Public Mental Health Services: Eastern Contra Costa County

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.
Welcome to the directory of Contra Costa Behavioral Health sponsored mental health services in Eastern 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://ccc.bowmansystems.com/

The following pages provide a service map and an alphabetized listing and short description of services available in Eastern 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 East County

2016

Contra Costa Behavioral Health Services
Children's Specialty Programs
Address: 2425 Bisso Ln. #235, Concord
Population Served: Children & TAY
- Emergency Foster Care
- Child & Family Mental Health Services
- Social Services Child Assessment Unit
- Spirit of Caring
- Katie A

EAST COUNTY CHILDREN’S MENTAL HEALTH SERVICES

Juvenile Probation Services
Address: 202 Glacier Dr., Martinez
Population Served: Children & TAY
- Juvenile Hall
- Orin Allen Youth Rehabilitation Facility
- Regional Probation Liaisons

County-Wide Assessment Team
Address: 2425 Bisso Ln. #235, Concord
Population Served: Children & TAY

Contra Costa Crisis Center

Hospital & Residential Unit
Address: 2425 Bisso Ln. #280, Concord
Population Served: Children & TAY
- Local and National Case Management
- Hospital Liaison
- TBS Services Coordination

PowerNet East (County Inpatient)

School Based Program Unit

Outpatient Services
Contractor: Seneca Center At Riverview Middle School (MDUSD)

Outpatient Services
Contractor: La Cheim At Antioch

First-Hope Program (PEI)

Mental Health Enhanced Classroom(s)
Contractor: Lincoln
- At 2 Junior High Schools:
  - Black Diamond
  - Learning Academy
Contractor: Lincoln
- At 2 Elementary Schools
  - Foothill
  - Petite Academy

Outpatient School Wide Mental Health Services

Consumer Self-Help Center
(Patients' Right Advocates)

Child Assessment Unit

Psychiatric Services
Contractor: Seneca Center
- At 4 Middle Schools
  - Riverview Lincoln
  - Rancho Medanos
  - Martin Luther King
Contractor: Lincoln
- At 2 High School
  - Pittsburg HS
  - Black Diamond
Contractor: Lincoln Child Center At 6 Elem. Schools
- Highlands
- Stoneman
- Parkside
- Heights
- Foothills
- Marina Vista and Willow Cove

Outpatient Psychiatric Services
(System: Outpatient)

Countywide Services
School Based Programs

Provider Network
Organizational
Amador Institute (Antioch)
YWCA (Antioch)
Psychotherapy Institute (Antioch)
Child Therapy Institute (Antioch)
Individual (66*)

Prevention & Early Intervention Programs:
Center for Human Development (Bay Point)
Contra Costa Interfaith Housing (Pittsburg)
La Clinica de la Raza (Pittsburg)
People Who Care (Pittsburg)
STAND! (Richmond)
Rainbow Child Abuse Prevention Council (Walnut Creek)

Contracted Psychiatric Hospitals:
- John Muir Behavioral Health; Herrick Hospital; BHC Sierra Vista; BHC Heritage Oaks; St. Helena Hospital – Vallejo; St. Helena Hospital – St. Helena

Countywide Services
School Based Programs
Providers Network
Prevention & Early Intervention Programs
Inpatient Psychiatric Emergency Services
Outpatient Psychiatric Emergency Services
Bay Point

Center for Human Development
Ambrose Community Center, SparkPoint Office, 3105 Willow Pass Road, Bay Point, CA 94565, (925) 349-7333

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.

Pittsburg

La Clinica de la Raza
2240 Gladstone Drive, Suite 4, Pittsburg, CA 94565, (925) 431-2100

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.

People Who Care Children Association
2231 Railroad Ave, Pittsburg, CA 94565, (925) 427-5037

Services: People Who Care (PWC) Children Association serves at risk youth residing in the Pittsburg/Bay Point and surrounding East Contra Costa County communities. Key activities include job training and job readiness training, mental health counseling (screening for mental health problems as well as individual, group, and family therapy), and civic and community service activities.

Rainbow Community Center
Community Presbyterian Church, 200 E Leland Rd, Pittsburg, CA 94565, (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 their 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.
Antioch

Amador Institute
3701 Lone Tree Way, Suite 7, Antioch, CA 94509, (925) 778-3800

Services: Amador Institute is an independent mental health organization providing individual, couples, and family counseling. Treatment specialization includes: therapy for depression and anxiety, couples counseling, parenting support, grief counseling, work and career issues, stress management, addiction and recovery, and conflict resolution.

Child Therapy Institute
3720 Sunset Lane, Suite D, Antioch, CA 94509, (925) 978-0208

Services: Part of the Contra Costa Behavioral Health Services Provider Network, Child Therapy Institute offers mental health services, including therapy, to children and families.

Community Health for Asian Americans (CHAA)
3727 Sunset Lane, Suite 110, Antioch, CA 94509, (925) 778-1667

Services: Community Health for Asian Americans (CHAA) offers community-based behavioral health services for children, youth, and adults through therapy, case management, alcohol and other drug prevention and treatment, consultation, and psychological assessment. They also offer wraparound services for children, adolescents, and their families facing emotional and behavioral challenges as well as adults who are homeless or at-risk of homelessness. CHAA has staff that speak 20 different Asian/Pacific Islander languages and dialects, as well as Spanish.

Community Violence Solutions
301 West 10th Street #3, Antioch, CA 94509, (925) 706-4290

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.

East County Children’s Mental Health Clinic (Contra Costa Behavioral Health)
2335 Country Hills Drive, Antioch, CA 94509, (925) 608-8700

Services: The East 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.
Psychotherapy Institute of Individual, Family, and Community Development, Inc.
509 West 10th Street, Antioch, CA 94509, (925) 777-9540

Services: The Psychotherapy Institute specializes in treating couples, parents, and children. They offer a range of services, including individual, marriage and couples, and family counseling.

YWCA of Contra Costa/Sacramento
Mary Rocha Center, 931 Cavallo Road, Antioch, CA 94509, (925) 778-6234

Services: The YWCA of Contra Costa/Sacramento 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.

Oakley

La Clinica de la Raza
2021 Main Street, Oakley, CA 94561, (925) 776-8200

Services: With 40 locations spread across Alameda, Contra Costa and Solano Counties, La Clinica delivers culturally and linguistically appropriate health care services, including mental health services, to address the needs of the diverse populations it serves.

Brentwood

Child Abuse Prevention Council
First Five Center, 760 First Street, Brentwood, CA 94513, (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.
East County Network Providers

Individual Providers on the Provider Network
888-678-7277

Services: There are 66 individual providers on the Provider Network serving East Contra Costa County. The Provider Network offers mental health services, including services for clients with mild and moderate mental health conditions.

Countywide Services

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.

Community Options for Families and Youth, Inc. (COFY)
1910 Olympic Blvd, Suite 200, Walnut Creek, CA 94596, (925) 943-1794

While the program’s administrative offices are located in Walnut Creek, 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.

County-Wide Assessment Team (Contra Costa Behavioral Health)
2425 Bisso Lane, Suite 235, Concord, CA 94520, (925) 521-5715

The County-Wide Assessment Team’s administrative offices are located in Concord; however, the program serves individuals from all regions of the county.
Services: The County Wide Assessment Team's (CWAT) main goal is to link children and adolescents ages 18 and under who have utilized PES (Psychiatric Emergency Services) with the appropriate level of service to best meet their complex needs.

Consumer Self-Help Center
(925) 293-4942, (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.

Contra Costa Crisis Center
P.O. Box 3364 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), 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.

Counseling Options Parent Education (C.O.P.E.)
2280 Diamond Blvd #460, Concord, CA 94520, (925) 689-5811

While the program’s administrative offices are located in Concord, C.O.P.E. partners with local agencies to provide services in underserved communities throughout Contra Costa County, including West Contra Costa.

Services: C.O.P.E.’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.

First Hope (Contra Costa Behavioral Health)
1034 Oak Grove Rd, 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.

**George and Cynthia Miller Wellness Center (Contra Costa Behavioral Health)**
25 Ilene Street, Martinez, CA 94553, (925) 890-5932

*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.

**Head Start**
1470 Civic Court, Suite 200, Concord, CA 94520, (925) 681-6300

*The Community Services Bureau, administrative office listed above, operates service centers throughout Contra Costa County, including numerous facilities in West 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.

**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.

**Lincoln Child Center**

1266 14th St, 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.

**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.
Thunder Road
390 40th St, Oakland, CA 94609, (510) 653-5040
*Contra Costa County is able to refer residents to Thunder Road for services when this program is the appropriate level of care for the client.*

**Services:** Bay Area Community Services’ (BACS) Intensive Youth Services, Thunder Road, assist youth and their families in recovering from substance use through intensive inpatient and outpatient services. The model is to work with families and natural supports, to help create lasting change. Every individual BACS serves will receive whatever they need to recover from mental health and substance use issues.

Youth Homes, Inc.
3480 Buskirk Ave, Suite #210, Pleasant Hill, CA 94523, (925) 933-2627
*While Youth Homes’ residential programs are located in Central and East County, all county residents who meet eligibility criteria may be referred for services. Full Service Partnership services target transition age youth in Central and East County.*

**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. Youth Homes implements a full service partnership program using a combination of aspects of the Integrated Treatment for Co-Occurring Disorders model (also known as Integrated Dual Disorders Treatment – IDDT) and aspects of the Assertive Community Treatment model.
Service Directory for Adult Mental Health Services in East County

2016

Contra Costa Behavioral Health Services
Bay Point

Center for Human Development
Ambrose Community Center, SparkPoint Office, 3105 Willow Pass Road, Bay Point, CA 94565, (925) 349-7333

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.

Pittsburg

Blessed Care Home
1429 Springhill Drive, Pittsburg, CA 94565, (925) 286-5669

Services: Blessed 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.

East County Adult Mental Health Clinic (Contra Costa Behavioral Health)
2311 Loveridge Road, Pittsburg, CA 94565, (925) 431-2621

Services: The East 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.

La Clinica de la Raza
2240 Gladstone Drive, Suite 4, Pittsburg, CA 94565, (925) 431-2100

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.

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.
Portia Bell Hume Behavioral Health and Training Center
555 School Street, Pittsburg, CA 94565, (925) 481-4433

**Services:** The Hume Center is a Community Mental Health Center that provides high quality, culturally sensitive and comprehensive behavioral health care services and training. The agency provides a continuum of care in Contra Costa that includes prevention and early intervention, comprehensive assessment services, behavioral consultation services, outpatient psychotherapy and psychiatry, case management, Partial Hospitalization services, and Full Service Partnership Programs.

Rainbow Community Center
Community Presbyterian Church, 200 E Leland Rd, Pittsburg, CA 94565, (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 their 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.

Springhill Home
1387 Springhill Drive, Pittsburg, CA 94565, (650) 219-8144

**Services:** Springhill 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.

Antioch

Anka Behavioral Health, Inc.
Multi-Service Center: 1401 West 4th Street, Antioch, CA 94509, (925) 778-3750

**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.
**Amador Institute**  
3701 Lone Tree Way, Suite 7, Antioch, CA 94509, (925) 778-3800  
**Services:** Amador Institute is an independent mental health organization providing individual, couples, and family counseling. Treatment specialization includes: therapy for depression and anxiety, couples counseling, parenting support, grief counseling, work and career issues, stress management, addiction and recovery, and conflict resolution.

**Child Therapy Institute**  
3720 Sunset Lane, Suite D, Antioch, CA 94509, (925) 978-0208  
**Services:** Part of the Contra Costa Behavioral Health Services Provider Network, Child Therapy Institute offers mental health services, including therapy, to children and families.

**Community Health for Asian Americans (CHAA)**  
3727 Sunset Lane, Suite 110, Antioch, CA 94509, (925) 778-1667  
**Services:** Community Health for Asian Americans (CHAA) offers community-based behavioral health services for children, youth, and adults through therapy, case management, alcohol and other drug prevention and treatment, consultation, and psychological assessment. They also offer wraparound services for children, adolescents, and their families facing emotional and behavioral challenges as well as adults who are homeless or at-risk of homelessness. CHAA has staff that speak 20 different Asian/Pacific Islander languages and dialects, as well as Spanish.

**Community Violence Solutions**  
301 West 10th Street #3, Antioch, CA 94509, (925) 706-4290  
**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.

**Johnson Care Home**  
1801 Johnson Drive, Antioch, CA 94509, (925) 642-6947  
**Services:** Johnson 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.

**Menona Drive Care Home**  
4586 Menona Drive, Antioch, CA 94509, (925) 303-2969  
**Services:** Menona Drive 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.
Psychotherapy Institute of Individual, Family, and Community Development, Inc.
509 West 10th Street, Antioch, CA 94509, (925) 777-9540

Services: The Psychotherapy Institute specializes in treating couples, parents, and children. They offer a range of services, including individual, marriage and couples, and family counseling.

Recovery Innovations
2400 Sycamore Drive, Suite 30/31, Antioch, CA 94509, (925) 732-7930

Services: Recovery Innovations 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.

Youth Homes
2213 Buchanan Road, #206, Antioch, CA 94509, (925) 933-2627

Services: Youth Homes implements a Full Service Partnership program for transition age youth using a combination of aspects of the Integrated Treatment for Co-Occurring Disorders model (also known as Integrated Dual Disorders Treatment – IDDT) and the Assertive Community Treatment model.

YWCA of Contra Costa/Sacramento
Mary Rocha Center, 931 Cavallo Road, Antioch, CA 94509, (925) 778-6234

Services: The YWCA of Contra Costa/Sacramento 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.

Oakley

La Clínica de la Raza
2021 Main Street, Oakley, CA 94561, (925) 776-8200

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.
Paraiso Home
3840 Knightsen Road, Oakley, CA 94561, (925) 408-8675

**Services:** Paraiso 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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**East County Network Providers**

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

**Services:** There are 66 individual providers on the Provider Network serving East Contra Costa County. The Provider Network offers mental health services, including services for clients with mild and moderate mental health conditions.

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**Countywide Services**

**Consumer Self-Help Center**
(925) 293-4942, (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.

**Contra Costa Crisis Center**
P.O. Box 3364 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), 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.
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.

First Hope (Contra Costa Behavioral Health)
1034 Oak Grove Rd, 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.

George and Cynthia Miller Wellness Center (Contra Costa Behavioral Health)
25 Ilene Street, Martinez, CA 94553, (925) 890-5932

George and Cynthia Miller Wellness Center’s program offices are 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.

**God’s Grace Home**

629 Hampton Road, Hayward, CA 94541

*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.

**Housing Services, Mental Health Services Act (Contra Costa Behavioral Health)**

1350 Arnold Drive, Suite 202, Martinez, CA 94553, (925) 313-7706

*The Housing Services’ program offices are located in Martinez; 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 Contra Costa Behavioral Health Services Homeless Program. The County’s Homeless 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 Homeless 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. Finally, the Homeless Program receives MHSA funds to cover repair and maintenance costs for mental health consumers receiving services through the Destination Home program. Destination Home is spearheaded by the Contra Costa Health Services Homeless Program to provide permanent supportive housing for chronically homeless disabled individuals.
Jewish Family and Children Services
1855 Olympic Blvd. #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.

Mental Health Systems, Inc.
2280 Diamond Blvd., #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.

Modesto Residential
1932 Evergreen Avenue, Modesto, CA 95359, (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.

Office for Consumer Empowerment (Contra Costa Behavioral Health)
1340 Arnold Drive #200, 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.

Shelter, Inc.
1333 Willow Pass Rd., 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.

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.
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 manager,
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 who 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 alliness, 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.