Public Mental Health Services: Central Contra Costa County

"Stay Alive and Share Your Light"

Photovoice Empowerment Project coordinated by Contra Costa Behavioral Health Services Office for Consumer Empowerment in collaboration with the Committee for Social Inclusion. Funded by MHSA.
PhotoVoice Empowerment Project

Each year, a piece of artwork from the PhotoVoice Empowerment Project is selected to be displayed on the cover of the annual Mental Health Services Act (MHSA) Three Year Plan. The PhotoVoice Empowerment Project enables consumers to produce artwork that is personal and allows for expression through poetry and narrative. The artwork speaks to the prejudice and discrimination that people with behavioral health challenges face.

The PhotoVoice Empowerment Project also empowers and enables consumers with behavioral health challenges to record and reflect their community’s strengths and concerns, promote critical dialogue about personal and community issues, and reach policymakers to effect change. Special thanks to PhotoVoice participants for sharing their knowledge and artwork. The poem below accompanies the picture on the cover and was written by a PhotoVoice participant.

Look at these hands; they live, think and breathe.

Look at those hands; they live and breathe.

They are the same, but take a closer look.

They both show scars and they show pain... so write, paint, sing or scream.

Beg the heavens to take you away, but you'll realize sooner or later, all you had to do was peel the paint and see how precious a human's life can be because our scars bleed gold and our light shines.

So stay alive and share your light.

Let it kick the night out to let the sun rise.
Welcome to the directory of Contra Costa Behavioral Health sponsored mental health services in Central Contra Costa County. The Mental Health Division provides an array of opportunities to work together in the hope-filled journey of recovery. This includes programs and services for children, adolescents, young adults and older adults.

For assistance in accessing the type of care you need call the following number any time day or night:

**1-888-678-7277**

In person mental health crisis services are available seven days a week, day or night at:

**Psychiatric Emergency Services**

**Contra Costa Regional Medical Center (north side)**

**2500 Alhambra Avenue in Martinez**

The Contra Costa Crisis Center provides a 24-hour suicide hotline and grief counseling at:

**1-800-833-2900**

**211 Contra Costa** 211 is the national, toll-free, three-digit phone number to call for information about all kinds of local health and social services. Calls are answered 24 hours per day, 365 days per year by trained information and referral specialists at the Contra Costa Crisis Center. If calling outside of Contra Costa County use 800-830-5380. Information is also available online at the following web address: [http://cccc.bowmansystems.com/](http://cccc.bowmansystems.com/)

The following pages provide a service map and an alphabetized listing and short description of services available in Central Contra Costa County. Services for children are listed separately from adult services. A glossary of terms and their definitions are also included.
Service Directory for Children’s Mental Health Services in Central Contra Costa County

2018

Contra Costa Behavioral Health Services
Concord

Center for Human Development
901 Sun Valley Boulevard, Suite 220, Concord, CA 94520, (925) 687-8844
Services: Center for Human Development (CHD) is a community-based organization that offers a spectrum of prevention and wellness services for at-risk youth, individuals, families, and communities in the Bay Area.

Central County Children’s Mental Health Clinic (Contra Costa Behavioral Health)
2425 Bisso Lane, Suite 200, Concord, CA 94520, (925) 521-5700
Services: The Central County Children’s Mental Health Clinic provides psychiatric and outpatient services to children and their families, family partners to assist with advocacy, transportation assistance, navigation of the service system, wraparound services, and linkage to county-wide children’s specialty services, such as emergency foster care and hospital and residential unit care.

Child Abuse Prevention Council
2120 Diamond Boulevard, #120, Concord, CA 94520, (925) 798-0546
Services: The Child Abuse Prevention Council of Contra Costa provides “The Nurturing Parenting” program. This is an evidence-based curriculum that is culturally, linguistically, and developmentally appropriate parent education class. Classes are provided to Spanish speaking families in East County and Central County’s Monument Corridor. The Nurturing Parenting Program is a family-centered, trauma-informed initiative, designed to foster positive parenting skills as an alternative to abusive and neglecting parenting practices.

Counseling Options for Parent Education (COPE) Family Support Center
2280 Diamond Boulevard, Suite 460, Concord, CA 94520, (925) 689-5811 - While the program’s administrative offices are located in Concord, COPE partners with local agencies to provide services in underserved communities throughout Contra Costa County, including West Contra Costa.
Services: COPE’s mission is to prevent child abuse, by providing county-wide comprehensive services in order to strengthen family relationships and bonds, empower parents, encourage healthy relationships, and cultivate nurturing family units to encourage an optimal environment for the healthy growth and development of parents and children through parent education. In partnership with First 5 Contra Costa Children, Family Commission, and County Behavioral Health, COPE is funded to deliver Positive Parenting Program (Triple P Parenting) classes to parents of children age 0 – 17. All classes are available in Spanish and/or English and level 4 is available in Arabic and Farsi.
First Five
First Five Center, 1736 Clayton Road, Concord, CA 94520, (925) 849-8861

**Services:** First Five First 5 Center workshops and classes make parenting easier, help parents raise healthy, happy children, and are a great way to make new friends. Each Center has staff to connect families to helpful community resources. Classes are offered each month, like art, science, cooking, dance, music, movement, baby sign language, preparing for kindergarten, and story time. There’s also drop-in playtime, Saturday classes, monthly events, and classes focused on dads. First 5 Center staff are trained to check children’s growth and development. When children or parents need help, they know what to do.

First Hope (Contra Costa Behavioral Health)
1034 Oak Grove Road, Concord, CA 94518, (925) 681-4450 - First Hope’s program office is located in Concord; however, the program serves individuals from all regions of the county.

**Services:** The mission of the First Hope program is to reduce the incidence and associated disability of psychotic illnesses county-wide through early identification of young people between ages 12 and 25 who are showing very early signs of psychosis and are determined to be at risk for developing a serious mental illness.

Fred Finch Youth Center
Mount Diablo Unified School District, 1936 Carlotta Drive, Concord, CA 94519, (925) 682-8000, Ext. 4048

**Services:** Fred Finch participates in a Mental Health Collaborative, providing special education and mental health services in the least restrictive setting to students of the Mount Diablo Unified School District. Services include classrooms for the Mental Health Collaborative program.

Head Start
1470 Civic Court, Suite 200, Concord, CA 94520, (925) 681-6300 West County Eligibility Hotline (510)-374-7144 - The Community Services Bureau, administrative office listed above, operates service centers throughout Contra Costa County, including numerous facilities in Central County. Individuals are encouraged to contact the phone numbers listed above for information about each center.

**Services:** The Community Services Bureau of the Contra Costa County Employment and Human Services Department operates the Head Start program. Head Start provides comprehensive education, health, disabilities, mental health services, nutrition services, and family support services to children and families.

La Clínica de la Raza
2000 Sierra Road, Concord, CA 94518, (510) 535-4000
Services: With 40 locations spread across Alameda, Contra Costa and Solano Counties, La Clínica delivers culturally and linguistically appropriate health care services, including mental health services, to address the needs of the diverse populations it serves.

National Alliance on Mental Illness (NAMI) Contra Costa
2151 Salvio Street, Suite M, Concord, CA 94520, (925) 942-0767 – NAMI Contra Costa’s main office is located in Concord; however, the agency provides services throughout Contra Costa County, including East, West and South County, by offering services in locations such as satellite partner offices, hospitals and churches.

Services: NAMI Contra Costa provides provide support, outreach, education and advocacy to individuals living with and families affected by mental illness. NAMI has been assisting people and families affected by mental illness in Contra Costa for over 30 years. All programs are free.

Rainbow Community Center (RCC)
2118 Willow Pass Road, Suite 500, Concord, CA 94520, (925) 692-0090 - Rainbow Community Center collaborates with local agencies to provide community-based services in West and East County.

Services: The Rainbow Community Center of Contra Costa County (RCC) builds community and promotes well-being among Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ) people and our allies. Services are provided at the main office in Concord and at partner organizations in East and West County. Services include outpatient mental health services as well as prevention and early intervention services.

Seneca Family of Agencies
2351 Olivera Road, Concord, CA 94520, (925) 808-8724 - Seneca’s main office is located in Concord; however, the agency provides services throughout Contra Costa County, including West County, by offering community-based services in locations such as satellite offices, clients’ homes, and schools.

Services: Seneca Center for Children and Families provides community-based and family-based service options for emotionally troubled children and their families. Seneca offers a continuum of care ranging from intensive residential treatment, to in-home wraparound services, to Full Service Partnership services, to school-based services.

STAND! For Families Free of Violence
1410 Danzig Plaza #220, Concord, CA 94520, (925) 676-2845 - The program site is located in Concord, but the majority of services take place in community-based locations, such as schools, churches, and the client’s home.

Services: STAND! For Families Free of Violence is a provider of county-wide comprehensive domestic violence and child abuse services in Contra Costa County, offering prevention, intervention, and treatment programs. STAND! provides services to address the effects of teen
dating violence/domestic violence and help maintain healthy relationships for at-risk youth throughout Contra Costa County.

**Uplift Family Services (formerly EMQ Families First)**
2380 Salvio Street, Suite 200, Concord, CA 94520, (925) 602-1750

**Services:** Uplift Family Services is a statewide nonprofit that helps children and families. Uplift Family Services offers the following services in Contra Costa County: Community-Based Family Visitation Center, differential response, enhanced classroom, family finding, foster care and adoption services, intensive family preservation, intensive treatment foster care, kinship support services, and transitional housing.

**Martinez**

**George and Cynthia Miller Wellness Center (Contra Costa Behavioral Health)**
25 Allen Street, Martinez, CA 94553, (925) 313-7900 - *George and Cynthia Miller Wellness Center is located in Martinez; however, the program serves individuals from all regions of the county.*

**Services:** The George and Cynthia Miller Wellness Center (Miller Wellness Center) provides county-wide services to consumers that includes the diversion of children and adults from Psychiatric Emergency Services (PES). Children and adults who are evaluated at PES may step-down to the Miller Wellness Center if they do not need hospital level of care. The Miller Wellness Center offers urgent same-day appointments for individuals who are not open to the Contra Costa Mental Health System, or who have disconnected from care after previously being seen. Services include brief family therapy, medication refills, substance abuse counseling, and general non-acute assistance.

**Juvenile Justice System – Supporting Youth (Contra Costa Behavioral Health)**
202 Glacier Drive, Martinez, CA 94553, (925) 957-2739 - *The Juvenile Justice System program office is located in Concord; however, the program serves individuals from all regions of the county and staff provide community-based services in each region of the county.*

**Services:** County mental health clinicians help youth county-wide experiencing the juvenile justice system become emotionally mature and law abiding members of their communities. Services include screening and assessment, consultation, therapy, and case management for inmates of the Juvenile Detention Facility and juveniles on probation, who are at risk of developing or struggle with mental illness or severe emotional disturbance.

**Pathways to Wellness**
1210 Alhambra Avenue, Martinez, CA 94553, (925) 228-4200

**Services:** Pathways to Wellness is designed to provide a vital link in the spectrum of services
available to children, adolescents and adults requiring mental health management. Services include psychiatric evaluation/assessment, medication management/support and prescription, individual, group and family therapy, and intensive case management services.

**Vicente Martinez High School - Martinez Unified School District**

9215 Susana Street, Martinez, CA 94553, (925) 335-5880

**Services:** Vicente Martinez High School and Briones School of Independent Study offers an integrated, mental health focused, learning experience for students of all cultural backgrounds. Services support achievement of a high school diploma, transferable career skills, college readiness, post-secondary training and enrollment, democratic participation, social and emotional literacy, and mental/behavioral health. All students also have access to a licensed Mental Health Counselor for individual and group counseling.

**YWCA of Contra Costa**

1320 Arnold Avenue, Suite 170, Martinez, CA 94553, (925) 372-4213

**Services:** The YWCA of Contra Costa offers programs to support girls, women, families, and communities. Their mental health programs help families and individuals cope with the stresses and strains of everyday life, specializing in attachment issues and post-traumatic disorders.

**Pleasant Hill**

**Community Options for Families and Youth, Inc. (COFY)**

3478 Buskirk Avenue, Suite 260, Pleasant Hill, CA 94523, (925) 943-1794 - While the program’s main offices is located in Pleasant Hill, the program serves all regions of Contra Costa County and services take place in community-based locations such as the client’s home, school, probation office, juvenile hall or other local sites in the community.

**Services:** Community Options for Families and Youth (COFY) is a county-wide multi-disciplinary provider who works with youth whose high-intensity behaviors place them at risk of hospitalization or residential treatment.

**Contra Costa Interfaith Housing**

399 Taylor Boulevard, Suite 115, Pleasant Hill, CA 94523, (925) 944-2244

**Services:** Contra Costa Interfaith Housing (CCIH) provides permanent, affordable housing and on-site support services to homeless and at-risk families and individuals in Contra Costa County. CCIH case managers are licensed clinicians and receive clinical supervision on a regular basis, to provide the most appropriate support to families coping with mental health challenges. Several programs serve residents with disabilities, predominantly in the realm of mental health and/or substance abuse problems.
Youth Homes, Inc.
3480 Buskirk Avenue, Suite 210, Pleasant Hill, CA 94523, (925) 933-2627 - While Youth Homes’ residential programs are located in Central County, all county residents who meet eligibility criteria may be referred for services.

Services: Youth Homes, Inc. is committed to serving the needs of abused and neglected children and adolescents in California’s San Francisco Bay Area. Youth Homes provides intensive residential treatment programs and community-based counseling services that promote the healing process for seriously emotionally abused and traumatized children and adolescents.

Walnut Creek

Contra Costa Crisis Center
307 Lennon Lane, Walnut Creek, CA 94598, (925) 939-1916 - Contra Costa Crisis Center answers all local calls to the National Suicide Prevention Lifeline (800-273-TALK and 800-SUICIDE) and 24 hour Crisis Line (800-833-2900), as well as calls to the Lifeline’s Spanish-speaking suicide hotline (888-628-9454). While the program’s administrative offices are in Central Contra Costa County, all Contra Costa County residents may utilize the certified 24-hour suicide prevention hotline.

Services: The mission of the Contra Costa Crisis Center is to keep people alive and safe, help them through crises, and connect them with culturally relevant resources in the community. Contra Costa Crisis Center provides services to prevent suicides throughout Contra Costa County by operating a nationally certified 24-hour suicide prevention hotline.

Jewish Family and Children Services
1855 Olympic Boulevard, Suite 200, Walnut Creek, CA 94596, (925) 927-2000 - Jewish Family and Children Services partners with local community-based agencies to provide trainings throughout Contra Costa County.

Services: Jewish Family and Community Services/ East Bay provides bi-lingual, bi-cultural social services designed to strengthen individuals, families, and the community. As a problem-solving center for residents of several Bay Area counties, JFCS/ East Bay strives to be a lifeline for children, families, and older adults facing life transitions and personal crises.

County Network Providers

Individual Providers on the Provider Network
888-678-7277

Services: There are 72 individual providers on the Provider Network serving Central Contra Costa County. The Provider Network offers mental health services, including services for clients with mild and moderate mental health conditions.
Alternative Family Services

401 Roland Way, Suite 100, Oakland, CA 94621, (510) 839-3800 - While the program office is located in Oakland, the majority of services are provided in the field at community-based locations throughout Contra Costa County, such as the client’s home, schools, and local churches.

Services: The mission of Alternative Family Services is to support vulnerable children and families in need of stability, safety, and wellbeing in communities. AFS family therapists provide two forms of mental health services to foster youth and families: therapeutic visitation services and community-based mental health services. AFS specializes in providing mental health services in the foster care environment. Often services take place in the foster home or at a convenient location in the community. The services are coordinated, integrated and customized to best address client needs.

Bay Area Community Resources (BACR)

3219 Pierce Street, Richmond, CA 94804, (510) 559-3000

Services: Bay Area Community Resources provides a range of services to promote the healthy development of individuals and families, encourage service and volunteerism, and help build community. Services are delivered at school and community-based sites and include mental health services.

Community Violence Solutions

2101 Van Ness Street, San Pablo, CA 94806, (510) 307-4121

Services: Community Violence Solutions (CVS) is dedicated to working in partnership with the community to end sexual assault and family violence through prevention, crisis services, and treatment.

Consumer Self-Help Center

(844) 666-0472

Services: Consumer Self-Help Center operates the county’s Patients’ Rights program, providing advocacy services for mental health clients. The office of Patients’ Rights is responsible for providing: 1) Certification Review Hearings, Riese Capacity Hearings and Clinical Review services; 2) training on Patients’ Rights to providers and consumers of mental health services; and 3) general advocacy services.

Lincoln Child Center

1266 14th Street, Oakland CA 94607, (510) 273-4700; 51 Marina Blvd, Suite D, Pittsburg, CA 94565, (925) 521-1270 - Lincoln Child Center’s main offices are located in Oakland and Pittsburg; however, many services are provided in the community at satellite
locations or in the client’s home and are available throughout the County, including West County.

Services: Lincoln Child Center provides an array of outpatient mental health services, including multi-systemic family-based outpatient services county-wide for youth and adolescents with co-occurring substance use and mental health disorders who may be at high risk for continued substance abuse and other problem behaviors, such as conduct disorder and delinquency. Lincoln Child Center also provides In-Home Behavioral Services for Katie A clients as well as Options School-Based Services to children and youth who meet medical necessity.
Service Directory for Adult Mental Health Services in Central Contra Costa County

2018

Contra Costa Behavioral Health Services
Concord

Anka Behavioral Health, Inc.

Anka Full Service Partnership Program: 1470 Civic Court, Suite 110, Concord, CA 94520
(925) 825-4700, Multi-Service Center: 1121 Detroit Avenue, Concord, CA 94520
Nierika House: 1959 Solano Way, Concord, CA 94520

Services: Anka’s philosophy is to treat the whole person by fully integrating care of both mind and body, always using clinically-proven, psycho-social models designed to promote health and wellness while containing costs. Anka provides an array of services, such as adult residential programs (including Nierika House and Nevin House), three regional multi-service centers, a Full Service Partnership program (Central County), vocational services, and an outpatient mental health service program.

CC’s Adult Residential Care Home

2343 Crescent Drive, Concord, CA 94520, (925) 518-9028

Services: CC’s Adult Residential Care Home is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

Center for Human Development

901 Sun Valley Boulevard, Suite 220, Concord, CA 94520, (925) 687-8844

Services: Center for Human Development (CHD) is a community-based organization that offers a spectrum of Prevention and Wellness services for at-risk youth, individuals, families, and communities in the Bay Area.

Central County Adult Mental Health Clinic (Contra Costa Behavioral Health)

1420 Willow Pass Road, #200 Concord, CA 94520, (925) 646-5480

Services: The Central Adult Mental Health Clinic operates within Contra Costa Mental Health’s Adult System of Care, and provides assessments, case management, psychiatric services, crisis intervention, housing services, and benefits assistance. In conjunction with clinic services, the Contra Costa Mental Health’s Adult System of Care also provides transition services, vocational services, and conservatorship/guardianship services.

Child Abuse Prevention Council

2120 Diamond Boulevard, Suite 120, Concord, CA 94520, (925) 798-0546

Services: The Child Abuse Prevention Council of Contra Costa provides “The Nurturing Parenting” program. This is an evidence-based curriculum that is culturally, linguistically, and developmentally appropriate parent education class. Classes are provided to Spanish speaking families in East County and Central County’s Monument Corridor. The Nurturing Parenting Program is a family-centered, trauma-informed initiative, designed to foster positive parenting
skills as an alternative to abusive and neglecting parenting practices.

**Concord Hill**

3112 Concord Boulevard, Concord, CA 94519, (925) 998-9932

**Services:** Concord Hill is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

**Concord Royale**

4230 Clayton Road, Concord, CA 94521, (925) 676-3410

**Services:** Concord Royale is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

**Contra Costa Health, Housing, and Homeless Services (H³)**

2400 Bisso Lane, Suite D-2, Concord, CA 94520, (925) 313-7706 - The H³ program offices are located in Concord; however, the program serves individuals from all regions of the county.

**Services:** The County-operated Mental Health Services Act Housing Services component operates within the H³ Program. The H³ Program operates a number of temporary bed facilities in West and Central County for transitional age youth and adults. In 2010, CCMH entered into a Memorandum of Understanding with the H³ Program that provides additional funding to enable up to 64 individuals with a serious mental illness per year to receive temporary emergency housing for up to four months. Additionally, having participated in a specially legislated MHSA Housing Program through the California Housing Finance Agency, the County, in collaboration with many community partners, completed a number of one-time capitalization projects to create 40 permanent housing units throughout the county for individuals with serious mental illness. The Behavioral Health Housing Services Coordinator and staff work closely with Homeless Program staff to coordinate referrals and placements, facilitate linkages with other Contra Costa mental health programs and services, and provide contract monitoring and quality control.

**Counseling Options for Parent Education (COPE) Family Support Center**

2280 Diamond Boulevard, Suite 460, Concord, CA 94520, (925) 689-5811

**Services:** In partnership with First 5 Contra Costa Children, Family Commission, and County Behavioral Health, COPE is funded to deliver Positive Parenting Program (Triple P Parenting) classes to parents of children age 0 – 17. All classes are available in Spanish and/or English and level 4 is available in Arabic and Farsi.

**Delly’s Care Home**

2125 Holbrook Drive, Concord, CA 94519, (925) 639-1262 and (925) 363-9771
Services: Delly’s Care Home is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

First Hope (Contra Costa Behavioral Health)
1034 Oak Grove Road, Concord, CA 94518 (925) 681-4450 - First Hope’s program offices are located in Concord; however, the program serves individuals from all regions of the county.
Services: The mission of the First Hope program is to reduce the incidence and associated disability of psychotic illnesses county-wide through early identification of young people between ages 12 and 25 who are showing very early signs of psychosis and are determined to be at risk for developing a serious mental illness.

Forensic Mental Health (Contra Costa Behavioral Health)
1430 Willow Pass Road, Suite 100, Concord, CA 94520, (925) 681-9381 - Forensic Mental Health’s office is located in Concord; however, the program serves individuals from all regions of the county and the program offers regional community-based services as appropriate.
Services: The Forensics Services team is a multidisciplinary team comprised of mental health clinical specialists, registered nurses, alcohol and other drugs specialists, homeless benefits specialists, and community support workers. The purpose of the team is to engage and offer voluntary services to participants who are seriously and persistently mentally ill and are involved in the criminal justice system.

Happy Home
5509 Indiana Drive, Concord, CA 94521, (925) 672-0298
Services: Happy Home is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

La Clínica de la Raza
2000 Sierra Road, Concord, CA 94518, (510) 535-4000
Services: With 40 locations spread across Alameda, Contra Costa and Solano Counties, La Clínica delivers culturally and linguistically appropriate health care services, including mental health services, to address the needs of the diverse populations it serves.

Lark Lane Adult Residential Facility
2249 Pacheco Street, Concord, CA 94520, (925) 356-0122
Services: Lark Lane Adult Residential Facility is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and
enable them to live in the community.

**Margarita’s Villa of Care**
3144 Ida Drive, Concord, CA 94519, (925) 798-3639

**Services:** Margarita’s Villa of Care is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

**Mental Health Systems, Inc.**
2280 Diamond Boulevard, #500, Concord, CA 94520, (925) 483-2223 - While the program’s administrative offices are located in Concord, the program serves all regions of Contra Costa County and services take place in community-based locations, such as the client’s home or other local sites in the community.

**Services:** Mental Health Systems, Inc. (MHS) provides Assisted Outpatient Treatment (AOT) services and subsequent Assertive Community Treatment (ACT) Full Service Partnership services. Program services meet the requirements of AB 1421 (Laura’s Law) while respecting the choice, autonomy and dignity of individuals struggling with the symptoms of serious mental illness and/or co-occurring substance abuse disorders.

**National Alliance on Mental Illness (NAMI) Contra Costa**
2151 Salvio Street, Suite M, Concord, CA 94520, (925) 942-0767 – NAMI Contra Costa’s main office is located in Concord; however, the agency provides services throughout Contra Costa County, including East, West and South County, by offering services in locations such as satellite partner offices, hospitals and churches.

**Services:** NAMI Contra Costa provides provide support, outreach, education and advocacy to individuals living with and families affected by mental illness. NAMI has been assisting people and families affected by mental illness in Contra Costa for over 30 years. All programs are free.

**Putnam Clubhouse (Contra Costa Clubhouse)**
3024 Willow Pass Road, Suite 230, Concord, CA 94519, (925) 691-4276

**Services:** Putnam Clubhouse provides a safe, welcoming place, where participants (called members), recovering from mental illness, build on personal strengths instead of focusing on illness. Members work as colleagues with peers and a small staff to maintain recovery and prevent relapse through work and work-mediated relationships. Members learn vocational and social skills while doing everything involved in running The Clubhouse.

**Rainbow Community Center (RCC)**
2118 Willow Pass Road, Concord, CA 94520, (925) 692-0090 - Rainbow Community Center collaborates with local agencies to provide community-based services in West and East County.
Services: The Rainbow Community Center of Contra Costa County (RCC) builds community and promotes well-being among Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ) people and our allies. Services are provided at the main office in Concord and at partner organizations in East and West County. Services include outpatient mental health services as well as prevention and early intervention services.

RI International
2975 Treat Boulevard, Suite C-8, Concord, CA 94518, (925) 363–7290
Services: RI International operates wellness and recovery centers situated in West, Central, and East County to ensure the full spectrum of mental health services is available to Behavioral Health Services clients. Wellness and Recovery Centers offer peer-led recovery-oriented, rehabilitation and self-help groups, which teach self-management and coping skills. The centers offer wellness recovery action plan (WRAP) groups, physical health and nutrition education, advocacy services and training, arts and crafts, and support groups.

Shelter, Inc.
1333 Willow Pass Road, Suite 206, Concord, CA 94520, (925) 335-0698 - Shelter, Inc.’s administrative offices are located in Concord; however, the program serves individuals from all regions of the county.
Services: The mission of Shelter, Inc. is to prevent and end homelessness for low-income residents of Contra Costa County by providing resources that lead to self-sufficiency. Shelter, Inc. was founded to alleviate the County's homeless crisis, and its work encompasses three main elements: 1) prevent the onset of homelessness, including rental assistance, case management, and housing counseling services, 2) end the cycle of homelessness by providing 3 to 24 months of housing in combination with supportive services, such as job training, educational services, health care, and counseling, and 3) provide affordable housing for nearly 250 low-income households, including such special needs groups as transition-age youth, people with HIV/AIDS, and those with mental health disabilities.

STAND! For Families Free of Violence
1410 Danzig Plaza #220, Concord, CA 94520, (925) 676-2845 - The program site is located in Concord, but the majority of services take place in community-based locations, such as schools, churches, and the client’s home.
Services: STAND! For Families Free of Violence is a provider of county-wide comprehensive domestic violence and child abuse services in Contra Costa County, offering prevention, intervention, and treatment programs. STAND! provides services to address the effects of teen dating violence/domestic violence and help maintain healthy relationships for at-risk youth throughout Contra Costa County.
**Vocational Services: Recovery through Employment Readiness**

1430 Willow Pass Road, Suite 230, Concord, CA 94520, (925) 288-3950 - *The program serves adults who are determined to be seriously mentally ill that meet medical and mental necessity that are being serve by Contra Costa Mental Health’s Adult System of Care.*

**Services:** Contra Costa Vocational Services (CCVS) is a program within Contra Costa County Adult Mental Health that provides vocational rehabilitation services to persons with psychiatric and substance abuse disabilities.

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**Woodhaven Home**

3319 Woodhaven Lane, Concord, CA 94519, (925) 349-4225

**Services:** Woodhaven Home is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

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**Martinez**

**George and Cynthia Miller Wellness Center (Contra Costa Behavioral Health)**

25 Allen Street, Martinez, CA 94553, (925) 313-7900 - *George and Cynthia Miller Wellness Center is located in Martinez; however, the program serves individuals from all regions of the county.*

**Services:** The George and Cynthia Miller Wellness Center (Miller Wellness Center) provides county-wide services to consumers that includes the diversion of children and adults from Psychiatric Emergency Services (PES). Children and adults who are evaluated at PES may step-down to the Miller Wellness Center if they do not need hospital level of care. The Miller Wellness Center offers urgent same-day appointments for individuals who are not open to the Contra Costa Mental Health System, or who have disconnected from care after previously being seen. Services include brief family therapy, medication refills, substance abuse counseling, and general non-acute assistance.

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**Office for Consumer Empowerment (Contra Costa Behavioral Health)**

1330 Arnold Drive #140, Martinez, CA 94553, (925) 957-5104 - *The Office for Consumer Empowerment’s main office is located in Martinez; however, the program serves individuals from all regions of the county.*

**Services:** The Office of Consumer Empowerment is a County operated program that supports the entire Behavioral Health System, and offers an range of trainings and supports by and for individuals who have experience receiving mental health services. The goals are to increase access to wellness and empowerment knowledge for consumers of the Behavioral Health System.
Older Adult Mental Health (Contra Costa Behavioral Health)

2425 Bisso Lane, Suite 100, Concord, CA 94520, (925) 521-5620 - The Older Adult Mental Health program office is located in Concord; however, the program serves individuals from all regions of the county and provides community-based services.

**Services:** The Older Adult Mental Health Clinic is part of the Adult System of Care and provides mental health services to Contra Costa’s senior citizens, including preventive care, linkage and outreach to under-served at risk communities, problem solving short-term therapy, and intensive care management for severely mentally ill individuals.

Pathways to Wellness

1210 Alhambra Avenue, Martinez, CA 94553, (925) 228-4200

**Services:** Pathways to Wellness is designed to provide a vital link in the spectrum of services available to children, adolescents and adults requiring mental health management. Services include psychiatric evaluation/assessment, medication management/support and prescription, individual, group and family therapy, and intensive case management services.

Primary Care Clinic Behavioral Health Support (Contra Costa Behavioral Health)

2500 Alhambra Avenue, Martinez, CA 94553, (1-877) 905-4545

**Services:** Behavioral health clinicians staff the county Primary Care Health Centers in Martinez and Richmond. The goal is to integrate primary and behavioral health care. Two mental health clinicians are part of a multi-disciplinary team with the intent to provide timely and integrated response to those at risk, and/or to prevent the onset of serious mental health functioning among adults visiting the clinic for medical reasons.

Scenic View

405 Richardson Street, Martinez, CA 94553, (925) 625-9462 and (925) 372-0332

**Services:** Scenic View is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

Telecare Corporation

300 Ilene Street, Martinez, CA 94553, (925) 313-7980 - While Telecare’s residential program is located in Martinez, all county residents who meet eligibility criteria may be referred for services.

**Services:** Telecare Corporation operates Hope House, a voluntary, highly structured 16-bed Short-Term Crisis Residential Facility (CRF) for adults between the ages of 18 and 59. Hope House serves individuals who require crisis support to avoid hospitalization, or are discharging from the hospital or long-term locked facilities and need step-down care to transition back to community living.
YWCA of Contra Costa
1320 Arnold Avenue, Suite 170, Martinez, CA 94553, (925) 372-4213
**Services:** The YWCA of Contra Costa offers programs to support girls, women, families, and communities. Their mental health programs help families and individuals cope with the stresses and strains of everyday life, specializing in attachment issues and post-traumatic disorders.

**Pleasant Hill**

Contra Costa Interfaith Housing
399 Taylor Boulevard, Suite 115, Pleasant Hill, CA 94523, (925) 944-2244
**Services:** Contra Costa Interfaith Housing (CCIH) provides permanent, affordable housing and on-site support services to homeless and at-risk families and individuals in Contra Costa County. CCIH case managers are licensed clinicians and receive clinical supervision on a regular basis, to provide the most appropriate support to families coping with mental health challenges. Several programs serve residents with disabilities, predominantly in the realm of mental health and/or substance abuse problems.

Crestwood Behavioral Health, Inc.
550 Patterson Boulevard, Pleasant Hill, CA 94523, (925) 938-8050 - *While Crestwood Behavioral Health’s Contra Costa programs are located in Central County, all county residents who meet eligibility criteria may be referred for services.*
**Services:** Crestwood Behavioral Health Inc. offers mental health clients and their families a continuum of care and treatment, from traditional psychiatric services to innovative recovery programs, geared towards community reintegration. Services include adult residential programs, community programs, mental health rehabilitation centers, psychiatric health facilities, skilled nursing facilities, and wellness clinics.

Pleasant Hill Manor
40 Boyd Road, Pleasant Hill, CA 94523, (925) 937-5348
**Services:** Pleasant Hill Manor is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

**Walnut Creek**

Contra Costa Crisis Center
307 Lennon Lane, CA 94598, (925) 939-1916, Contra Costa - Crisis Center answers all local calls to the National Suicide Prevention Lifeline (800-273-TALK and 800-SUICIDE) and 24 hour Crisis Line (800-833-2900), as well as calls to the Lifeline’s Spanish-speaking suicide hotline (888-628-9454). - *While the program’s administrative offices are in Central Contra*
Costa County, all Contra Costa County residents may utilize the certified 24-hour suicide prevention hotline.

**Services:** The mission of the Contra Costa Crisis Center is to keep people alive and safe, help them through crises, and connect them with culturally relevant resources in the community. Contra Costa Crisis Center provides services to prevent suicides throughout Contra Costa County by operating a nationally certified 24-hour suicide prevention hotline.

**Jewish Family and Children Services**
1855 Olympic Boulevard, Suite 200, Walnut Creek, CA 94596, (925) 927-2000 - Jewish Family and Children Services partners with local community-based agencies to provide trainings throughout Contra Costa County.

**Services:** Jewish Family and Community Services/ East Bay provides bi-lingual, bi-cultural social services designed to strengthen individuals, families, and the community. As a problem-solving center for residents of several Bay Area counties, JFCS/ East Bay strives to be a lifeline for children, families, and older adults facing life transitions and personal crises.

**County Network Providers**

**Individual Providers on the Provider Network**
888-678-7277

**Services:** There are 72 individual providers on the Provider Network serving Central Contra Costa County. The Provider Network offers mental health services, including services for clients with mild and moderate mental health conditions.

**Countywide Services**

**Asian Family Resource Center (AFRC)**
12240 San Pablo Avenue, Richmond, CA 94805, (510) 604-6200

**Services:** Asian Community Mental Health Services (ACMHS) and the Asian Family Resource Center (AFRC) provide comprehensive, culturally-sensitive and appropriate education and access to Mental Health Services to Asian and Pacific Islanders immigrant and refugee communities, especially the Southeast Asian and Chinese population of Contra Costa County.

**Bay Area Community Resources (BACR)**
3219 Pierce Street, Richmond, CA 94804, (510) 559-3000

**Services:** Bay Area Community Resources provides a range of services to promote the healthy development of individuals and families, encourage service and volunteerism, and help build community. Services are delivered at school and community-based sites and include mental health services.
Community Violence Solutions  
2101 Van Ness Street, San Pablo, CA 94806, (510) 307-4121  
**Services:** Community Violence Solutions (CVS) is dedicated to working in partnership with the community to end sexual assault and family violence through prevention, crisis services, and treatment.

Consumer Self-Help Center  
(844) 666-0472  
**Services:** Consumer Self-Help Center operates the county’s Patients’ Rights program, providing advocacy services for mental health clients. The office of Patients’ Rights is responsible for providing: 1) Certification Review Hearings, Riese Capacity Hearings and Clinical Review services; 2) training on Patients’ Rights to providers and consumers of mental health services; and 3) general advocacy services.

Familias Unidas  
205 39th Street, Richmond, CA 94805, (510) 412–5930  
**Services:** Familias Unidas exists to improve wellness and self-sufficiency in Latino and other communities. We accomplish this by delivering quality mental health counseling, service advocacy, and information/referral services.

God’s Grace Home  
629 Hampton Road, Hayward, CA 94541, (510) 278-3607 - While God’s Grace Home is located in Alameda County, Contra Costa County residents who meet eligibility criteria may be referred for services.  
**Services:** God’s Grace Home is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

Lao Family Community Development, Inc.  
1865 Rumrill Boulevard, Suite B, San Pablo, CA 94806, (510) 215-1220  
**Services:** Lao Family Community Development, Inc. provides a comprehensive and culturally sensitive integrated service system approach for Asian and South East Asian adults throughout Contra Costa County. The program activities include comprehensive case management and educational workshops and support groups, including conducting the Strengthening Families Program.

Modesto Residential  
1932 Evergreen Avenue, Modesto, CA 95350, (209) 530-9300 - While Modesto Residential is located in Modesto, Contra Costa County residents who meet eligibility criteria may be referred for services.
Services: Modesto Residential is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

Native American Health Center (NAHC)
2566 MacDonald Avenue, Richmond, CA 94804, (510) 232-7020
Services: The Native American Health Center provides county-wide prevention and early intervention services to Native American families through groups and quarterly events that help develop partnerships and bring consumers and mental health professionals together to build a community that reflects the history and values of Native American people in Contra Costa County. Community-building activities include an elder’s support group, youth wellness group (including suicide prevention and violence prevention activities), cultural events and traditional arts groups, and Positive Indian Parenting to teach life and parenting skills.

Oak Hills Residential Facility
141 Green Meadow Circle, Pittsburg, CA 94565, (925) 759-4412
Services: Oak Hills Residential Facility is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.

United Family Care, LLC (Family Courtyard)
2840 Salesian Avenue, Richmond, CA 94804
Services: United Family Care, LLC is a licensed board and care provider that offers additional staff care to enable those with serious mental illness that live in Contra Costa County avoid institutionalization and enable them to live in the community.

Williams Board and Care
430 Fordham Circle, Vallejo, CA 94589, (707) 731-2326 - While Williams Board and Care is located in Vallejo, Contra Costa County residents who meet eligibility criteria may be referred for services.
Services: Williams Board and Care is a licensed board and care provider that offers additional staff care to enable those with serious mental illness to avoid institutionalization and enable them to live in the community.
Glossary

**Assertive Community Treatment (ACT).** Assertive Community Treatment is an intensive and highly integrated approach for community mental health service delivery. It is an outpatient treatment for individuals whose symptoms of mental illness result in serious functioning difficulties in several major areas of life, often including work, social relationships, residential independence, money management, and physical health and wellness. Its mission is to promote the participants' independence, rehabilitation, and recovery, and in so doing to prevent homelessness, unnecessary hospitalization, and other negative outcomes. It emphasizes out of the office interventions, a low participant to staff ratio, a coordinated team approach, and typically involves a psychiatrist, mental health clinician, nurse, peer provider, and other rehabilitation professionals.

**Assisted Outpatient Treatment (AOT).** Assisted Outpatient Treatment, also known as Laura’s Law, is civil court ordered mental health treatment for persons demonstrating resistance to participating in services. Treatment is modeled after assertive community treatment, which is the delivery of mobile, community-based care by multidisciplinary teams of highly trained mental health professionals with staff-to-client ratios of not more than one to ten, and additional services, as specified, for adults with the most persistent and severe mental illness. AOT involves a service and delivery process that has a clearly designated personal services coordinator who is responsible for providing or assuring needed services. These include complete assessment of the client’s needs, development with the client of a personal services plan, outreach and consultation with the family and other significant persons, linkage with all appropriate community services, monitoring of the quality and follow through of services, and necessary advocacy to ensure each client receives those services which are agreed to in the personal services plan. AOT is cited as part of Assembly Bill 1421, or Laura’s Law.

**Augmented Board and Care.** Board and care facilities licensed by the State also contract with Contra Costa Mental Health to receive additional funding to provide a therapeutic environment and assist residents gain their independence through recovery and wellness activities. Extra staff time is devoted to creating a home-like atmosphere, often with shared housekeeping activities, and provide or coordinate a variety of therapeutic, educational, social and vocational activities. Persons who experience severe and persistent mental illness are eligible.

**Behavioral Health System (BHS).** This term refers to the grouping of Contra Costa Mental Health, Homeless Services, and Alcohol and Other Drug Services under one division of the Health Services Department.

**Case Management.** Case Management refers to a service in which a mental health clinician develops and implements a treatment plan with a consumer. This treatment plan contains a
diagnosis, level of severity, agreed upon goals, and actions by the consumer, the case manage and other service providers to reach those goals. The mental health clinician provides therapy and additionally takes responsibility for the delivery and/or coordination of both mental and rehabilitation services that assist the consumer reach his/her goals.

**Clinical Specialist.** Clinical Specialist, in the context of this document, refers to a licensed or registered intern in the specialties of social work, marriage and family therapy, psychology, psychiatric nurse practitioner, licensed professional clinical counselor, or psychiatrist. A Clinical Specialist is capable of signing a mental health consumer’s treatment plan that can enable the County to bill Medi-Cal for part of the cost to deliver the service.

**Clubhouse Model.** The Clubhouse Model is a comprehensive program of support and opportunities for people with severe and persistent mental illness. In contrast to traditional day-treatment and other day program models, Clubhouse participants are called "members" (as opposed to "patients" or "clients") and restorative activities focus on their strengths and abilities, not their illness. The Clubhouse is unique in that it is not a clinical program, meaning there are no therapists or psychiatrists on staff. All participation in a clubhouse is strictly on a voluntary basis. Members and staff work side-by-side as partners to manage all the operations of the Clubhouse, providing an opportunity for members to contribute in significant and meaningful ways. A Clubhouse is a place where people can belong as contributing adults, rather than passing their time as patients who need to be treated. The Clubhouse Model seeks to demonstrate that people with mental illness can successfully live productive lives and work in the community, regardless of the nature or severity of their mental illness.

**Consumers.** In this context consumers refer to individuals and their families who receive behavioral health services from the County, contract partners, or private providers. Consumers can be also referred to as clients, participants or members.

**Contra Costa Mental Health (CCMH).** CCMH is one of 58 counties, the City of Berkeley, and the Tri-Cities area East of Los Angeles legislatively empowered to engage in a contract, or Mental Health Plan, with the state to perform public mental health services. This enables Contra Costa County to utilize federal, state, county and private funding for these mental health services. The Mental Health Services Act is one source of state funding. CCMH is divided into a Children’s System of Care and an Adult and Older Adult System of Care.

**Co-occurring Disorders.** Co-occurring disorders refers to more than one behavioral and/or medical health disorder that an individual can experience and present for care and treatment. Common examples are an individual with a substance abuse disorder coupled with a mental health diagnosis, or a developmental disability, such as autism, coupled with a thought disorder.
**Cultural Competence.** Cultural competence means equal access to services of equal quality is provided, without disparities among racial/ethnic, cultural, and linguistic populations or communities.

**Employment Services.** Employment Services is a continuum of services and supports designed to enable individuals to get and keep a job. It includes 1) pre-vocational services, such as removing barriers to employment, 2) employment preparation, to include career counseling and education, training and volunteer activity support, 3) job placement, to include job seeking, placement assistance and on-the-job training, and 4) job retention, to include supported employment.

**Evidence Based Practices.** This term refers to treatment practices that follow a prescribed method that has been shown to be effective by the best available evidence. This evidence is comprised of research findings derived from the systematic collection of data through observation and experiment, and the formulation of questions and testing of hypotheses.

**Family Partners.** Also referred to as Parent Partners, this professional brings lived experience as a family member of an individual with a serious mental illness to their provision of services. They often participate as a member of a multi-disciplinary team providing mental health treatment, and assist families understand, acquire and navigate the various services and resources needed.

**Federal Poverty Level.** This is a total household income amount that the federal government provides an annual guideline that defines whether individuals are living above or below the poverty level. For example, a family of four is determined to live under the poverty level if their total income in 2014 is $23,850.

**Forensic.** In this context this is a term that is connected to individuals involved in the legal court system. Public mental health services utilizing this term identify individuals with mental health issues also involved in the court system.

**Full Service Partnership (FSP).** Full service partnership is a term created by the Mental Health Services Act as a means to require funding from the Act to be used in a certain manner for individuals with serious mental illness. Required features of full service partnerships are that there be a written agreement, or individual services and supports plan, entered into with the client, and when appropriate, the client’s family. This plan may include the full spectrum of community services necessary to attain mutually agreed upon goals. The full spectrum of community services consists of, but is not limited to, mental health treatment, peer support, supportive services to assist the client, and when appropriate the client’s family, in obtaining and maintaining employment, housing, and/or education, wellness centers, culturally specific treatment approaches, crisis intervention/stabilization services, and family education services.
Also included are non-mental health services and supports, to include food, clothing, housing, cost of health care and co-occurring disorder treatment, respite care, and wrap-around services to children. The County shall designate a personal service coordinator or case manager for each client to be the single point of responsibility for services and supports, and provide a qualified individual to be available to respond to the client/family 24 hours a day, seven days a week.

The Full Service Partnership category is part of the Community Services and Supports (CSS) component of the Mental Health Services Act. At least 50% of the funding for CSS is to go toward supporting the County’s full service partnership category.

**IMPACT (Improving Mood: Providing Access to Collaborative Treatment).** This refers to an evidence based mental health treatment for depression utilized specifically for older adults, and is provided in a primary care setting where older adults are concurrently receiving medical care for physical health problems. Up to twelve sessions of problem solving therapy with a year follow up is provided by a licensed clinical therapist, with supervision and support from a psychiatrist who specializes in older adults. The psychiatrist assesses for and monitors medications as needed, and both the clinician and psychiatrist work in collaboration with the primary care physician.

**Iron Triangle.** This term refers to the central area of the city of Richmond that is bordered on three sides by railroad tracks. The communities within this area have a high number of households living below the poverty level, and have a high need for social services, to include public mental health.

**Laura’s Law.** See Assisted Outpatient Treatment.

**Lesbian, Gay, Bi-sexual, Transgender, Questioning (LGBTQ).** Persons in these groups express norms different than the heterosexism of mainstream society, and often experience stigmatism as a result. Lesbian refers to women whose primary emotional, romantic, sexual or affectional attractions are to other women. Gay refers to men whose primary emotional, romantic, sexual or affectional attractions are to other men. Bi-sexual refers to men or women whose primary emotional, romantic, sexual, or affectional attractions are to both women and men. Transgender is a term that includes persons who cross-dress, are transsexual, and people who live substantial portions of their lives as other than their birth gender. People who are transgender can be straight, gay, lesbian or bi-sexual. Questioning refers to someone who is questioning their sexual and/or gender orientation.

**Licensed Clinical Specialist.** In this context the term licensed clinical specialist is a County civil service classification that denotes a person meeting minimum mental health provider qualifications, to include possessing a license to practice mental health treatment by the California Board of Behavioral Sciences (BBS). An intern registered by BBS also qualifies. A licensed clinical
specialist or registered intern can sign mental health treatment plans that qualify for federal financial participation through the Medi-Cal program.

**Medi-Cal.** Medi-Cal is California’s version of the federal Medi-Caid program, in which health and mental health care can be provided by public health and mental health entities to individuals who do not have the ability to pay the full cost of care, and who meet medical necessity requirements. The federal Medi-Caid program reimburses states approximately half of the cost, with the remainder of the cost provided by a variety of state and local funding streams, to include the MHSA.

**Mental Health Services Act (MHSA).** Also known as Proposition 63, the Mental Health Services Act was voted into law by Californians in November 2004. This program combines prevention services with a full range of integrated services to treat the whole person, with the goal of self-sufficiency for those who may have otherwise faced homelessness or dependence on the state for years to come. The MHSA has five components; community services and supports, prevention and early intervention, innovation, workforce education and training, and capital facilities and technology. An additional one percent of state income tax is collected on incomes exceeding one million dollars and deposited into a Mental Health Services Fund. These funds are provided to the County based upon an agreed upon fair share formula.

**Money Management.** This is a term that refers to services that can encompass all aspects of assisting an individual plan and manage financial benefits and resources. It can include counseling on the interplay of work and other sources of income on Medi-Cal, Medicare, Social Security Disability Income (SSDI), and Supplemental Security Income (SSI). It can include becoming a conservator of funds for an individual who has been deemed to be unable to manage their own funds.

**Multi-dimensional Family Therapy (MDFT).** MDFT is an evidence based comprehensive and multi-systemic family-based outpatient or partial hospitalization program for substance-abusing adolescents, adolescents with co-occurring substance use and mental disorders, and those at high risk for continued substance abuse. Treatment is delivered in a series of 12 to 16 weekly or twice weekly 60 to 90 minute sessions. Treatment focuses on the social interaction areas of parents and peers, the parents’ parenting practices, parent-adolescent interactions in therapy, and communications between family members and key social systems, such as school and child welfare.

**Multi-systemic Therapy (MST).** MST is an evidence based mental health service that is a community-based, family driven treatment for antisocial/delinquent behavior in youth. The focus is on empowering parents and caregivers to solve current and future problems, and actively involves the entire ecology of the youth; family, peers, school and the neighborhood.
**Outreach and Engagement.** In this context outreach and engagement is a MHSA term that is a community services and support category, and a category in which prevention and early intervention services can be provided. Services are designed to reach out and engage individuals in mental health care that have a serious mental illness, or are at risk of developing a serious mental illness. These are individuals who have not sought services in a traditional manner due to cultural or linguistic barriers.

**Peer Provider.** This is a term that refers to a professional who brings lived experience as a mental health consumer to their provision of services. They often participate as a member of a multi-disciplinary team providing mental health treatment, and assist consumers and their families understand, acquire and navigate the various services and resources needed.

**Personal Service Coordinators.** Personal service coordinators, also known as case managers, refers to a mental health clinician who develops and implements an individual services and support plan with an individual diagnosed with a serious mental illness, and who is part of a full service partner program under the MHSA. This plan contains a diagnosis, level of severity, agreed upon goals, and actions by the consumer, the personal services coordinator, and other service providers to reach those goals. The personal service coordinator provides therapy, and additionally takes responsibility for the delivery and/or coordination of both mental health and rehabilitation services that assist the consumer reach his/her goals.

**Positive Parenting Program.** The Triple P Positive Parenting Program is an evidence based practice designed to increase parents’ sense of competence in their parenting abilities. It is a multilevel system of family intervention that aims to prevent severe emotional and behavioral disturbances in children by promoting positive and nurturing relationships between parent and child. Improved family communication and reduced conflict reduces the risk that children will develop a variety of behavioral and emotional problems.

**Post-traumatic Stress Disorder (PTSD).** Post-traumatic stress disorder (PTSD) is an emotional illness that that is classified as an anxiety disorder, and usually develops as a result of a terribly frightening, life-threatening, or otherwise highly unsafe experience. PTSD sufferers re-experience the traumatic event or events in some way, tend to avoid places, people, or other things that remind them of the event (avoidance), and are exquisitely sensitive to normal life experiences (hyper arousal).

**Prevention and Early Intervention (PEI).** Prevention and Early Intervention is a term created by the Mental Health Services Act, and refers to a component of funding in which services are designed to prevent mental illnesses from becoming severe and disabling. This means providing outreach and engagement to increase recognition of early signs of mental illness, and intervening early in the onset of a mental illness. Twenty percent of funds received by the Mental Health
Services Act are to be spent for prevention and early intervention services.

**Pre-vocational Employment Services.** These are services that enable a person to actively engage in finding and keeping a job. Often the services remove barriers to employment services, such as counseling on how working affects benefits, stabilizing medications, obtaining a driver’s license or general education diploma, and resolving immigration or other legal issues.

**Psychiatric Emergency Services (PES).** The psychiatric emergency services unit of Contra Costa County is located next door to the Emergency Room of the Regional Medical Center in Martinez. It operated 24 hours a day, seven days a week, and consists of psychiatrists, nurses and mental health clinicians who are on call and available to respond to individuals who are brought in due to a psychiatric emergency. Persons who are seen are either treated and released, or admitted to the in-patient psychiatric hospital ward.

**Serious Mental Illness (SMI).** Adults with a serious mental illness are persons eighteen years and older who, at any time during a given year, have a diagnosable mental, behavioral, or emotional disorder that meet the criteria of the Diagnostic and Statistical Manual, and the disorder has resulted in functional impairment which substantially interferes with or limits one or more major life activities.

**Seriously Emotionally Disturbed (SED).** Children from birth up to age eighteen with serious emotional disturbance are persons who currently or at any time during the past year have had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within the Diagnostic and Statistical Manual and results in functional impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities.

**Stigma and Discrimination.** In this context these terms refer to the negative thoughts and/or behaviors that form an inaccurate generalization or judgment, and adversely affects the recovery, wellness and resiliency of persons with mental health issues. These thoughts and behaviors can include any person who has an influence on a person’s mental health well-being, to include the person experiencing the mental health issue.

**Substance Use Disorder.** A substance use disorder is a disorder in which the use of one or more substances leads to a clinically significant impairment or distress. Although the term substance can refer to any physical matter, substance abuse refers to the overuse of, or dependence on, a drug leading to effects that are detrimental to the individual's physical and mental health, or the welfare of others. The disorder is characterized by a pattern of continued pathological use of a medication, non-medically indicated drug or toxin which results in repeated adverse social consequences related to drug use, such as failure to meet work, family, or school obligations,
interpersonal conflicts, or legal problems.

**Supported Employment.** Supported employment is a federal vocational rehabilitation term that means competitive work for individuals with the most significant disabilities that occurs in integrated work settings, or settings in which individuals are working toward competitive work. Such work is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals. Supported employment usually means that a professional support person, or job coach, assists the individual in a competitive work setting until assistance is no longer needed.

**Supportive Housing.** Supportive housing is a combination of housing and services intended as a cost-effective way to help people live more stable, productive lives. Supportive housing is widely believed to work well for those who face the most complex challenges—individuals and families confronted with homelessness and who also have very low incomes and/or serious, persistent issues that may include substance abuse, addiction or alcoholism, mental illness, HIV/AIDS, or other serious challenges to a successful life. Supportive housing can be coupled with such social services as job training, life skills training, alcohol and drug abuse programs, community support services, such as child care and educational programs, and case management to populations in need of assistance. Supportive housing is intended to be a pragmatic solution that helps people have better lives while reducing, to the extent feasible, the overall cost of care.

**Transition Age Youth (TAY).** Transition Age Youth is a term meaning individuals who are between the age of 16 years and 25 years of age. Specific mental health programs that address this age group are in the adult system of care, and were designed to assist in the transition of services from the children’s system of care, where individuals stop receiving services at 18.

**Wellness Recovery Action Plan (WRAP).** The Wellness Recovery Action Plan, or WRAP, is an evidence-based practice that is used by people who are dealing with mental health and other kinds of health challenges, and by people who want to attain the highest possible level of wellness. It was developed by a group of people who have a lived experience with mental health difficulties and who were searching for ways to resolve issues that had been troubling them for a long time. WRAP involves listing one’s personal resources and wellness tools, and then using those resources to develop action plans to use in specific situations.

**Wraparound Services.** Wraparound services are an intensive, individualized care management process for children with serious emotional disturbances. During the wraparound process, a team of individuals who are relevant to the well-being of the child or youth, such as family members, other natural supports, service providers, and agency representatives collaboratively develop an individualized plan of care, implement this plan, and evaluate success over time.
The wraparound plan typically includes formal services and interventions, together with community services and interpersonal support and assistance provided by friends and other people drawn from the family’s social networks. The team convenes frequently to measure the plan’s components against relevant indicators of success. Plan components and strategies are revised when outcomes are not being achieved.