non ED: 24 -48 hrs*
- Chart research
- Screen for eligibility
- AUD/OUD screening
- MAT Psycho-Ed
- Assess Motivation

Intake

Approx days 1 -7

- Brief window of enhanced engagement
- Link to detox or safe sobering
- Benefit enrollment
- Lab work
- Schedule clinic
(appx 2-7 days out)

Case Mgmt

ongoing as needed

- Accompany to MAT appointment
- Help fill Rx
- Treatment evaluation
- Link w/ other services
- Short term counseling
- Ongoing CM as needed

IMAT PRIMARY CARE INTERFACE



Clients receiving primary care with:

Daly City Health Center
Fair Oaks Health Center
Pediatric Clinic SMMC
Sequoia Teen Clinic
South San Francisco Clinic



**Clients wanting to
change their substance
use relationship (all
substance use)**



**If connected to the BHRS
regions, Interface IMAT
Case Manager will link
to BHRS prescriber for
MAT or AOD IMAT as
appropriate for OUD.**

Get Connected to MAT

Naloxone is now available
over the counter!

- Ask your **primary care doctor** if they prescribe MAT
- Ask your **psychiatrist** if they prescribe MAT
- If you live in San Mateo County call **IMAT: 650.573.2735**



If you live outside San Mateo County:

Call SAMHSA's National Helpline: 800.662.HELP (4357)

Go to the Substance Use Treatment Locator at <https://findtreatment.gov/>

Learn more about MAT
samhsa.gov/medication-assisted-treatment

Find Local
12-Step meetings at:
[AA.org](https://aa.org) or [NA.org](https://na.org)

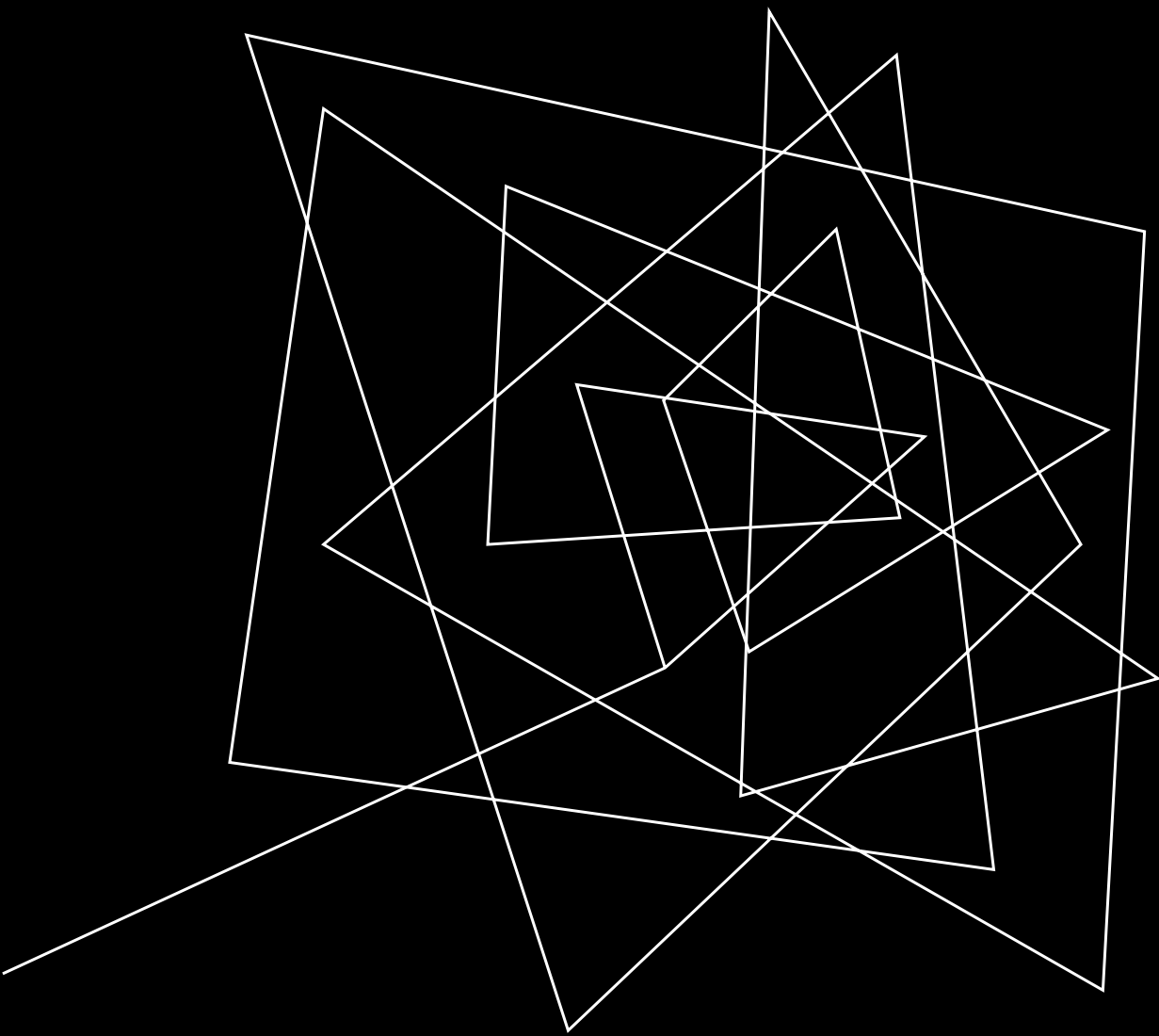
NEED NARCAN?

Help prevent an
accidental overdose:
Ask your Doctor or
local pharmacy

For **Peer support** call **Never Use Alone**
(800) 484-3731 neverusealone.com

RECOVERY RESOURCES





ADDING CONTEXT

Other Substance Use Treatment
Services in San Mateo County

San Mateo County System of Care

Population Specific Services:
Youth, Adult, Perinatal, Justice Involved



SAN MATEO
COUNTY HEALTH

Substance Use Disorder (SUD) Treatment Levels of Care

Outpatient Services (*<9 hours / week*)

Intensive Outpatient Services (*9 -19 hours / week*)

Medication Assisted Treatment (MAT)

Opioid (Narcotic) Treatment Program

Residential Treatment Services (*3 levels*)

Withdrawal Management (*inc. Residential Detox*)

Recovery Services

Care Coordination

Sobering Station

NON-IMAT SUBSTANCE USE TREATMENT INFORMATION & REFERRALS

All levels of Substance Use treatment
(and Mental Health)

Access Call Center:
800.686.0101



Residential Substance Use treatment
evaluation and authorization

Residential Treatment Team
(RTX): 650.802.6400



THANK YOU

Mary Taylor Fullerton
mfullerton@smcgov.org



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

Harm Reduction and Overdose Prevention for Opioids & Alcohol

NEED HELP

USING **FENTANYL** or **OPIOIDS**?
DRINK TOO MUCH **ALCOHOL**?

7 DAYS

IMAT can help
CALL: San Mateo Medical Center A WEEK

650.573.2735

SMCHealth.org

Integrated Medication Assisted Treatment (IMAT)