Public Mental Health Services: Western 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 Western 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
(925) 646-2800

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/

The following pages provide a service map and an alphabetized listing and short description of services available to Western 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 West County

2016

Contra Costa Behavioral Health Services
Richmond

Asian Community Mental Health Services (ACMHS) and the Asian Family Resource Center (AFRC)

12240 San Pablo Ave, 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 (B.A.C.R.)

3219 Pierce St, Richmond, CA 94804, (510) 559-5550

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.

Building Blocks for Kids (BBK)

310 9th Street, Richmond, CA 94804, (510) 232-5812

Services: Building Blocks for Kids (BBK) Richmond Collaborative is a place-based initiative with the mission of supporting the healthy development and education of all children, and the self-sufficiency of all families, living in the BBK Collaborative zone located in downtown Richmond.

Community Health for Asian Americans (CHAA)

207 37th St, Richmond, CA 94805, (510) 233-7555

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.

Early Childhood Mental Health Program

4101 MacDonald Ave, Richmond, CA 94805, (510) 412-9200

Services: The Early Childhood Mental Health Program has been making a difference in the lives of young children and their families for over four decades. The program fosters healthy development in infants and young children who are at risk, abused, neglected, emotionally
disturbed, or affected by family substance abuse, by providing comprehensive mental health treatment and early education services to them and to their families.

**Familias Unidas**

205 39th Street, Richmond, CA 94805, (510) 412–5930

**Services:** Familias Unidas provides a comprehensive range of mental health services and supports to Latina/o families in West Contra Costa County.

**Native American Health Center (NAHC)**

2566 MacDonald Ave, 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.

**RYSE Center**

205 41st Street, Richmond, CA 94805, (925) 374-3401

**Services:** RYSE is a youth center in Richmond that offers a wide range of activities, programs, and classes for young people including media arts, health education, career and educational support, and youth leadership and advocacy. RYSE operates within a community behavioral health model and employs trauma informed and healing centered approaches in all areas of engagement, including one-on-one, group and larger community efforts. In these areas, RYSE focuses on the conditions, impact, and strategies to name and address community distress, stigma, and mental health inequities linked to historical trauma and racism, as well as complex, chronic trauma.

**The Latina Center**

3701 Barrett Ave #12, Richmond, CA 94805, (510) 233-8595

**Services:** The Latina Center (TLC) provides culturally and linguistically specific parenting education and support to at least 300 Latina/o parents and caregivers in West Contra Costa County. Services: 1) support healthy emotional, social and educational development of children and youth ages 0-15; and 2) reduce verbal, physical and emotional abuse.

**West County Children’s Mental Health Clinic (Contra Costa Behavioral Health)**

303 41st St Richmond, CA 94805, (510) 374-7208
Services: The West 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.

Youth Services Bureau (YSB), West Contra Costa
263 S 20th St, Richmond, CA 94804, (510) 215-4670
Services: The West Contra Costa Youth Service Bureau is a family-centered agency that provides quality programs to aid eligible children, youth and families residing in Contra Costa County. Services focus on helping a wide spectrum of needs, from aiding children with mental health disabilities to youths transitioning out of Probation. Services include assessment, individual, group and family counseling, crisis intervention, case management and consultation, respite services for caregivers, and referral to other agencies and services.

Y Team
263 S. 20th St, Richmond, CA 94804, (510) 412-5647
Services: The Y Team provides counseling services at 19 elementary and secondary schools in West Contra Costa Unified School District. Services are provided at school sites, client's homes and at the Y Team clinic. Y Team provides individual and group counseling, case management, advocacy, family counseling, information and referral services, collaboration with community agencies, assessment, consultation, and crisis counseling.

El Cerrito

Child Therapy Institute
11100 San Pablo Ave, Suite 208, El Cerrito, CA 94530, (510) 525-6225
Services: Part of the Contra Costa Behavioral Health Services Provider Network, Child Therapy Institute offers mental health services, including therapy, to children and families.

James Morehouse Project at El Cerrito High
540 Ashbury Ave, El Cerrito, CA 94530, (510) 231-1437
Services: The James Morehouse Project (JMP) provides services that increase access to mental health/health services and a wide range of innovative youth development programs for 300 multicultural youth in West Contra Costa County.
**El Sobrante**

La Cheim

4892 San Pablo Dam Road, El Sobrante, CA 94803, (510) 223-4236

**Services:** La Cheim offers a continuum of care for children and adults, providing services at their schools, community mental health center, therapeutic behavioral services program and residential treatment center.

**San Pablo**

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.

Fred Finch Youth Center

2523 El Portal Drive, Suite 201, San Pablo, CA 94806, (510) 439-3130

**Services:** Fred Finch Youth Center (FFYC) provides mental health and social services to children, young adults, and their families facing complex life challenges.

LAO Family Community Development, Inc

1865 Rumrill Blvd. 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.

**Crockett**

Carrie McCluer and Associates

628 2nd Ave, Suite 204, Crockett, CA 94525, (510) 787-6960

**Services:** Part of the Contra Costa Behavioral Health Services Provider Network, Carrie McCluer and Associates offers community-based mental health services.
West County Network Providers

Individual Providers on the Provider Network
888-678-7277

Services: There are 38 individual providers on the Provider Network serving West 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
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 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.

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.
Richmond

Anka Behavioral Health, Inc.
Nevin House: 3215 Nevin Ave, Richmond, CA 94804

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.

Asian Community Mental Health Services (ACMHS) and the Asian Family Resource Center (AFRC)
12240 San Pablo Ave, 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.

Building Blocks for Kids (BBK)
310 9th Street, Richmond, CA 94804, (510) 232-5812

Services: Building Blocks for Kids (BBK) Richmond Collaborative is a place-based initiative with the mission of supporting the healthy development and education of all children, and the self-sufficiency of all families, living in the BBK Collaborative zone located in downtown Richmond.

Community Health for Asian Americans (CHAA)
207 37th St, Richmond, CA 94805, (510) 233-7555

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.

Ducre’s Residential Care
4400 Bell Ave, Richmond, CA 94804
Services: Ducre’s Residential 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.

Familias Unidas
205 39th Street, Richmond, CA 94805, (510) 412–5930
Services: Familias Unidas provides a comprehensive range of mental health services and supports to Latina/o families in West Contra Costa County.

LifeLong Medical Care
Program Office 2344 6th Street, Berkeley, CA 94710, (510) 981-4156; Nevin Plaza 2400 Nevin Avenue, Richmond, CA 94804; Friendship Manor 564 Stege Avenue, Richmond, CA 94804
While the program is based in Berkeley, Lifelong provides community-based services at various locations in Richmond, including senior housing sites (Nevin Plaza, and Friendship Manor ) operated by the Richmond Housing Authority.
Services: Founded in 1976, LifeLong Medical Care is a multi-site safety-net provider of comprehensive medical, dental, behavioral health and social services to low-income individuals and families in West Contra Costa and Northern Alameda counties.

Native American Health Center (NAHC)
2566 MacDonald Ave, 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.

Portia Bell Hume Behavioral Health and Training Center
3095 Richmond Parkway, Suite 201, Richmond, CA 94806, (925) 303-3770
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 (RCC)
Satellite Office: 2566 MacDonald Ave, Richmond, CA 94804, (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.

RYSE Center
205 41st Street, Richmond, CA 94805, (925) 374-3401

Services: RYSE is a youth center in Richmond that offers a wide range of activities, programs, and classes for young people including media arts, health education, career and educational support, and youth leadership and advocacy. RYSE operates within a community behavioral health model and employs trauma informed and healing centered approaches in all areas of engagement, including one-on-one, group and larger community efforts. In these areas, RYSE focuses on the conditions, impact, and strategies to name and address community distress, stigma, and mental health inequities linked to historical trauma and racism, as well as complex, chronic trauma.

The Latina Center
3701 Barrett Ave #12, Richmond, CA 94805 (510) 233-8595

Services: The Latina Center (TLC) provides culturally and linguistically specific parenting education and support to at least 300 Latina/o parents and caregivers in West Contra Costa County. Services: 1) support healthy emotional, social and educational development of children and youth ages 0-15; and 2) reduce verbal, physical and emotional abuse.

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 to avoid institutionalization and enable them to live in the community.

Williams Board and Care
4229 Taft Street, Richmond, CA 94804
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.

Yvonne’s Home Care Service
2856 Shane Dr, Richmond, CA 94806
Services: Yvonne’s Home Care Service 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.

El Cerrito

Child Therapy Institute
11100 San Pablo Ave, Suite 208, El Cerrito, CA 94530, (510) 525-6225
Services: Part of the Contra Costa Behavioral Health Services Provider Network, Child Therapy Institute offers mental health services, including therapy, to children and families.

James Morehouse Project at El Cerrito High
540 Ashbury Ave, El Cerrito, CA 94530, (510) 231-1437
Services: The James Morehouse Project (JMP) provides services that increase access to mental health/health services and a wide range of innovative youth development programs for 300 multicultural youth in West Contra Costa County.

San Pablo

Anka Behavioral Health, Inc.
West Contra Costa Multi-Service Center: 1515 Market St, San Pablo, CA 94806
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.

Community Violence Solutions
2101 Van Ness Street, San Pablo, CA 94806, (510) 307-4121
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.

Divines Home
2430 Bancroft Lane, San Pablo, CA 94806
**Services:** Divines 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.

Fred Finch Youth Center
2523 El Portal Drive, Suite 201, San Pablo, CA 94806, (510) 439–3130
**Services:** Fred Finch Youth Center (FFYC) provides mental health and social services to children, young adults, and their families facing complex life challenges.

Lao Family Community Development
1865 Rumrill Blvd. 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.

Primary Care Clinic Behavioral Health Support (Contra Costa Behavioral Health)
2523 El Portal Drive, San Pablo, CA 94806, (510) 215-3700
**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.

Recovery Innovations
2101 Vale Road, Suite 200, San Pablo, CA 94806, (510) 236–3020
**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.
West County Adult Mental Health Clinic (Contra Costa Behavioral Health)
2523 El Portal Drive, San Pablo, CA 94806, (510) 215-3700

**Services:** The West 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.

**Crockett**

Carrie McCluer and Associates
628 2nd Ave, Suite 204, Crockett, CA 94525, (510) 787-6960

**Services:** Part of the Contra Costa Behavioral Health Services Provider Network, Carrie McCluer and Associates offers community-based mental health services.

**West County Network Providers**

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

**Services:** There are 38 individual providers on the Provider Network serving West Contra Costa County. The Provider Network offers mental health services, including services for clients with mild and moderate mental health conditions.

**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.

**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 a 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 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.