



Orange County | Behavioral Health Information & Referrals

855-OC-Links
(625-4657)



Jason Austin, MA, MFT
Orange County Health Care Agency
Behavioral Health Services

BHS Programs

Acute Psychiatric Inpatient Treatment – College Hospital*Acute Psychiatric Inpatient Treatment – Royale Therapeutic Residential Center*Acute Psychiatric Inpatient Treatment – University of California at Irvine, Medical Center*Acute Psychiatric Inpatient Treatment – Western Medical Center*Administrative Services Organization (ASO)*Alcohol and Drug Prevention Team*Alcohol and Other Drug Abuse Prevention Services*Anaheim AMHS Clinic (Access Point)*Associates in Counseling Mediation - Laguna Hills*Associates in Counseling Mediation - Santa Ana*BHS/American Recovery Center*BHS/Tom Redgate Memorial Recovery Center*Brighter Futures*California Hispanic Commission on Alcohol and Drug Abuse (CHCADA)/ Unidos*California Hispanic Commission on Alcohol and Drug Abuse (CHCADA)/Casa Elena Recovery Home*California Hispanic Commission on Alcohol and Drug Abuse (CHCADA)/La Familia*California Hispanic Commission on Alcohol and Drug Abuse (CHCADA)/Unidos /Detox*Center of Excellence – Main Office*Centralized Assessment Team (CAT) and Psychiatric Evaluation and Response Team (PERT)*Centralized Assessment Team (CYS CAT)*Changes for Recovery (CFR)*Child Abuse Services Team (CAST)*Child Guidance Center, Inc.–Buena Park*Child Guidance Center, Inc.–Fullerton*Child Guidance Center, Inc.–Santa Ana*Children’s Support and Parenting Program (CSPP)*Clean Path Recovery*Clinical Evaluation and Guidance Unit (Juvenile Hall/Probation)*Clinical Evaluation and Guidance Unit (Orangewood Children and Family Center)*Colette’s Children’s Home*Collective Solutions*Community Service Programs (CSP) –Youthful Offender Wraparound (YOW), Full Service Partnership (FSP)*Community Service Programs (CSP)–Children’s Crisis Residential Program*Community Service Programs (CSP)–Families First*Connect the Tots Program*Continuing Care Placement Unit (CCPU)*Cooper Fellowship, Inc.*Costa Mesa Clinic*Crisis Prevention Hotline*Dana Point Clinic*Employment WORKS*Evaluation and Treatment Services (ETS)*Family Support Services*Gang Reduction Intervention Partnership (GRIP)*Grandma’s House of Hope*Harbor Drug Court, Driving-Under-the-Influence (DUI) Court*Homeless Multi-Service Center*Hope House*Integrated Community Services (ICS)-Community Home*Integrated Community Services Program (ICS)-County Home*Juvenile Drug Court*KC Services – Irvine*KC Services – Fullerton*KC Services – Garden Grove*Laguna Beach (Main Office)*Long Term Care – Community Care Center*Long Term Care – Country Villa*Long Term Care – Downey Community Health Care Center*Long Term Care – Landmark Medical Center*Long Term Care – Metropolitan State Hospital*Long Term Care – Patton State Hospital*Long Term Care – Royale Mission Viejo Mental Health Rehabilitation Center (MHRC)*Long Term Care – Royale Therapeutic Residential Center*Long Term Care – Sierra Vista*Long Term Care – Sylmar Health and Rehabilitation Center*Long Term Care – The Anne Sippi Clinic*Long Term Care – Vista Knoll*Long Term Care – West Anaheim Therapeutic Residential Center*Long Term Care – Westminster Therapeutic Residential Center*Mariposa Women’s Center*Mental Health Association (MHA)–Project Together Mentor Program*Mission Viejo AMHS Clinic (Access Point)*Mission Viejo Clinic*Multicultural Development Program*North Drug Court, North Driving-Under-the-Influence (DUI) Court*OC4Vets*Office of Consumer and Family Affairs*Older Adult Recovery Services*Older Adult Services Program for Assertive Community Treatment (OAS PACT) Santa Ana*Older Adult Services Senior Health Outreach & Prevention Program (SHOPP)*Older Adult Services Substance Abuse Resource Team (START)*Older Adult Support Intervention Systems (OASIS)*Opportunity Knocks (OK)*Orange County Asian Pacific Islander Community Alliance (OCAPICA) – PROJECT FOCUS – Full Service Partnership Wraparound*Orange County Center for Resiliency Education and Wellness (OC CREW)*Orange County Child Abuse Prevention Center – In-Home Crisis Stabilization*Orange County Postpartum Wellness (OCPPW) Program*Orange County-ACCEPT (Acceptance through Compassionate Care, Empowerment, and Positive Transformation)*Outpatient & Perinatal Services – East*Outpatient & Perinatal Services – North*Outpatient & Perinatal Services – South*Outpatient & Perinatal Services – West*Outreach and Engagement*Outreach and Engagement Services - Child Abuse Prevention Center*Outreach and Engagement Services - Latino Health Access*Outreach and Engagement Services – MECCA*Outreach and Engagement Services – OCAPICA*Outreach and Engagement Services - Western Youth Services*Pacific Asian Unit (PAU) Clinic*Pacific Asian Unit Program for Assertive Community Treatment (PAU PACT)*Parent Education and Support Services*Patients’ Rights Advocacy Services*Peer Support and Wellness Center*Phoenix Academy of Orange County*Phoenix House*Phoenix House of Orange County*Placencia Clinic*Program for Assertive Community Treatment (PACT) Central*Program for Assertive Community Treatment (PACT) North*Program for Assertive Community Treatment (PACT) South, Aliso Viejo*Program for Assertive Community Treatment (PACT) South, Costa Mesa*Program for Assertive Community Treatment (PACT) West*Project Life Coach*Providence Community Services – East*Providence Community Services – North*Providence Community Services – South*Providence Community Services – West*Providence Community Services – Project RENEW (Reaching Everyone Needing Effective Wrap), Full Service Partnership (FSP)*Providence Community Services – Support Transitional Age Youth (STAY), Full Service Partnership (FSP)*Quality Improvement & Program Compliance (QIPC)*Recovery Center - College Community Services, Camino Nuevo (Access Point)*Recovery Center – College Community Services, Anaheim*Recovery Center – Mental Health Association, Costa Mesa*Recovery Center – Mental Health Association, Garden Grove*Recovery Center – Mental Health Association, Lake Forest*Recovery Center North*Recovery Center South*Residential Rehabilitation*Risk Reduction and Community Health (REACH) – HIV Services-Case Management and Transportation Services*Risk Reduction and Community Health (REACH) – HIV Services-Education, HIV Testing and Prevention Services*Risk Reduction and Community Health (REACH) – Outreach and Engagement Team*Roque Center*Santa Ana AMHS Clinic (Access Point)*Santa Ana Clinic*Santa Ana Drug Court, Driving-Under-the-Influence (DUI) Court*School Based Behavioral Health Intervention & Support – Early Intervention Services*School Based Behavioral Health Interventions and Supports – Phoenix House*School Based Violence Prevention Education (SBVPE)*School Readiness*Seneca/Kinship Canyon Acres Ranch*Seneca/Kinship Center East*Shelter Plus Care*Program Administration Residential Care and Housing Office*Short-Term Housing Services*Social Model Recovery Systems (Touchstones)*Socialization Program for Adults and Older Adults*Socialization Program for Adults and Older Adults*Socialization Program for Adults and Older Adults*South Coast Children’s Society*South Coast Children’s Society – Transitional Age Youth (TAY) Crisis Residential Program*South Coast Children’s Society–Social Rehabilitation Program*South Drug Court, South Driving-Under-the-Influence (DUI) Court*Southern California Alcohol and Drug Programs (SCADP)/Heritage House - Costa Mesa*Southern California Alcohol and Drug Programs (SCADP)/Heritage House – North*Stop the Cycle Program*Straight Talk Inc. (Gerry House and Gerry House West)*Straight Talk/Start House*Stress Free Families*Survivor Support Services*Telecare And Orange (TAO)*Telecare and Orange (TAO) South*Telecare STEPS Orange County*Telecare TREEhouse - Adult Crisis Residential Program*The Gary Center/SACS*The Recovery Education Institute*The Villa Center*Touchstones/Social Model Recovery Systems*Training Mental Health Needs of the Deaf Community*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) Anaheim*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) Costa Mesa*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) East*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) Mission Viejo*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) North*Transitional Age Youth/Program for Assertive Community Treatment (TAY PACT) West*Transitions*Veterans’ Court Services*Veterans’ Services “The Drop Zone” *Warmline Network Services*Western Pacific Rehabilitation (Fullerton)*Western Pacific Rehabilitation (Stanton)*Western Youth Services – East*Western Youth Services – North*Western Youth Services – South*Western Youth Services – West*Westminster AMHS Clinic (Access Point)*Westminster Clinic*Whatever It Takes (WIT) /Telecare*Woodglen Detox*Woodglen Recovery*Youth As Parents*Youth Reporting Center, Central*Youth Reporting Center, North

What is OC Links?

- One stop access to all Behavioral Health Services (BHS)
- Information and referrals
- Telephone & online chat
- Trained clinical staff
- All languages
- Monday through Friday from 8am to 6pm

Why OC Links?

- 205 Behavioral Health programs
- Link people to the appropriate service based on eligibility
- Ease of use
- Provide quality, caring linkage to services for family members, participants, and service providers

Trained Navigators

- Behavioral Health clinicians
- Extensively trained on all BHS services
- Ability to deescalate callers & assess their needs
- Access to comprehensive database
 - Populations served
 - Admission/eligibility criteria
 - Service areas

Outreach Plan

- Educate and inform individuals and organizations about OC Links
- Target key players in local communities
- Community presentations
- Social Media
- Press release and interviews

Like us on
facebook



Facebook.com/ochealthinfo



ochealth
April 30

You miss 100% of the shots you don't take.

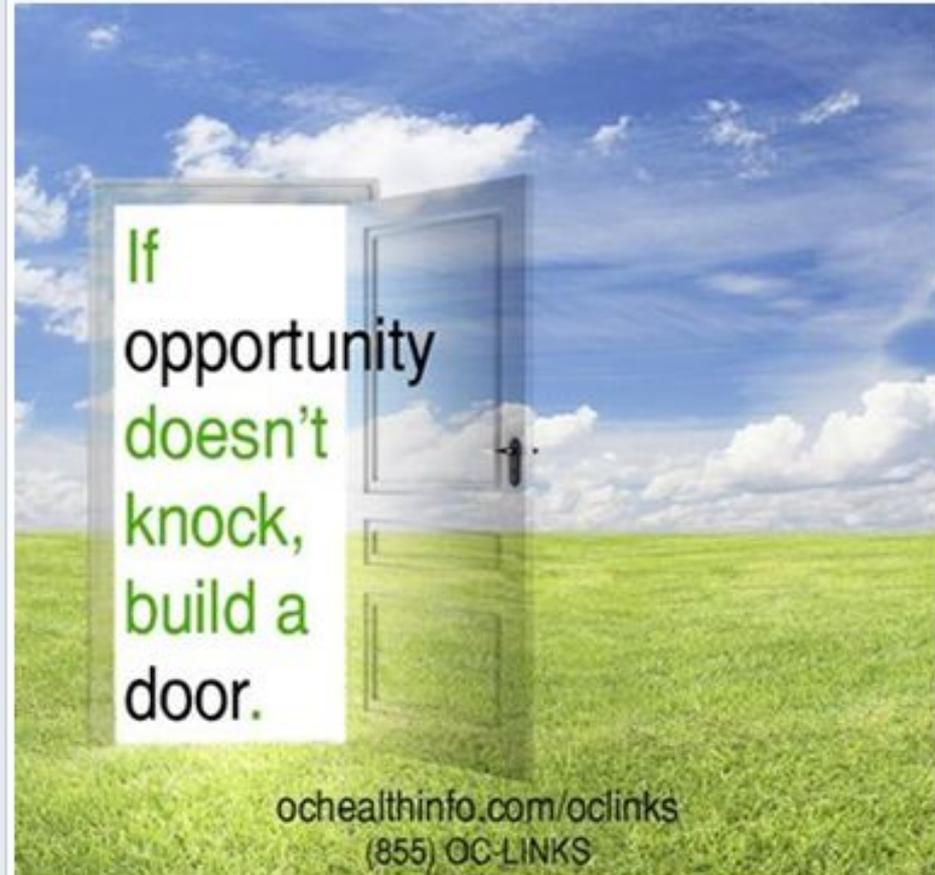


ochealthinfo.com/oclinks
(855) OC-LINKS

Like · Comment · Share



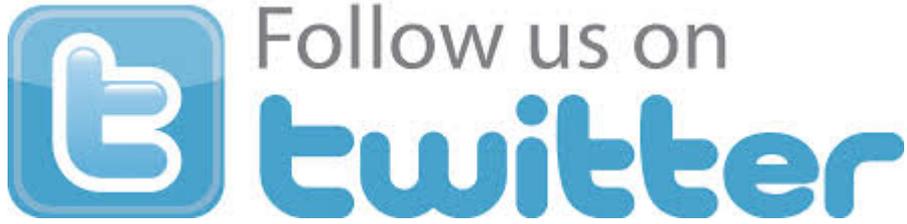
ochealth
April 16



ochealthinfo.com/oclinks
(855) OC-LINKS

Like · Comment · Share

5 1

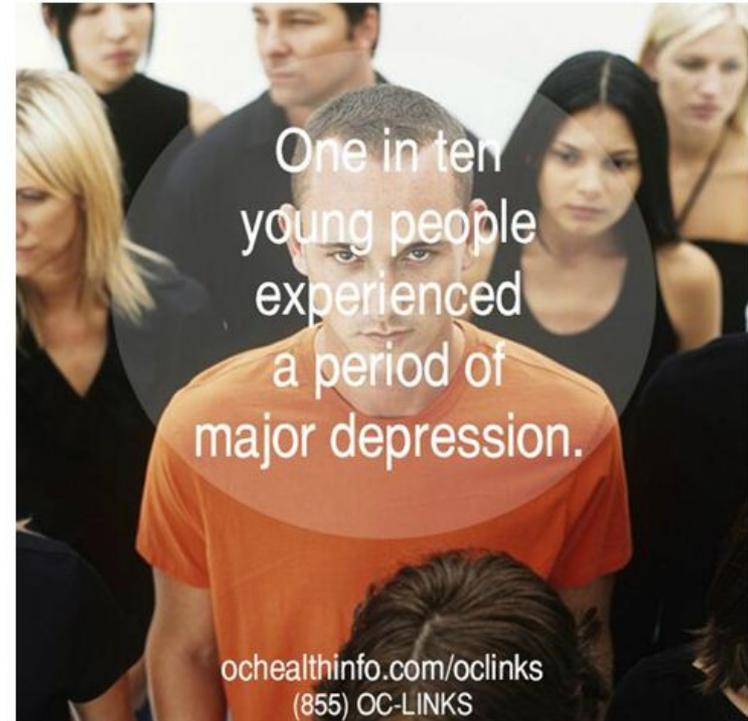


twitter.com/ochealth



Health Care Agency @ochealth - May 21

One in ten young people experienced a period of major depression. #oclinks #mental health ochealthinfo.com/bhs/about/pi/o... pic.twitter.com/RsmcK5e54s



ochealthinfo.com/oclinks (855) OC-LINKS

9:55 AM - 21 May 2014 - Details

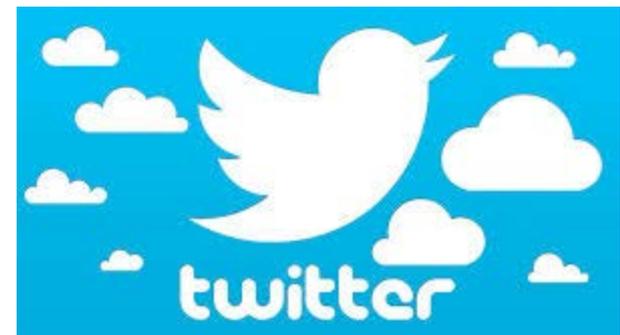
Flag media

Collapse

Reply Retweet Favorite More



An obstacle is often a stepping stone.



3

View more photos and videos



The best way
to predict
the future is
to invent it.

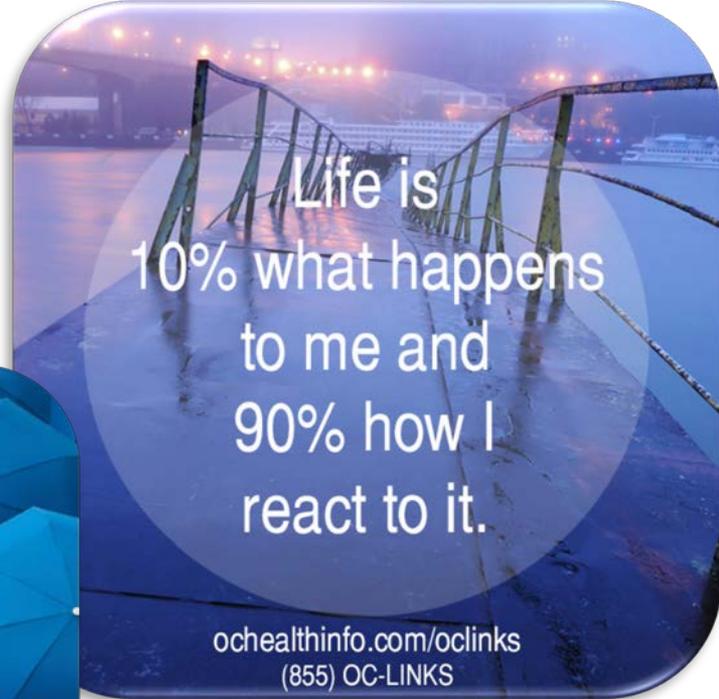
ohealthinfo.com/oclinks
(855) OC-LINKS

facebook



Stigma and
Discrimination
prevent people
from seeking
mental health
care.

ohealthinfo.com/oclinks
(855) OC-LINKS



Life is
10% what happens
to me and
90% how I
react to it.

ohealthinfo.com/oclinks
(855) OC-LINKS



Do not let what you
cannot do interfere
with what you can do.

ohealthinfo.com/oclinks
(855) OC-LINKS



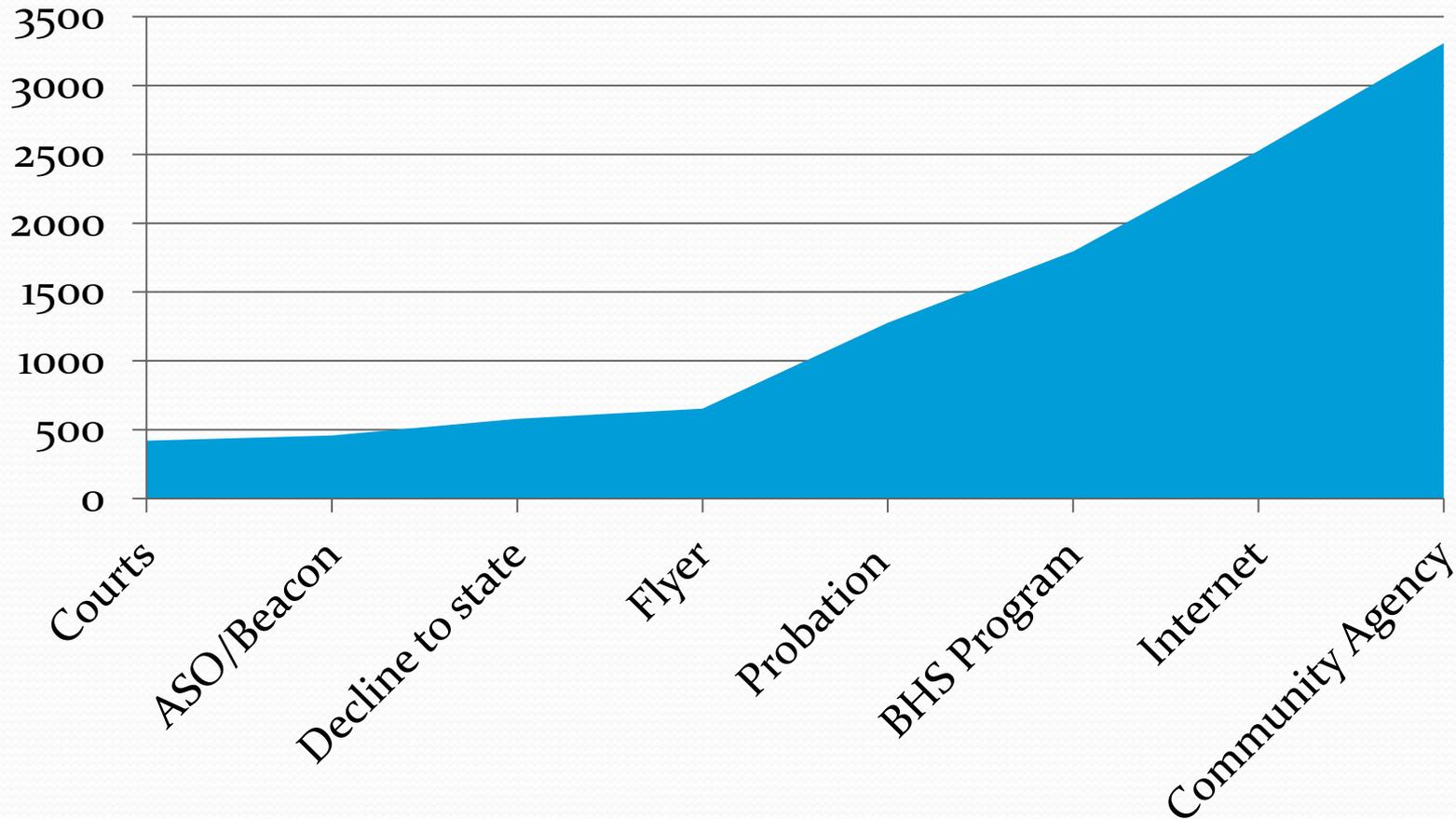
It is never too late
to be what
you might have been.

ohealthinfo.com/oclinks
(855) OC-LINKS

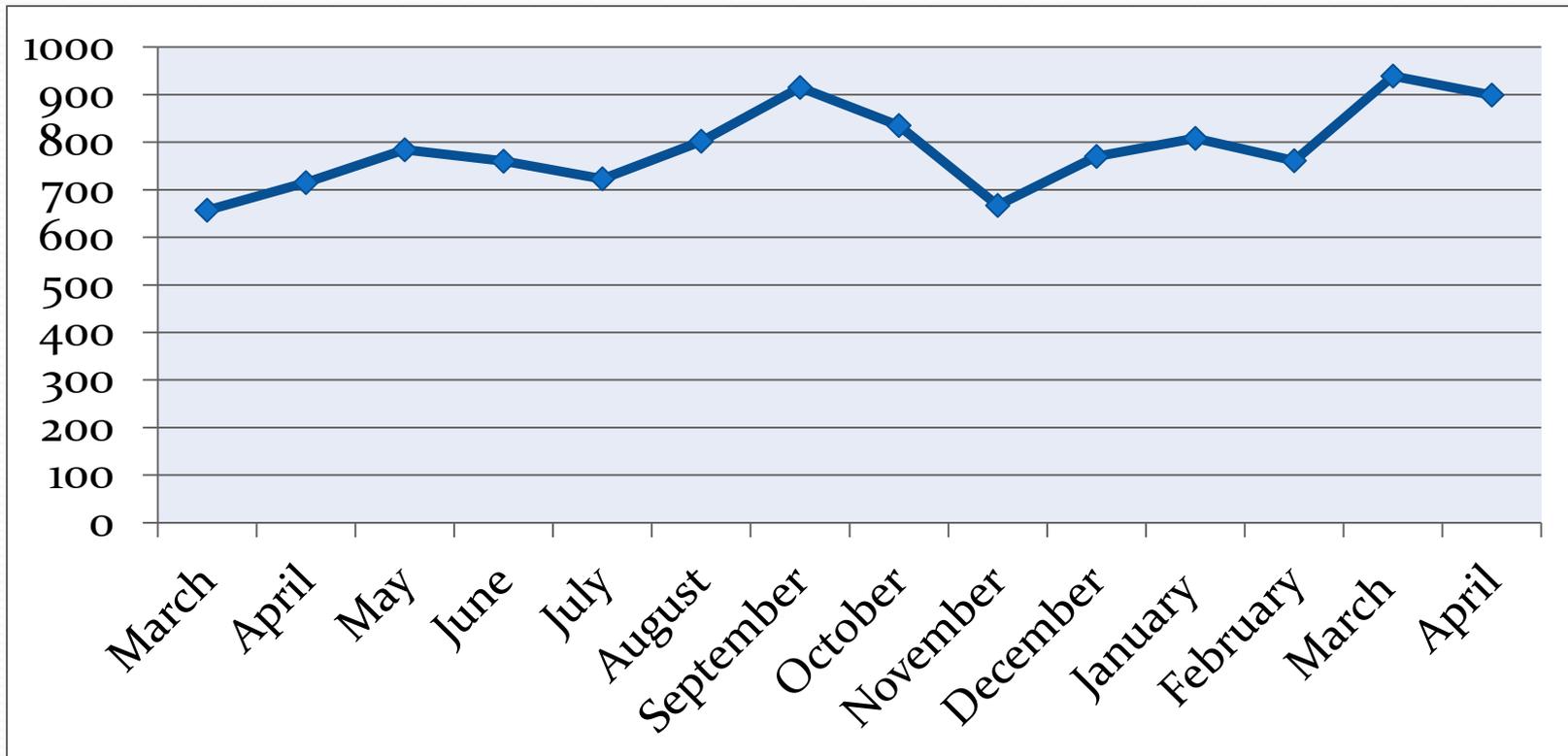
Community Partners

- Colleges and Universities
- School Districts
- Community Organizations and Shelters
- Faith Based Organizations
- Motels
- Bus Stations and Taxis
- Police Departments
- Fire Departments
- Government Agencies
- Hospitals/ERs
- Private Businesses
- Medical Professionals
- Private Therapists

How did you hear about OC Links?

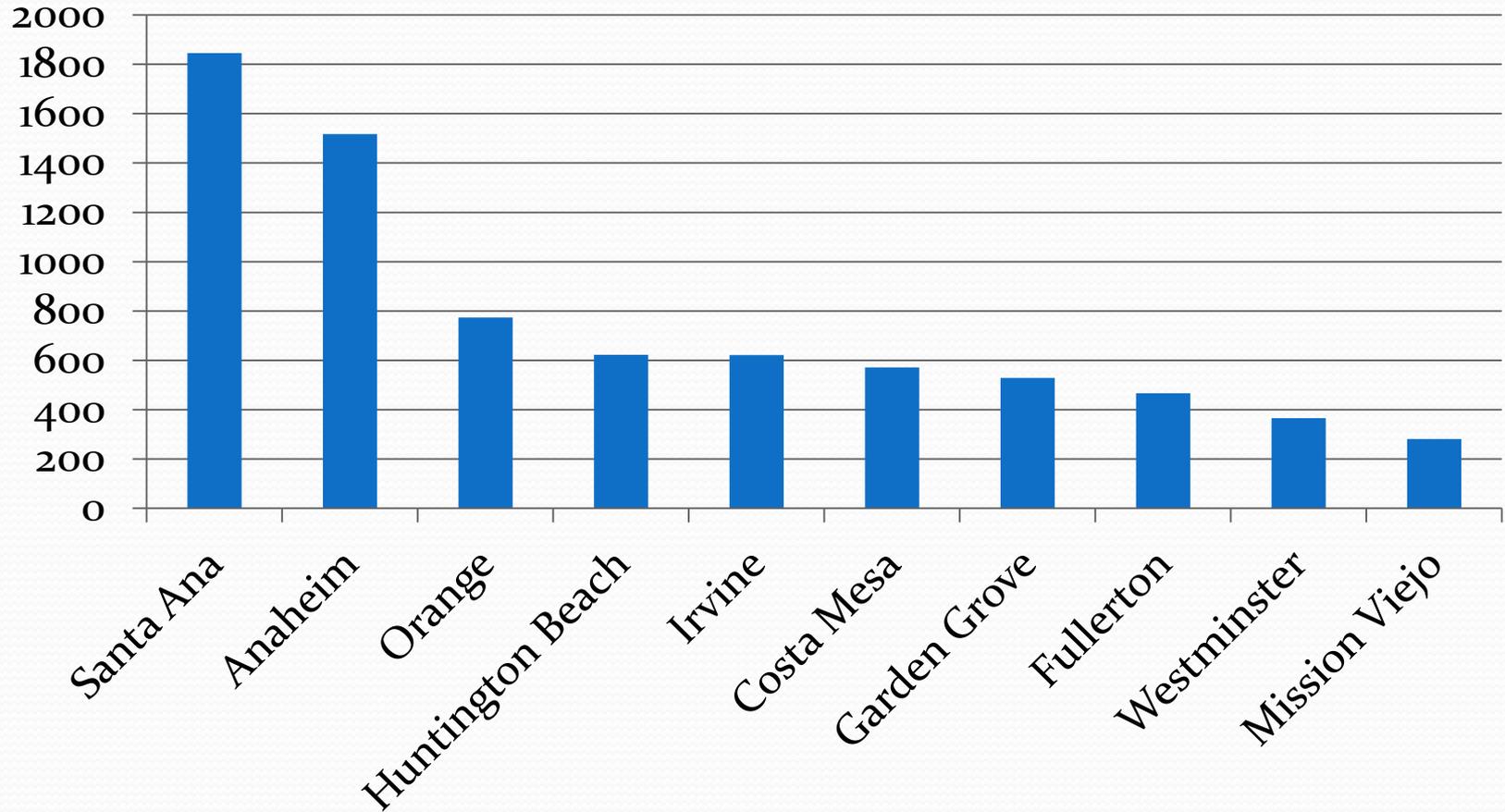


Call/Chat Volume



- Calls have quintupled since October
- Web-based chats have remained steady

Call Volume by City: Top Ten



Who is calling on behalf of others?

Local Support	Number of Calls		Local Providers	Number of Calls
Parent Or Caregiver	2029		BHS Provider	451
Family Member	1361		Community Agency	561
Friend	521		OC Probation	123
K-12 School Staff	127		Hospital/ER Staff	123

Success Stories

- Request to help parent of a three month old son
 - Concerned about depression and lack of parenting skills
- Discharged from hospital
 - “I don’t know where to go but I’m getting bad again....I don’t want to go back to the hospital.”





Orange County | Behavioral Health Information & Referrals

855-OC-Links
(625-4657)

- Monday through Friday
- 8am to 6pm
- Live chat: <http://ochealthinfo.com/oclinks>
- TDD Number: 714-834-2332

Questions?

Jason Austin, MA, MFT
Program Manager II
Prevention and Intervention Division
(714) 834-2077
Jaustin@ochca.com



Orange County | Behavioral Health Information & Referrals

855-OC-Links
(625-4657)



Monday - Friday
8:00 am - 6:00 pm



<http://ochealthinfo.com/oclinks>