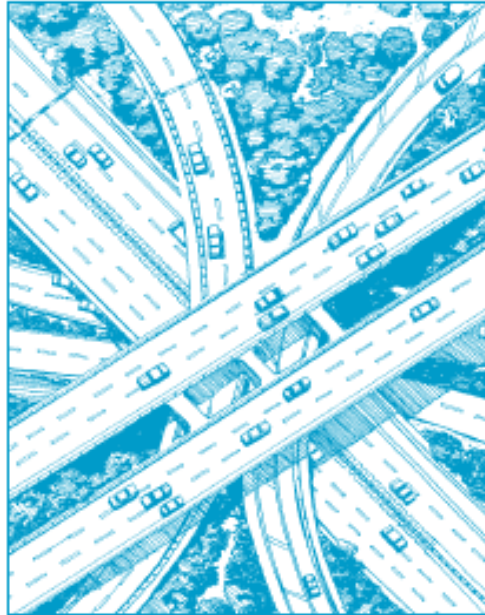


The **HELP**Connection

A ROADMAP FOR BEHAVIORAL HEALTH & RELATED SERVICES
A collaborative effort of CHIP



THIRD EDITION



A project of and published by:
Community Health Improvement Partners (CHIP)
5575 Ruffin Road, Suite 225
San Diego, CA. 92123
858-614-1554
www.sdchip.org



Behavioral Health Information & Referrals
Alcohol, Drugs, and Mental Health
Crisis and Suicide Intervention
24 hours a day/7 days a week

SAN DIEGO ACCESS & CRISIS LINE (UBH)
1-800-479-3339

Providing Administrative Services for the
County of San Diego Health & Human Services Agency

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Mental Health Association in San Diego County
On behalf of CHIP
Third Edition, 2006

Community Health Improvement Partners (CHIP)
is a collaboration of San Diego health care systems, hospitals, community clinics, insurers, physicians, universities, community benefit organizations and the County of San Diego. CHIP grew out of a collaborative effort in 1994 to develop a community wide health needs assessment in response to Senate Bill 697. CHIP Partners are dedicated to a common vision, mission, and purpose.

Vision

Optimal health for San Diego County's communities through collaboration and assessment.

Mission

Community Health Improvement Partners seek to increase awareness of and responsiveness to community health needs, support the health care safety net, and expand coordination among health improvement projects throughout the San Diego Region.

Purpose

Support activities on behalf of our members that would not otherwise be accomplished or that collectively can be done more efficiently.

CHIP Partners:

Alliance Healthcare Foundation
Alvarado Hospital Medical Center
American Lung Association
Aurora Behavioral Health
Blue Cross of California, State Sponsored Programs
Children’s Hospital and Health Center
Community Health Group
Council of Community Clinics
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Hospital Association of San Diego
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UCSD School of Medicine
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USD Hahn School of Nursing and Health Sciences
Veterans Administration of San Diego
Healthcare System
Vista Hill Foundation

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Disclaimer Notice: Information in *The Help Connection—A Roadmap for Behavioral Health and Related Services* was provided by law enforcement and health related services. Community Health Improvement Partners (CHIP) presents this information as a public service. While every reasonable effort has been made to ensure the accuracy of the information included, CHIP is not responsible and assumes no liability for any action undertaken by any person in utilizing the information contained in *The Help Connection*.

The Help Connection — A Roadmap for Behavioral Health and Related Services

INTRODUCTION

Welcome to the third edition of the Help Connection, A Roadmap for Behavioral Health and Related Services. It is our hope that this Roadmap will help you navigate the San Diego County Behavioral Health system.

Many times when we are dealing with the stress of life situations and issues, it is difficult to identify exactly what type of help is needed. In order for the Help Connection to be of maximum assistance, several steps should be taken.

- Identify what the problem is and who is at risk.
- Prioritize multiple needs.
- Determine how to pay for services.

While the main purpose of the Help Connection is to assist you in finding behavioral health services, we have included information about other health and social services that you may find helpful. Behavioral health professionals and clients can also call **2-1-1 San Diego** or search its website at **www.211sandiego.org**. 2-1-1 is the national 3-digit phone number for quick, free information about local community, health, and disaster services. Highly trained, bilingual phone specialists are available **7 days a week, 24 hours a day** to help find the best service for you or your clients' needs. 2-1-1 San Diego may not yet be available from all cell phones or from organizations with central switchboards such callers should use (858)300-1211.

CHAPTER 1

WHAT DOES THE CLIENT NEED?

The Help Connection—A Roadmap for Behavioral Health and Related Services is a guide that tells you what is available and provides basic information on eligibility requirements. The Help Connection does not guarantee that help will be available at no cost or that the client will be eligible for assistance, but it does point one in the right direction so that one can find the help they need. Once it is determined the type of help that is needed, and where one needs to go for help, it is the *client's responsibility*:

- to make their needs known;
- to apply for any financial assistance for which they might be eligible;
- to advocate for one's self; and
- to ensure their rights are protected.

CHAPTER 2

2-1-1 SAN DIEGO

2-1-1 is San Diego's community connection. 2-1-1 links San Diego residents to community, health, and disaster resources by providing accessible and accurate information about health and human care resources in our community. We offer three ways to connect people to community resources.

Phone Connection

2-1-1 San Diego specialists provide free confidential and tailored information about community resources. Information specialists are bilingual (English/Spanish) and use a telephone-based translation service for other languages.



Online Connection

2-1-1 San Diego's website, www.211sandiego.org, offers convenient access to a continuously updated database of more than 2,700 programs.



Print Connection

2-1-1 San Diego publishes Directions as well as specialized directories, customized reports, booklets, and brochures. Call 858-300-1200 for information about these and other publications.

2-1-1 San Diego operates 24 hours a day, 7 days a week.

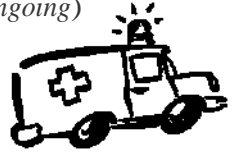
If for any reason you are unable to dial 2-1-1 from a cell phone or business, 2-1-1 San Diego can be reached by dialing (858)300-1211. For the hearing impaired (TTY) dial (858)300-1311.

For life-threatening emergencies, please dial 911.

CHAPTER 3

EMERGENCY HEALTH & SOCIAL SERVICES

Emergency care is temporary in nature (*not ongoing*) and is specifically for life or limb threatening situations. Emergency care can be needed for injuries, physical illnesses, mental health crisis, or the immediate threat of violence to someone's person or property.



Injuries or Illness

Any injury that causes bleeding that cannot be stopped or difficulty breathing is life-threatening and requires immediate medical attention. In addition, prolonged seizures, chest pain, high fevers, prolonged vomiting, broken bones, and snake or animal bites also require immediate medical attention.



Mental Health Crisis

A mental health crisis is often harder to recognize than a physical health emergency. Symptoms of a mental health crisis can include thoughts, talk, or plans of suicide, inability to manage basic self-care (such as eating, bathing, or dressing), bizarre behavior, hearing voices or seeing things that aren't there, uncontrollable anger, abuse of alcohol or drugs to a degree that causes imminent danger, and being in or staying in abusive situations.

Violence or Personal Injury

Violence and threats to personal safety can occur in any setting by persons you know or don't know. Domestic violence incidents include crimes against spouses, former spouses, cohabitants, former cohabitants, or persons having a dating or engagement relationship. Other types of violence include abuse of children by relatives or others living in the home, and children who physically attack parents, siblings, or others in the home.

Violence or threatening behavior occurs in many settings, such as schools, shopping malls, gyms, work, or on the streets, to name a few.



Paying for emergency help

Under state law, hospitals must care for people who come to their emergency rooms with life-threatening injuries or illnesses. No individual can be turned away if he or she cannot pay for services before they are given.

This doesn't mean that a person will never have to pay. The hospital will send a bill for the care received. Their administrative staff will help make arrangements for a payment schedule and/or coverage from other sources.



EMERGENCY HEALTH CARE

Emergency Medical Care:



CALL 911

OR-

Go to the Emergency Room of the nearest hospital

Note: If your situation is not life-threatening, it is better to receive care from your primary care doctor or an urgent care facility. Call 2-1-1 for information about how to locate a physician or urgent care facility. **For those with private insurance, including a Medi-Cal Health Plan, call the Member Services Department or Nurse Line listed on the insurance card to be directed to a contracted provider.**

Emergency Mental Health Care:

CALL THE SAN DIEGO ACCESS & CRISIS LINE AT 1-800-479-3339 OR- CALL 911 and ask for PERT

Adults:

PERT (Psychiatric Emergency Response Team) may respond, if available. These are specially trained teams of law enforcement officers and mental health professionals who are authorized to help individuals who may be experiencing a psychiatric crisis and be unable to seek help for themselves.

EPU (Emergency Psychiatric Unit): 619-692-8200

The ESU provides emergency screening for possible hospitalization for adults who are in crisis. These services are covered by Medi-Cal and sliding scale.

Children and Adolescents:

Emergency Screening Unit (ESU): (619)421-6900

The ESU provides emergency screening for possible hospitalization for children and adolescents who are in crisis.

These services are covered by Medi-Cal and sliding scale.



(For more information on mental health crisis, see pages 33-36.)

Emergency Medical Detox for Substance Abuse:

For life-threatening emergencies, such as alcohol poisoning or drug overdose, go to the nearest hospital emergency room or call 911.

If the individual who needs help is willing to begin detoxification (see explanation on pages 42-44), call:

San Diego Access & Crisis Line (UBH) (800)479-3339

McAlister Institute (MITE) East County (619)440-4801

McAlister Institute (MITE) North County (760)721-2781

Volunteers of America (VOA) (619)232-9343

SUICIDE & SCHOOL VIOLENCE PREVENTION

In an era marred by school shootings and rising rates of suicide in certain groups, everyone needs the ability to take immediate action to help prevent these tragedies. Following are numbers to contact emergency help in the event of a suicide or school violence situation, to report suspected school-related crime, or to obtain information on other services for suicide or school safety and violence prevention.

24 Hour Services



Emergency

Police, Ambulance, Fire 911

California Poison Control System (800)876-4766
(expert advice for poison emergencies)

For general information: www.calpoison.org



Suicide/Crisis Intervention

San Diego Access & Crisis Line (UBH) (800)479-3339
(suicide/crisis intervention and behavioral health information)

National Hopeline Network (800)SUICIDE
(connects callers to local crisis line) (800)784-2433

For general information: www.hopeline.com

California Youth Crisis Line (800)843-5200
(crisis intervention/referral on youth issues, e.g., sexuality)

For general information: www.calyouth.org

School Violence/Crime Reporting

County Sheriffs Department

Non-Emergency (858)565-5200

For general information: www.sdsheriff.net/home

Police Departments, San Diego County

For general information: www.sdsheriff.net/links.html

Non Emergency:

- San Diego(619)531-2000
- El Cajon(619)579-3311
- San Diego Harbor(619)686-6272
- Escondido(760)839-4722
- Carlsbad(760)931-2197
- La Mesa(619)667-1400
- Chula Vista(619)691-5151
- National City(619)336-4411
- Coronado(619)522-7350
- Oceanside(760)435-4911

San Diego City Schools Police
 Non-Emergency(619)291-7678

College/University Police
For general information: www.sdsheriff.net/links.html

Non-Emergency:

- San Diego State University(619)594-1991
- University of California, San Diego(858)534-4357
- Cal State San Marcos(760)750-4567
- San Diego Community College(619)388-6405
- Grossmont-Cuyamaca Community College (619)644-7654
- Palomar Community College(760)744-7753
- Southwestern Community College(619)482-6380

Other Services

- San Diego Crime Stoppers(619)235-TIPS
 (takes anonymous tips on crime) (619)235-8477

For general information or to email a crime tip:
www.sdcrimestoppers.com

San Diego County Office of Education
 Safe Schools Unit(858)292-3666
(school safety and prevention training/assistance)

For general information:
<http://www.sdcoe.net/>
 San Diego Unified School District(858)627-7598
(school safety and prevention training assistance; crisis response teams; student support services; wellness; nursing and life skills)

Yellow Ribbon
 Suicide Intervention Program(760)635-5904
(youth suicide education and prevention)
For general information: www.yellowribbonsd.org

VIOLENCE OR PERSONAL SAFETY

Hotlines

| | |
|---------------------------------------|------------------------------|
| San Diego Access & Crisis Line (UBH) |(800)479-3339 |
| Adult Protective Services (APS) | |
| 24-Hour Hotline |(800)510-2020 |
| Center for Community Solutions | |
| 24-Hour DV/Sexual Assault Crisis Line |(888)385-4657 |
| Community Resource Center | |
| Libre Program |(877)633-1112 |
| Child Protective Services (CPS) | |
| 24-Hour Hotline |(800)344-6000 |
| Indian Health Council, Inc. | |
| Peace Between Partners Program |(800)289-8853 |
| Lesbian, Gay, Bisexual, Transgender | |
| (LGBT) Heidorn 24-Hour Lifeline | (858)212-LIFE (5433) |
| National DV Crisis Intervention | |
| Information and Referral | |
| 24-Hour Hotline |(800)799-SAFE (7233) |
| San Diego County Domestic Violence | |
| Hotline- 24 Hour Hotline |(888)DVLINKS (385-4657) |
| San Diego Family Justice Center |(866)933-HOPE (4673) |
| South Bay Community Services | |
| 24-hour Hotline |(800)640-2933 |
| Rape, Abuse, Incest National Network | |
| (RAINN) 24-Hour Hotline |(800)656-HOPE (4673) |
| 2-1-1 San Diego | 211 or (858)300-1211 |
| YWCA 24-hour Hotline |(619)234-3164 |



Emergency Shelters

| | |
|--|---------------------|
| YWCA-Casa de Paz (Central) | 619)234-3164 |
| Community Resource Center | |
| Libre Program (North County) | (877)633-1112 |
| Center for Community Solutions | |
| Project Safehouse (East County) | (619)267-8023 |
| Episcopal Community Services | |
| DV Transitional Housing (Central) | (619)523-6060 |
| El Nido Transitional Living Program (Central)... | (619)563-9878 |
| Center for Community Solutions | |
| Hidden Valley House (North County) | (760)480-0055 |
| Rancho Coastal Humane Society | |
| Animal Safehouse Program (North County)..... | (760)753-6413 |
| San Diego Humane Society (Central)..... | (619)299-7012 |
| South Bay Community Services Shelter | |
| (South County)..... | (619)420-3620 |
| St. Clare's Home- Emergency and | |
| Transitional Housing (North County) |760)741-0122 |
| Women's Resource Center (North County) | (760)757-3500 |

Military Resources

| | |
|---------------------------------------|---------------------|
| Camp Pendleton Family Services | |
| Support Center (North County) | (760)725-9051 |
| MCAS Miramar Family Advocacy | |
| Program (Central)..... | (858)577-6585 |
| MCRD Family Advocacy Center (Central) | (619)524-0465 |
| Naval Base San Diego Fleet and | |
| Family Support Center (Central) | (619)556-7404 |
| Navy Family Advocacy Center (Central) | (619)556-8809 |
| NAS North Island Fleet and | |
| Family Support Center (Central) | (619)545-6071 |
| Sub Base Fleet and | |
| Family Support Center (Central) | (619)553-7505 |

Service Centers/Counseling

Center for Community Solutions
(Central)(858)272-5777

Center for Community Solutions
(East County) (619)697-7477

Center for Community Solutions
(North County) (760)747-6282

Children’s Hospital
Family Violence Program (Regional) (619)533-3529

Indian Health Council, Inc.
Peace Between Partners Program
(North County)(760)749-1410 ext 5335

Jewish Family Service
Project Sarah (Central) (619)291-0473

Lesbian, Gay, Bisexual, Transgender(LGBT)
Community Center (Regional) (619)260-6380

Logan Heights Family
Counseling Center (Central) (619)515-2355

North County Lifeline (760)726-4900

North County Family Violence
Prevention Center 760)798-2835

San Diego Family Justice Center
(Central)866/933-HOPE (4673)

South Bay Community Services
(South County) (619)420-3620

Southern Indian Health Council
(Regional) (619)445-1188

The Union of Pan Asian Communities
(UPAC) (Regional) (619)229-2999

Therapy-Connection (Central) (619)293-3741

Victim Assistance Program
(Call for locations) (619) 531-4041

Women’s Resource Center (North County) (760)757-3500

YWCA Counseling Center (Regional) (619)239-0355 Ext.205



Spanish Speaking Agencies (Se Habla Español)

San Diego Access & Crisis Line (UBH) (800)479-3339

Casa Familiar (619)428-1115

Chicano Federation of
San Diego County, Inc. (619)285-5600

North County Lifeline (760)726-4900

San Diego Family Justice Center(866)933-HOPE (4673)

South Bay Community Services
24-Hour Hotline and Services (619)420-3620

Legal Resources

Access, Inc.—Immigrant DV Services
(Regional)(858)560-0871

Casa Cornelia Law Center—Asylum
and Undocumented DV Services (Central) (619)231-7788

Center for Community Solutions (Central) (858)272-1574

Center for Community Solutions
(East County) (619)697-7477

Center for Community Solutions
(No. County) (760)747-6282

Nursing Home Abuse
Ombudsman/Patient Advocate) (800)640-4661

San Diego Family Justice Center—
TRO Clinic (Central) (619)533-6042

Legal Aid Society (South County) (619)262-5557

LGBT Community Center
(Legal Services through YWCA) (Regional) .. (619)239-2341

North County Lifeline (760)726-4900

Volunteer Lawyer’s Program (Regional) (619)235-5656
(Court appearance restraining orders services)

Union of Pan Asian Communities
(Domestic Violence Hotline) (619)229-2999

YWCA Legal Advocacy (Regional) (619)239-2341



For ongoing treatment programs, support groups, and non-emergency services, please see chapter 7 Community Resources and Advocacy. If you are uncertain about which services you are looking for, call 2-1-1 San Diego by dialing 211.

EMERGENCY, FOOD, CLOTHING, AND SHELTER

If someone is homeless or almost homeless and needs a place to stay and/or does not have enough food, blankets, or clothing, 2-1-1 San Diego can help.

Call 2-1-1 for assistance in finding available shelter within San Diego County. On a daily basis 2-1-1 San Diego coordinates with area shelters and maintains up to date information on available beds. The best time to call 2-1-1 for these services is early mornings.



Temporary Financial Assistance

Recent Job Loss:

There are a number of solutions available:

- If someone is terminated or laid off, they may be eligible for state unemployment benefits. Call State Unemployment at 1(800)300-5616.
- If someone loses their job because of a job related illness or injury, they may be eligible for Workers Compensation. Call State Industrial Relations Department at (619)767-2081.
- If someone loses their job because of a disabling illness or injury, they could be eligible for State Disability Benefits. To request application forms, call 1(800)480-3287.
- If someone believes they have been wrongfully terminated, they can file a claim with the State Industrial Relations Department, Labor Standards Enforcement at (619)767-2040 or with the State Fair Employment and Housing Division at 1(800)884-1684.

If someone believes their employer has violated the Americans with Disabilities Act (ADA), they can get information and materials by calling the Pacific Disability and Business Technical Assistance Center at 1(800)949-4232, or seek legal assistance by calling Protection and Advocacy, Inc. at 1(800)776-5746 or Legal Aid Society of San Diego, Inc. at 1(877)534-2524.

If someone is a victim of domestic violence, abuse, or assault, see the telephone numbers and programs listed under Violence or Personal Safety section of this chapter. (*page 16*).

If someone is separated or divorcing and has dependent children, they can call the legal clinic at the Downtown Family Court at (619)531-3234, or call the Child Support Enforcement Office at (619)236-7600.

Loss of Income:

If someone has no income and is unable to work because they or a family member is disabled, immediate help can be found by calling or visiting a County Health and Human Services Office (*see Appendix I*). Staff there can help someone determine their eligibility for General Relief, Emergency Grants, or other programs, while directing them to the steps necessary for applying for other types of assistance for which they might be eligible, such as Social Security or Calworks programs.

General Relief is also available if their income is below \$264 per month or if they are an immigrant and ineligible for SSI/SSDI solely because of their immigrant status. For information, call or visit the County Health and Human Services Agency office nearest you (*see Appendix I*).

CHAPTER 4

HEALTH CARE SERVICES

Health care services include physical health care, mental health care, substance abuse detox and treatment programs, dental care, vision care, physical disabilities and other special needs, and home health care.

Whatever type of care is needed, one of the first questions that must be answered is how to pay for care. Not everyone has enough money to pay the full cost for health care services. If someone doesn't, there are ways to receive health care services. The Help Connection provides information on various methods of payment, from paying cash for services to publicly funded or subsidized health care. Read the first section of this chapter to see if these programs are appropriate or call 2-1-1 San Diego, by dialing 211 or (858)300-1211.

If the problem is an illness, injury, or a recurring condition, the help being sought can be found in this chapter. While the emphasis of The Help Connection is on behavioral health services, we know that health and well-being depend on the "whole" person being healthy.

Accessing health care services isn't always easy. It is important that one first determine what health care services are needed, then determine how to pay for these services (or the assistance for which they are eligible), so they can be specific about their needs when they call for help.

PAYING FOR HEALTH CARE SERVICES

Private Insurance

Health insurance, provided through a contract agreement with insurance companies or health maintenance organizations (HMOs), is most typically offered as an employment benefit, where the employer pays all or part of the monthly premiums for a group of employees.



Many health plans or HMOs may provide coverage for services through a network of their contracted providers. Check one's policy carefully to determine what services are covered and what types of referrals or prior authorizations may be needed before making an appointment. In some cases a referral from a primary care physician may be required. A deductible or a co-payment may be required for the services.

If a client has a private health plan, always ensure the provider is covered by the client's health plan.

County Medical Services (CMS)

Health care Coverage offered through the County of San Diego Health and Human Services Agency is for persons who have limited income or resources. The CMS Program does not cover mental health services.

Who is eligible for CMS coverage?

Any legal county resident between the ages of 21 and 64 who is experiencing a life-threatening or disabling physical condition and meets the CMS financial requirements or receives General Relief.

What types of services are covered through CMS?

Office visit, hospital admissions, and emergency dental services from a limited list of providers.

Where to get more information about the CMS Program and/or an application?

Call (858)492-4444 (San Diego) or (800)587-8118 (North County)

Partial Pay or Sliding Fee Scales

Fees vary considerably among professionals and Community Health Centers. Some may have partial pay or sliding fee schedules (called sliding scale), which are based on one's ability to pay for services. One may ask to negotiate a payment plan that fits within their budget and ability to pay. Partial pay or sliding fee scales can be found in both publicly funded and subsidized services and in private practice professional services and Community Health Centers. A network of community clinics and health centers in San Diego County provides co-located physical and behavioral health services.

Who is eligible for partial pay or sliding fee scales?

Typically, any individual whose income is too high for the programs listed in this chapter and who has no insurance coverage of their own is eligible for partial pay or sliding fee scale services.

How do partial pay or sliding fee scales work?

Some community health centers, programs, or professionals set their own fee schedules and have pre-determined their sliding fee scales. Others do it on a case by case basis. One may ask any professional, community health center, or organization to reduce their fees or to set up a payment plan.

What types of services could one get?

Any type of health care service that may be needed. The following pages in this chapter will help locate appropriate services. In some programs that offer sliding fee scale mental health services, one may see a trainee who is working under the supervision of a licensed mental health professional in preparation for receiving his/her own license.

Where can one find partial pay or sliding fee scale services?

The following numbers are for referrals to private sector clinics and health care and mental health professionals (ask for those with sliding scales) or for Community Clinics and non-profit agencies offering services on a sliding scale:

- Physicians and Psychiatrists
San Diego County Medical Society www.sdcms.org
- Psychologists Referral Service (619)291-3451
- Licensed Clinical Social Workers (LCSW) (619)232-9622
- Psychotherapy Referral Network (619)296-9011
- Council of Community Clinics (800)640-1662
- Reach Out Project 211 or (858)300-1211

Referrals to Other Community Agencies:

Mental Health America San Diego County(619)543-0412

2-1-1 San Diego211

- Central/East/South: (619)230-0997
- North Central: (858)300-1211
- TTY: (858)300-1311
- North Coastal:(760)943-0997
- North Inland: (760)740-0997

Medi-Cal

Medi-Cal is a publicly funded, need-based health coverage program for California children and adults.

Who may be eligible for Medi-Cal?

Children and their parents, pregnant women, seniors and persons with special health care needs, adults and individuals with specific health care needs who meet certain other eligibility criteria related to income and resources. Many working families, as well as employed disabled individuals, now qualify for Medi-Cal.

Where does one call with questions or to find out how to apply for Medi-Cal?

Call the County of San Diego Public Assistance Information Line, toll free, at (866)262-9881, or call any of the County Health and Human Services Agency offices listed in Appendix I.

What specific services are covered under Medi-Cal?

Mental health, physical health, dental care, vision care, and some substance abuse treatment services are covered under Medi-Cal.

How does one find a Medi-Cal doctor?

Physical health care under the Medi-Cal program in San Diego County is available. One way is to sign up with a Medi-Cal health plan. The health plan then helps their member access the right professionals for physical health care, addiction treatment services, dental care, vision care, and the mental health care that they need. The second way is to ask your doctor if he/she accepts Medi-Cal or call for names of physicians who accept Medi-Cal patients.

What is the difference between Medi-Cal managed care (also known as Healthy San Diego) and Medi-Cal fee for service (FFS)?

Medi-Cal managed care:

Healthy San Diego is the umbrella under which six Medi-Cal managed care plans operate in San Diego. A Medi-Cal health plan ensures access to a network of doctors, community health centers, specialists, pharmacies, and hospitals. These health plans can also assist with transportation and provide 24-hour nurse telephone lines.

- Blue Cross of California(800)407-4627
- Care 1st(800)605-2556
- Community Health Group(800)224-7766
- Health Net(800)675-6110
- Kaiser Permanente(800)464-4000
- Molina Health(888)665-4621

Medi-Cal fee for service (FFS):

If someone has Medi-Cal and they are not enrolled in a Medi-Cal health plan, they are on Medi-Cal FFS. In some cases you may find a health care provider of your choice who agrees to accept Medi-Cal payments (a FFS provider.) If you need assistance finding a FFS Medi-Cal provider, contact:

- Council of Community Clinics(800)640-1662
- San Diego County Medical Society www.sdcms.org
- 2-1-1 San Diego211 or (858)300-1211

For Medi-Cal managed care and FFS, the State of California created separate benefits for specialty **mental health, substance abuse, and dental services**. A primary care doctor may provide basic mental health care. This includes prescribing medications for some mental health problems. If one's doctor feels a patient needs other mental health services, he/she will recommend the patient call the San Diego Access & Crisis Line. Once again, it is the patient's job to call, make and keep the appointment.

If one has Medi-Cal FFS and is seeking specialty mental health, substance abuse or dental services, they must call the following numbers to access care:

- Dental Health: Denti-Cal(800)322-6384
- Mental Health and Substance Abuse:
San Diego Access & Crisis Line (UBH)(800)479-3339

Medicare

Medicare is a federal health insurance program for people over 65 and for those younger if they have a disability and qualify.

How does one determine if they are eligible?

For more information and assistance:

Call Social Security: (800)772-1213

Visit a Social Security office (*see list in Appendix II*)

Call Health Insurance Counseling & advocacy (HICAP): 1(800)434-0222

What specific services are covered under Medicare?

A full range of health and mental health care services are paid for under the program. For more information, call Health Insurance Counseling & Advocacy (HICAP): 1(800)434 0222 or call Social Security: 1(800)772-1213.

How does one find a doctor who accepts Medicare?

If a Medicare beneficiary is in a Medicare health plan, call their health plan member services, ask their primary care doctor, or visit the San Diego Medical Society website at www.sdcms.org for a referral to a doctor who accepts Medicare, (most do).

Health Care Coverage for Children and Youth

Medi-Cal is health care coverage for low income or disabled persons, including children. For more information about eligibility and enrollment, call the Healthy Families and Medi-Cal information line at (800)880-5305 or for local assistance call the San Diego Kids Health Assurance Network (SD KHAN) at (800)675-2229.

Healthy Families is health care coverage for children up to 19 years old who do not qualify for Medi-Cal, and do not have any other health care coverage. For more information about eligibility and enrollment, call the Healthy Families and Medi-Cal information line at 800-880-5305 or for local assistance call the San Diego Kids Health Assurance Network (SD KHAN) at (800)675-2229.

Child Health and Disability Prevention Program (CHDP) pays for physical health care, dental care, and vision care for youth. For more information or referral to a CHDP provider, call SD KHAN at (800)675-2229.

Public Health Clinics are located throughout the County. For a list of locations, hours and services, call the County's Child, Maternal and Family Health Line at (800)675-2229.



MENTAL HEALTH CARE SERVICES

Most people want to enjoy life, feel good about themselves, feel comfortable with other people, have satisfying relationships, be able to meet life's challenges and changes, and enjoy their jobs or school. While people may think that mental and emotional disorders are rare and happen only to others, the truth is that one in five individuals will have a mental disorder at some time in their life.

What is mental illness?

A mental illness is a result of a disease or condition that causes mild to severe disturbances in thought and/or behavior, resulting in an inability to cope with life's ordinary demands and routines. Mental health problems may also be related to excessive stress due to a particular situation or series of events.

As with cancer, diabetes, and heart disease, mental illnesses are often physical as well as psychological. They may be caused by a reaction to environmental stresses, genetic factors, biochemical imbalances, or a combination of these. Severe mental disorders include schizophrenia, major depression, bipolar disorder (often called manic-depression), anxiety disorders, personality disorders, and eating disorders. With appropriate treatment, many people with severe mental disorders can live active, productive lives even though they may experience periodic recurrences of the symptoms of their illness.

What are the symptoms of mental illnesses?

The symptoms of mental illnesses can come in many forms and ways. Psychological symptoms may range from feeling sad, anxious, lonely, and depressed to suicidal thoughts; talk or plans of harming self or others; abuse of alcohol or drugs to a degree that causes imminent danger; dramatic mood swings; complete withdrawal; bizarre behavior; uncontrollable anger; hearing voices or seeing things that aren't there; an inability to manage basic self-care (such as eating, bathing, or dressing); or misperceptions of reality.

In addition, physical symptoms may range from sleeping too much or too little; changes in appetite or weight; stomach problems, fatigue, headaches, palpitations, and sweating; difficulty concentrating or making decisions.

How does one know if they need mental health services?

During difficult times, one may experience emotional problems. When a person is unable to cope with the stresses of everyday life and their problems seem too difficult for them to handle alone, these feelings should be trusted. If a person feels that they need professional help, they probably do.

How is mental illness treated?

Some problems are easily addressed by therapy or counseling with a mental health professional or by safe and effective medication that your doctor can prescribe. The important thing is to seek help as soon as you feel that you need it.

Getting mental health help includes:

- **Assessment:** This is a quick and preliminary evaluation of the nature and severity of the problem so that one can be referred to the right professional or program. If medication is required, a psychiatrist or other medical doctor must do the assessment and prescribe medication.
- **Evaluation:** Testing and observation by professionals takes time before a diagnosis can be made or conclusions reached about a mental health problem, and what will be an appropriate course of treatment. Usually this is done while attending a treatment program or participating in therapy.
- **Treatment:** The immediate goal of treatment is to diminish any dramatic or disabling symptoms you may be experiencing. Depending on the severity of the illness, treatment may occur in doctors' or therapists' offices, clinics, community agencies, or hospitals. Treatment may include medication, therapy, day programs, and/or rehabilitation services.

- **Rehabilitation and Recovery:** People with mental illnesses can experience recovery even though they may occasionally need to be hospitalized or involved in more intensive treatment. There are many programs and services aimed at helping people with mental illnesses to make progressive steps toward recovery and self-sufficiency. These programs include self-help centers, peer and other support groups, psychosocial rehabilitation programs, and vocational services. (See Chapter 5.)

Do people with a mental illness need to see a special kind of doctor?

As with medical specialties like cardiologists or internists, there are specially trained mental health professionals who can assess, evaluate, and treat mental illnesses. The following chart explains the types of mental health professionals you may encounter.

About Licensed Mental Health Professionals in California

A **licensed Clinical Social Worker (LCSW)** has completed a master’s degree in social work, with additional post-graduate work practicing under the supervision of a licensed therapist. Social workers may provide psychotherapy, rehabilitation and case management services in hospitals, clinics and in private practice.

A **Marriage and Family Therapist (MFT)** has completed a master’s degree in marriage, family and child counseling, psychology, social work (emphasis clinical social work) or counseling (emphasis marriage, family and child counseling), with additional post-graduate work practicing under the supervision of a licensed psychotherapist. MFTs may provide psychotherapy and work in a variety of settings with individuals, couples, families and children.

A **Psychiatrist** is a medical doctor (M.D. or D.O.) with special education and training in psychiatry. She/he can diagnose and treat the biological causes of mental disorders and prescribe medications and other therapies.

A **Psychologist** must complete a Ph.D. (or Psy.D.) in psychology. He/she can evaluate, diagnose and treat nervous, emotional and mental disorders as well as problems of everyday life and the psychological aspects of injury and disease. Most psychologists have specialized expertise in testing, psychological evaluation and psychotherapy.

Other mental health professionals you may encounter include psychiatric nurses, social workers, substance abuse counselors, psychiatric technicians, case managers, and specialized therapists. Some of these specialties require licenses.

SOME BASIC INFORMATION

1. **Most mental health or psychiatric problems fall into one of three categories: emergency, urgent, or routine.**

Emergency: The state defines an “emergency psychiatric condition” as a condition in which a person, due to a mental disorder, is an imminent danger to self or others or is immediately unable to provide for or utilize food, shelter, or clothing.

Urgent: The state defines an “urgent condition” as a condition, which, without timely intervention, is certain to result in an immediate emergency psychiatric condition.

Routine: A routine condition is one in which the person is in a relatively stable condition and needs an assessment for mental health services.

2. **When you call for assistance for an emergency and/or urgent mental health problem, be prepared to provide the following:**

Basic identification data about the person who needs help, for example: name, age, phone no., address, social security number.

Reason for needing help now (if the problem is an emergency), or **very soon** (if the problem is urgent).

3. **If the problem is a routine one, and one has health insurance, contact their primary care physician or health plan. However, if it is an emergency or an urgent problem, contact one of the 24-hour emergency and urgent care mental health services listed on page 35.**

What is a Mental Health “Crisis”?

A mental health crisis can occur at the onset of a mental illness or during a periodic recurrence of symptoms experienced by a person already in treatment for an illness. A crisis occurs when the symptoms of mental illnesses become so severe that the individual is unable to manage basic self-care (such as eating, bathing, or dressing) or is frightened, or even

violent. These symptoms can include talk or plans of suicide, abuse of alcohol or drugs, dramatic mood swings, complete withdrawal, bizarre behavior, uncontrollable anger, hearing voices, or seeing things that aren't there.

Sometimes, the person showing symptoms of mental illness is not aware that he/she is “out of touch” with reality, or that his/her behavior and thinking is “out of control.” Convincing a friend or a loved one to seek help takes sensitivity and understanding. We must remember to respect how frightening, unsettling, and overwhelming the experience is for them. Their symptoms are as invisible as those of a heart attack, yet, in many ways, render them far more disabled and vulnerable.

What should a person do in a mental health crisis?

Immediate intensive mental health treatment will help to stabilize a person in crisis and diminish the symptoms being experienced. If the person is already in treatment, call his/her mental health professional and follow his/her instructions, or go to the nearest hospital emergency room.

What if the person in crisis is not willing to get help?

Sometimes people in crisis are not aware that they are in crisis and may resist offers of help. In addition, they may be frightened, angry, or convinced that people offering to help are actually trying to hurt them. If this occurs:

Call 911 and ask for a PERT Team OR Call the San Diego Access & Crisis Line for advice: (800)479-3339

Are there laws to protect a person experiencing a mental health crisis?

There are significant laws to protect individuals with mental health illnesses from unreasonable confinement in locked facilities and from unwanted treatment and medications. These laws, in the Lanterman-Petris-Short Act (LPS), will allow forced treatment in locked hospitals only if the person is a danger to self or others, or is unable to care for him/herself. This authorization is for a 72-hour period. Persons confined beyond 72 hours are entitled to a court hearing, where it must be demonstrated that he/she continues to meet the criteria for involuntary treatment (*see Chapters 6 and 7*).

24-Hour Emergency & Urgent Mental Health Services

San Diego Access & Crisis Line(800)479-3339

Population Served: All ages

Services: Phone crisis intervention; info & referral; Medi-Cal client contact point for mental health service authorizations

San Diego County Emergency

Screening Unit(619)421-6900

Population Served: Children 17 and under

Services: Emergency psychiatric screening

San Diego County Psychiatric Hospital

Emergency Psychiatric Unit(619)692-8200

Population Served: Adults 18 and older

Services: Emergency psychiatric screening

Psychiatric Emergency Response Team911

Population Served: All ages (ask for PERT)

Services: Trained team assists in psychiatric crises

Non-Emergency Mental Health Care

How does someone get Mental Health Services?

If someone has private health insurance, contact their primary care doctor or call their health plan member services department to ask how to access behavioral health services.

For publicly funded/subsidized services or partial pay/sliding fee scale services, see Paying for Health Care Services, beginning on page 22. The County's public mental health system is for persons who qualify under Medi-Cal or who have no financial resources.

What type of treatment and help are available through the County's public mental health system?

Generally, services through the public mental health system include Assessment, Evaluations, and Treatment.

For referrals to the appropriate location to obtain assessments or ongoing treatment in the County Mental Health System, call the San Diego Access & Crisis Line at (800)479-3339.

Non-Emergency Mental Health Services

Aging & Independence Services (800)510-2020

Population Served: Seniors, dependent adults & families

Services: Elder/dep. adult abuse referrals; info & referral

Hours: Abuse referrals 24/7; other services 8am-5pm M-F

Albright Information & Referral Ctr. (800)523-5933

Population Served: People w/ mental illness,

SD Chapter, Nat'l. Alliance for Mentally Ill families/friends

Services: Info & referral; education and support services

Hours: 9am-5pm M-F

Website: www.namisandiego.org

Council of Community Clinics (800)640-1662

Population Served: All ages

Services: Referral to community clinics offering individual and group counseling, and other mental health services.

Hours: 8:30-5:00, M-F

Website: www.ccc-sd.org

Mental Health America in

San Diego County (619)543-0412

Population Served: All ages

Services: Info & referral; advocacy; self-help groups

Hours: 8am-5pm M-F

Website: www.mhasd.org

National Association of Social Workers
Counseling & Psychotherapy Referral Svc. (619)232-9622

Population Served: All ages

Services: Info & referral to licensed clinical social workers

Hours: 8am - 8pm 7 d./wk.

Website: <http://naswca.org>

San Diego County Medical Society www.sdcms.org

Population Served: All ages

Services: Info & referral to physicians and psychiatrists

Hours: 8:30am-5pm M-F

Website: www.sdcms.org

San Diego Psychiatric Society (858)279-4586

Population Served: All ages

Services: Info & referral to psychiatrists

Hours: 9am-5pm M-F

Website: www.sandiegopsychiatricsociety.org

San Diego Psychological Association
Psychologists Info & Referral Service (619)291-3451

Population Served: All ages

Services: Info & referral to psychologists

Hours: 24 hrs. 7 d./wk. (voicemail)

Website: www.sdpsych.org

2-1-1 San Diego 211

From cell phones & some business phones (858)300-1211

Population Served: All ages

Services: Info & referral to social services

Hours: 24 hrs / 7 d./wk.

Website: www.211sandiego.org

Federally Qualified Health Centers (FQHC) that Provide Non-Emergency Behavioral Health Services

| Clinic Corporation | Site | Phone number |
|--|---|---------------|
| Imperial Beach Health Center | Imperial Beach | (619)429-3733 |
| Indian Health Council | Rincon | (760)749-1410 |
| La Maestra Community Health Centers | Fairmont Ave. | (619)280-4213 |
| Mountain Health and Community Services | Alpine Family Medicine | (619)445-6200 |
| Mountain Health and Community Services | High Desert | |
| Mountain Health and Community Services | Family Medicine | (619)766-4071 |
| Mountain Health and Community Services | Mountain Empire | |
| Mountain Health and Community Services | Family Medicine | (619)478-5311 |
| Neighborhood Healthcare | Escondido – Elm Street | (760)737-2000 |
| North County Health Services | Oceanside- Mission Mesa | (760)757-4566 |
| North County Health Services Health Center | San Marcos Health Ctr. | (760)736-6767 |
| San Diego American Indian Health Center | San Diego American Indian Behavioral Center | (619)234-0648 |
| San Diego Family Care | Linda Vista Health Center | (858)279-0925 |
| San Diego Family Care | Mid-City Community Clinic | (619)563-0250 |
| San Diego Family Care | Mid-City Community Clinic – Pediatrics Site | (619)280-2058 |
| San Ysidro Health Center | San Ysidro Health Center | (619)428-5561 |
| Southern Indian Health Council | Alpine | (619)445-1188 |
| Sycuan Medical/ Dental Center | Sycuan Medical/ Dental Center | (619)445-0707 |
| Vista Community Clinic | Vale Terrace | (760)631-5220 |

What if help is needed for an older adult?

There are special outreach teams for seniors. These teams can go to an individual’s home to assess an older adult who may be suffering from mental illness, dementia, Alzheimer’s Disease, or other illnesses that make it difficult for the senior to continue taking care of him/herself. Call for a Senior Outreach Team at Aging and Independence Services at: 1(800)510-2020.



What if a child or adolescent needs help?

- If they have Medi-Cal FFS or are on a Medi-Cal managed care plan, call the San Diego Access & Crisis Line: 1(800)479-3339.
- If the child has private insurance, call their primary care physician or their health plan to learn how to access behavioral health services.
- For emergency psychiatric treatment, call the Emergency Screening Unit (ESU): (619)421-6900
(evaluation for potential hospitalization, crisis stabilization, emergency medication refills, and telephone crisis intervention and referral.)

What if the person who needs help is homeless?

County Mental Health has Homeless Outreach Teams available to go to homeless individuals who need mental health services:

- East County Region(619)401-5500
- North County Coastal Region(760)967-4475
- Central and South Regions(619)595-4400
- North Central Region(619)692-8750

Advocacy Services

California Dept. of Managed Health Care (888)HMO-2219
HMO Help Center (888)466-2219

Population Served: All HMO members

Services: Help accessing managed care services

Hours: 24 hrs. 7 d./wk.

Website: www.hmohelp.ca.gov

Consumer Center for Health
Education & Advocacy(877)734-3258

Population Served: All ages-low income

Services: Help accessing services; assistance with complaints

Hours: 9am-5pm M-F

Website: www.healthconsumer.org/SanDiego.html

PHYSICAL HEALTH CARE SERVICES

How can one access physical health care services?

If a person has private health care insurance, they can see their regular or primary care physician. If a person has not been assigned or selected a primary care physician, check with their Benefits Administrator or health plan to select a doctor.

If a person does not have private insurance and/or does not have their own physician, they can call the San Diego County Medical Society for physician referrals.

If a person has no insurance and needs reduced or sliding fee scale services, community health centers throughout the county provide health care to low income individuals and families.

S.D. County Medical Society websitewww.sdcms.org
Council of Community Clinics(800)640-1662
SD-KHAN (Kids Health
Assurance Network)(800)675-2229 or (619)692-8428
Reach Out Project211 or (858)300-1211

In addition, see the section on Paying for Health Care Services (*page 22*) for information and eligibility requirements for other publicly funded assistance programs.

SUBSTANCE ABUSE SERVICES

Addictions to drugs or alcohol don't happen over night. Addictions happen over a period of time. Therefore, the long road to recovery from addictions takes determination, time, help, and support.

It is not uncommon for persons with mental illness to also have problems with alcohol and/or drugs. Individuals with both a mental illness and addiction are said to have "co-occurring disorders" and treatment is designed for both conditions is recommended (*see page 47*).

Where to receive help for substance abuse services?

There are several choices:

- If health services are offered through private insurance, check with the health plan to determine the types of coverage and the rules surrounding the type and locations for care.
- If health services are offered through Medi-Cal, check with the health plan regarding the options that are available.
- If someone does not have private insurance or publicly funded health care, call the San Diego Access & Crisis Line to find low cost and Medi-Cal funded programs located throughout the county: (800)479-3339.

County of San Diego Alcohol and Drug Services provides alcohol and drug prevention, treatment, recovery, and case management services via contracts with community-based organization.

Prevention Services: Environmentally focused regional prevention services provided via community collaboratives to support countywide initiatives. Call the San Diego Access & Crisis Line (800)479-3339 for further information.

Detoxification: This is often the first phase of treatment and recovery. Individuals enter “detox” when they need to be in a safe, clean, and caring environment while they stop the ingestion of drugs. This process cleans the body of the toxic effects of drugs and alcohol, while under the supervision of a medical staff in a hospital inpatient setting, or the suspension of trained, non-medical staff. County funded detoxification services provide residential detoxification services to stabilize adults and adolescents prior to receiving residential or non-residential services.

Residential: These are intensive, structured treatment and recovery programs located in communities. Participants must apply, are required to be detoxed first, and must make a commitment to live and participate in the program. Residential services provide short and long term residential treatment and recovery services to meet the needs of various populations (adults, adolescents, and women specific.)

Non-Residential or Outpatient: These programs offer information and referral, 12-step recovery support groups, alcohol and drug education, and counseling services on what is called an “outpatient” basis. This term refers to any treatment offered outside residential settings and includes full and partial day programs and weekly visits. County funded non-residential services provide outpatient treatment and recovery services. Programs are designed to meet the needs of various populations (adults, adolescents, and women specific.)

When someone calls for assistance for these programs, they should be prepared to provide the following:

- **Basic identification data** about the person who needs help, for example: name, age, phone number, address, and social security number.
- **Reason for needing help** now (if the problem is an emergency) or very soon (if the problem is urgent).

Substance Abuse Services

Detoxification:

| | |
|---|---------------|
| Volunteers of America (VOA)— Alcohol Detox | (619)232-9343 |
| CRC Health Group—Heroin Detox | (866)762-3766 |
| Home Avenue Clinic—Heroin Detox | (619)266-7400 |
| MITE East County—Detox | (619)465-7303 |
| MITE North County—Detox | (760)757-7166 |

Central/North Central Region:

| | |
|--|---------------|
| MHS-Central North Regional Recovery Center | (858)292-5670 |
| MHS-Mid-Coast Regional Recovery Center | (619)287-8225 |
| CRASH Tim Huddleston Regional Recovery Center | (619)263-6663 |
| MHS Harmony (Women) | (619)287-8225 |
| Stepping Stone (Gay/Lesbian emphasis) | (619)295-3995 |
| Union of Pan Asian Communities (UPAC) | (619)521-5720 |

North County Coastal Region:

| | |
|--|---------------|
| MITE North Coastal Regional Recovery Center | (760)480-2255 |
| MHS Pegasus West | (760)439-2785 |
| North County Inland Region: MHS Kinesis North | (760)480-2255 |
| MHS North Inland Regional Recovery Center | (760)741-7708 |
| North Rural Regional Recovery Center | (760)788-6246 |

East County Region:

MITE East County Recovery Center(619)440-4801
MHS Pegasus East(619)697-2388
La Posta Substance Abuse
Treatment Center (Native American)(619)478-2264

South County Region:

MITE South Bay Regional Recovery Center ... (619)691-8164
MHS South Bay Recovery Center(619)425-5609

Where to call for Other Substance Abuse Services

San Diego Access & Crisis Line (UBH)(800)479-3339

Alcoholics Anonymous (AA)

San Diego Central(619)265-8762
North County(760)758-2514

Narcotics Anonymous (NA)

San Diego(619)584-1007
Toll-free(800)479-0062

What services are available for adolescents?

Alpha of San Diego(619)285-9999
MHS Teen Recovery Center (San Marcos)(760)744-3672
MITE – Teen Recovery Center (Mira Mesa) ..(858)277-4633
MITE – Teen Recovery Center (Oceanside) ... (760)754-1393
Phoenix House Teen Recovery
Center (Carlsbad)(760)729-2830
Phoenix Academy of San Diego (Descanso) ..(619)445-0405
MITE South Bay East Teen Recovery
Center (Chula Vista)(619)482-9300
South Bay Community Services
Teen Recovery Center(619)420-3620
Palavra Tree Central South East(619)263-7768
Palavra Tree Central South West(619)238-7393

SDYCS Teen Options (Perinatal)
(Mid-City)(619)521-2250
SDYCS Teen Recovery Center
(Lemon Grove)(619)667-3333
SDYCS Central East Teen Recovery Center (619)325-4696
Union of Pan Asian Communities
(Drug Medi-Cal only)(619)521-5720
Phoenix House Beach Area Teen
Recovery Center (Drug Medi-Cal only)(619)226-2663
On Track (for first offender teens and parents). (619)668-4251
S.A.F.I.R. (Supporting Adolescents and Families in Recovery)
Vista Hill Foundation(619)668-4251

Obtain additional resources for adolescents (including residential services) by calling the regional numbers listed above or by calling San Diego Access & Crisis Line (UBH) at (800)479-3339.

Are there programs that offer services to persons with unique needs?

A number of other specialized programs include:

**Options for Recovery
(services for pregnant and parenting women)**

MITE Options South Bay(619)498-0908
CRASH Options Central(619)229-8201
MHS Options Vista(760)726-2656
Parent Care Family Recovery Center(619)698-1663



Gay and Lesbian Emphasis

- Stepping Stone Residential Services (619)584-4010
- Stepping Stone Non-Residential Services (619)295-3995

HIV/AIDS Services

- HIV/AIDS Helpline (877)782-4448
(or dial 2-1-1 to be connected)

Hearing Impaired Services

- Deaf Community Services (619)398-2441
TTY: (619)682-5010
- MITE Signs of Life (619)640-0855
TTY: (619)640-2854
- San Diego Deaf Mental Health Services (858)410-1067

Native American Emphasis

- Southern Indian Health Council—
Many Nations in Recovery (619)478-2264
- Many Nations in Recovery – Urban Services (619)692-1718
- Indian Health Council—
Many Nations in Recovery (760)749-1410
- San Diego American Indian Health Center (619)234-0648
- Southern Indian Health Council (619)445-1188

Latina/Latino Emphasis

- VOA Amigos Sobrios (Residential—Latino) (619)232-7754
- MAAC Nosotros (Residential—Latino) (619)426-4801
- MAAC Casa de Milagros
(Residential—Latina) (619)262-4002

Asian

- United Pan Asian Communities (619)521-5720

Drug Testing Sites:

- Aurora Behavioral Health (\$12) (858)487-3200
- Bridges Early Intervention (\$20) (858)514-5101

CO-OCCURRING DISORDERS

Are there special programs for persons with both mental illness and addictions?

It is common for persons with mental illness to also have alcohol and/or drug problems. Individuals with both a mental illness and an addiction are said to have a “dual diagnosis” or “co-occurring disorder” and simultaneous or integrated treatment designed for both conditions is recommended.

Where to call for Co-Occurring Disorder (Mental Health/Substance Abuse):

- San Diego Access & Crisis Line (800)479-3339
- The McAlister Institute for
Treatment & Education (MITE) (619)440-4801
- Pathfinders—Shelter (619)260-1605
- Mental Health Systems (619)276-2157
- UCSD Co-Occurring Disorders
Program (Central Region) (619)497-6692
- Veterans Village of San Diego (619)497-0142
- Veterans Affairs SAMI (858)552-8585
- Volunteers of America SAMI (residential) (619)232-3150
- North County Serenity House
(residential, women only) (760)741-5098

Dental Care

How can one access dental care services?

If someone does not have a dentist, they can call the San Diego County Dental Society for referrals: (619)275-0244.

If they have private dental insurance, check with your Benefits Administrator or dental plan.



Is dental care covered through government funded programs?

Medi-Cal (Denti-Cal) covers some dental care. Check with your dentist to see if he/she accepts Medi-Cal or

call 1(800)322-6384 for a referral. County Medical Services covers limited dental care for individuals who qualify (*see page 23*).

The following agencies offer referrals to low cost dental care:

- San Diego County Dental Society(619)275-0244
- Council of Community Clinics(800)640-1662
- SD-KHAN (Kids Health Assurance Network) .(800)675-2229
- Reach Out Project211 or (858)300-1211

The following organizations provide sliding scale dental care:

- San Diego Children’s Dental Health Center(619)234-8131
- Council of Community Clinics (referral)(800)640-1662
- 2-1-1 San Diego (referral)211 or (858)300-1211

VISION CARE

Is vision care covered through the government funded health programs?

Yes. If someone is enrolled in a government funded program such as Medi-Cal and Healthy Families, call the membership services department for information.



Where else can I go to get vision care?

- San Diego Optometric Society(619)295-7326
- Lions Optometric Vision Services(619)298-5273
- SD-KHAN (San Diego Kids Health Assurance Network)
-(800)675-2229 or (619)692-8428
- Council of Community Clinics (referral)(800)640-1662
- 2-1-1 San Diego (referral)211 or (858)300-1211

What does someone do if there is a problem concerning Medi-Cal eligibility for vision or dental care?

Call the Consumer Center for Health Education and Advocacy at (877)734-3258.

HOME CARE

How can one get physical health care assistance in their home?

Medi-Cal, Medicare and private insurance can authorize treatment in the home for conditions that no longer require hospital care yet need medical monitoring. For more information and assistance with eligibility, check with the patient’s physician, their health plan, Benefits Administrator (at their place of work) or Social Security office.



Other programs which can help are listed below:

In Home Supportive Services (IHSS) is available for persons who are low income (Medi-Cal eligible), over 65, or disabled and who are unable to live at home safely without help. For those who qualify, an assessment of their needs will be done and arrangements will be made to have someone come to the home for assistance. For further information, call the numbers listed below:

- San Diego (619)338-2558
- Escondido (760)480-3424
- Chula Vista 619)476-6200
- Oceanside (760)480-3424

- Elder Care Referral Services**(858)592-6027
- Southern Caregiver Resource Center**(858)268-4432

OTHER SPECIAL NEEDS

Where can one get help for someone with developmental disabilities?

The San Diego Regional Center for Developmentally Disabled offers services for persons with mental retardation, epilepsy, cerebral palsy, autism, or similar conditions.

For more information call(858)576-2996
For intake call(858)576-2938

Are there special advocacy services for getting help with Regional Center issues?

Exceptional Family Resource Center(877)268-8252
Protection and Advocacy, Inc.(800)776-5746
Consumer Center for
Health Education & Advocacy(877)734-3258

What programs are available to help persons with physical disabilities?

California Children's Services(858)560-3400
(Provides diagnosis and treatment for children with physical impairments or disabling conditions or resulting from birth or accidents).

San Diego Center for the Blind(619)583-1542
Deaf Community Services(619)398-2441
TDD/TTY(619)398-2440
The Access Center(619)293-3500
San Diego Deaf Mental Health Services(858)410-1067



Children who need special help at school

If a child has a recognized disabling condition, he/she may be eligible for Special Education Services, which are required by the federal government, regardless of income. The Special Education Agencies are called SELPA's (Special Education Local Planning Area) and are listed below:

East County SELPA(619)590-3920
North Coastal SELPA(760)471-8208
Poway SELPA(858)748-0010
North Inland SELPA(760)788-4671
San Diego Unified SELPA(619)725-7604

Are there special advocacy services to help obtain educational services for Seriously Emotionally Disturbed (SED) children?

Yes. The Patient Advocacy Program offers Special Education Advocacy Assistance. Call (800)479-2233. For other advocacy resources, (see Chapter 7).

CHAPTER 5

PSYCHIATRIC REHABILITATION

CLUBHOUSES

Clubhouses are special programs operated, for the most part, by people who have mental illness and are working daily on their own recovery. These clubhouses are a hub of activities designed to help their members learn about their mental illnesses, provide support for each other, and provide opportunities to learn and grow so that each member can develop goals and achieve his/her full potential.

Most clubhouses programs offer basic living skill classes, pre-vocational and vocational services, social activities, arts and crafts, support groups, peer counseling, advocacy, and assistance in accessing services. Each clubhouse program will have different activities, hours, and membership requirements. Call the programs for their hours of operation and a schedule of their current activities.

Rebecca Ellis, Program Mgr.
THE CORNER CLUBHOUSE
Community Research Foundation
2864 University Ave.
San Diego CA 92104
Ph: 619-683-7423
Fax: 619-683-7428
Hours: M-F 8 - 4
rellis@comresearch.org

Christine Peters, Program Mgr.
FRIEND-TO-FRIEND
CLUBHOUSE
Episcopal Community Service
1009 G St, Ste A
San Diego CA 92101
Ph: 619-238-2711
Fax: 619-238-1127
Hours: M-F 8-4
cpeters@ecsCalifornia.org

Diana Bala, Program Mgr.
VISIONS
CRF/Mental Health Association
226 Church St.
Chula Vista CA 91910
Ph: 619-420-8603
Fax: 619-420-0385
Hours: M-F 12-7; S-S 12-5
NA and Dual DX groups- call for
Days/times
mhvisions@sbcglobal.net

May Vang, Prog. Coordinator
EASTWIND CLUBHOUSE
UPAC Eastwind Socialization Ctr.
2359 Ulric St
San Diego, CA 92111
Ph: 858-268-4933
Fax: 858-268-0244
Hours: M-F 8:30 - 5
mvang@upacsd.com

Sharron Hedenkamp, Exec. Director
THE MEETING PLACE, INC.
4034 Park Ave.
San Diego, CA 92103
Ph: 619-294-9582
Fax: 619-294-9588
Hours: M,T,Th,F 8-4;
W 8-8 1st & 3rd Saturday 10-2
themeetingplace@mhsinc.org

Sandy Shepard, Program Mgr.
MARIPOSA CLUBHOUSE
Community Research Foundation
560 Greenbrier # 102
Oceanside CA 92054
Ph: 760-439-6006
Fax: 760-721-8542
Hours: M-F 8-4
ssheppard@comresearch.org

Kim Feinberg, Program Dir.
ESCONDIDO CLUBHOUSE
Mental Health Systems, Inc
474 W Vermont Ave
Escondido CA 92025
Ph: 760-737-7125
Fax: 760-741-6645
Hours: M-F 8 - 4:30
bpsrclubhouse@mhsinc.org

Amelia Ford, Program MGR.
CASA DEL SOL CLUBHOUSE
Community Research Foundation
1157 30th St
San Diego, CA 92154
Ph: 619-429-1937
Fax: 619-429-5205
Hours: M-8:30-6; T, Th, F- 8:30-4:30;
Wed 12-8
aford@comresearch.org

Dolores Alegria
Mike Matthews
FRIENDS IN HAND CLUBHOUSE
144 Copper Ave.
Vista, CA.
Ph: (760) 631-2206
Hours: Saturdays 11-4pm
Creativeopportunities@cox.net

Valerie Olson, Prog. Director
THE BAYVIEW CLUBHOUSE
Paradise Valley Hospital
Bayview Behavioral Health Campus
330 Moss St
Chula Vista, CA 91911
Ph: 619-585-4646
Fax: 619-585-4625
Hours: M-F 8-4
Evenings/weekends- call for schedule
olsonvl@ah.org
Joan Cefalu, Program Mgr
EAST CORNER CLUBHOUSE
Community Research Foundation
1060 Estes St
El Cajon CA 92020
Ph: 619-440-5133
Fax: 619-440-8522
Hours: M,T,Th,F – 8-4; W- 8-6:30
Joan@comresearch.org

Ayele Melkie, Prog. Dir.
NHA FRIENDSHIP CLUBHOUSE
Neighborhood House Assoc, Inc
286 Euclid #104
San Diego CA 92114
Ph: 619-263-6269 x 106
Fax: 619-266-0496 Hours: M-F 8:30
- 4:30
Amelkie@neighborhoodhouse.org

Debbie Iadisernia, Prog. Director
THE API DISCOVERY CLUBHOUSE
Alvarado Parkway Institute
5550 University Ave.
San Diego, CA 92105
Membership Information:
619-667-6176
Hours: Sat/Sun. 12-4pm
diadisernia@apibhs.com

What if someone is permanently disabled?

If mental illness prevents a person from being able to participate in daily activities, personal care, or to even think about working, they may be eligible for Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) because of the disability.

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What is Supplemental Security Income?

SSI is a government program that pays money each month to some elderly and/or disabled persons who have little or no income or savings.

What is Social Security Disability Income?

SSDI is a government program that pays money each month to workers who have become disabled.

2006 Help Connection — Chapter 5

How do SSI or SSDI work?

An application must be completed and documentation filed so that Social Security officials can evaluate circumstances and disability. A physician or psychiatrist must certify the disability. When the evaluation process is completed the client will be notified concerning the decision. They can authorize someone to represent or help them during the process.

What happens when someone becomes eligible for SSI or SSDI?

Once deemed eligible for SSI or SSDI benefits, the client will receive monthly checks from the federal government for living expenses. They will automatically be eligible for Medi-Cal health care coverage. If they have been disabled for two or more years and a doctor stated that they are likely to be disabled for life, they may be eligible for health care coverage through the federal Medicare system (*see Page 28*).

How does one get more information or apply for SSI and SSDI?

For further information and to receive applications for SSI or SSDI, call 800-772-1213, or visit any Social Security Administration offices listed in Appendix II. Assistance in completing the application forms for persons on General Relief (*see page 20*) is available by calling the Legal Aid Society at 619-262-5557.

MONEY MANAGEMENT

Sometimes a person affected by mental illness may have difficulty handling his/her everyday affairs. If the symptoms are severe, intensive treatment may be required. In this case, the Court may appoint a Conservator to make all decisions about treatment, personal care, and management of personal and financial affairs (*see pages 65-66*).

As the symptoms diminish, he/she can gradually resume the responsibility of decision making. Frequently, the most troublesome issue is money management.

What if someone can handle their personal care, but still needs help managing money?

In some cases, it might be necessary to have a “Payee” handle their money. A payee is someone appointed to receive the client’s SSI/SSDI checks or other income and who, with that money, will pay the clients bills and living expenses.

The payee may be someone known to the client who is willing to help them, or arrangements for a Payee can be made through a program called Project Payee (619)543-1434. The staff at your Social Security office may also be asked for more information (*See Appendix II*).

Where to get help to learn more about budgeting skills, debt management and saving money?

Call the money management counseling services at (619)497-0200 for assistance in accessing financial education programs and debt relief counseling. The University of California cooperative Extension at (858)694-2862 offers a Family Nutrition Project where qualified families can learn by mail how to shop wisely, save money and eat better for less.



VOCATIONAL SERVICES

Where to learn about career choices, skill building and job training courses?

There are a number of places:

Employment Services is for individuals with a mental illness who receive treatment from a county provider or are members of one of the clubhouse programs (*see page 52*).

When someone calls Employment Services, information will be collected to determine the client’s interest in working. They will share this information with State Department of Rehabilitation. These two agencies will work together with the client to help obtain training, prepare for job interviews, assist in finding a job, and then provide job coaching. Call Employment Services at (619)276-8071.

State Department of Rehabilitation offices:

- Downtown San Diego(619)767-2100
- La Mesa(619)667-5649
- Chula Vista(619)426-8720
- North County(760)479-1200

The San Diego Workforce Partnership is a collaborative of government and community agencies committed to helping people get ready for and find jobs. Their Career Centers offer all types of help, including assessment, referrals to career counseling, and resume writing.

- San Diego Metro Career Center(619)516-2200
- South Metro Career Center(619)266-4200
- East County Career Center(619)590-3900
- North Coastal Career Center(760)631-6150
- North Inland Career Center(760)871-1962

The State Employment Development Department offers similar services at their Job Services office locations:

- El Cajon Job Services(619)590-3950
- South Metro Career Center(619)266-4200

Other job training programs:

- California Conservation Corps, State of California
401 West 35th Street, Suite A, National City (800)952-JOBS
- Salvation Army Steps Program..... (619)446-0451
- Goodwill Industries (888)446-6394
- San Diego Urban League Employment and
Training Services 619-266-6232
- STRIVE (a job readiness program) 619-234-8888
- Regional Occupational
Program (ROP)858-292-3611 or 800-479-4900

What is CalWORKS (Welfare to Work)?

Individuals who have no income and rely on government financial assistance (formerly called Welfare or AFDC-Aid to Families with Dependent Children) must participate in this program, which focuses on helping them get the skills and education they need in order to go to work. Special classes are offered regarding grooming, interviewing, resume writing, and job finding. Child care subsidies are also available.

EDUCATIONS ERVICES

Where to go to get a high school diploma?

The Community Colleges offer High School Diploma Programs at their Continuing Education Centers. For more information, call the colleges listed on the next page and ask for GED programs.



What other education programs and training are offered through schools?

The Regional Occupational Program (ROP) Service centers and training programs are located throughout the County. For information and a listing of courses offered call (858)292-3611 or (800)479-4900.

Community Colleges offer courses and certificate programs in many useful subject areas. More important, each campus has an Office of Disabled Student Services where staff will assist and support one during ones education experience. This includes making arrangements for special accommodations in classes while protecting one’s confidentiality.

| | |
|--------------------------------------|---------------|
| Southwestern College | (619)421-6700 |
| Grossmont College | (619)644-7000 |
| Cuyamaca College | (619)660-4000 |
| San Diego City College | (619)388-3400 |
| San Diego Mesa College | (619)388-2600 |
| San Diego Miramar College | (619)388-7800 |
| Mira Costa College (Oceanside) | (760)757-2121 |
| Mira Costa College (Encinitas) | (760)944-4449 |
| Palomar College | (760)744-1150 |

HOUSING

Intensive mental health treatment is usually offered in “structured” programs, such as hospitals, residential programs’ or other closely supervised settings. When one is stabilized and ready to leave the facility, it is time to think about their living arrangements.

Many individuals with mental illness live with their families. Their families are their support system and can provide help when it is needed. Depending on the length and severity of disability, there are several options or housing arrangements for people who are mentally ill.

What types of housing and housing programs are there?

Emergency Shelters: Facilities that provide a bed, usually for one night, generally for individuals who are homeless and living on the streets.

Single Room Occupancy (SROs): Hotels or other similar facilities with small single rooms that can be rented by the week. Bathroom facilities are shared with other tenants.

Transitional Housing: Facilities that provide temporary housing and mental health services for individuals who have been homeless, or for people who are moving from one type of service program to another.

Board and Care Facilities: Licensed homes or apartments, usually with shared bedroom arrangements, where meals, laundry, and cleaning services are included. Medications are kept in a locked cabinet and dispensed by the Board of Care staff. Usually staffed 24 hours a day.

Independent Living/Sober Living Facilities: Unlicensed homes or apartments, sometimes with shared bedroom arrangements, where some meals, laundry facilities, and cleaning materials are supplied. Each resident is responsible for his/her own medications. No 24-hour staff on site.

Supportive Housing: Independent housing, usually in apart- ments, where Case Management and other supportive mental health services are supplied to enable individuals with mental illness to live independently.

Share Housing: Sharing or rooming with someone who has a home or apartment and is looking for someone to share living arrangements with them.

Subsidized Rent: Government financial assistance for payment of rent for individuals who are low income and disabled.

HUD/Public Housing: Government owned and operated housing for seniors, disabled, and low income individuals.

To find out about Emergency Shelters, Transition Housing, Single Room Occupancy and Supportive Housing:

Call 2-1-1 San Diego by dialing 211 or (858)300-1211.

How to find a Board and Care Facility?

If in a treatment program (such as a hospital or crisis residential program), ask the Discharge Planner/Social Worker assigned to the client to help find a Board and Care in the area where they want to live. Most staff at day treatment programs, partial hospital programs and inpatient programs, are familiar with the Board and Care facilities in their area.

If the client attends a day program or visits a clubhouse regularly, check with the staff there to see if they can help.

One can also call:

- Community Care Licensing (619)767-2300
- NAMI San Diego (619)543-1434
- NAMI North Coastal (760)722-3754
- NAMI North Inland (760)745-8381

What are sober living homes?

Sober living homes are centers which offer persons recovering from addictions the opportunity to live in a house with others who are also recovering. The individual must commit to remain sober and share responsibilities and expenses while living there. For more information call the Sober Living Home Association at (858)483-5866.

Where can one get help with shared housing?

The following agencies are funded by the County to “match” people who are seeking to share housing:

- Lifeline Community Svcs—No. Cnty . .760-726-4900 ext. 224
- Lutheran Social Services-South Bay 619-422-6876
- East County Council on Aging 619-442-3281

Not enough money to pay rent:

Rental assistance is available for persons who are 62 years of age or older, disabled at any age, and low income families or single adults.

What is considered very low income?

(2005 San Diego County program income limits based on HUD-adjusted Area Median Income (AMI):

- \$24,150 for family of one
- \$27,600 for family of two
- \$31,050 for family of three
- \$34,500 for family of four
- \$37,250 for family of five
- \$40,000 for family of six
- \$42,800 for family of seven
- \$45,550 for family of eight or more

Where to get help with the rental assistance programs?

Depending on where you live, the following Housing Authorities are responsible for offering government assistance to residents who live within their specific boundaries.

If living in a city not listed, or in the unincorporated areas, call the County of San Diego.

- Carlsbad (760)434-2810
- Encinitas (760)633-2723
- National City (619)336-4254
- Oceanside (760)435-3360
- San Diego City (619)231-9400
- County of San Diego(858)694-4831 or (877)478-5478

Is there any other kind of rental assistance?

Through the State Franchise Tax Board, tax rebates are available for disabled or older adult renters or property owners each year. For information and applications, call (800)338-0505.

What to do when discriminated against?

State and federal laws prohibit discrimination against people with mental or physical disabilities. This means that if one meets the qualifications to rent or buy property, they cannot be denied the housing because they are disabled. The agencies listed below offer help with housing discrimination issues:

- Heartland Human Relations(619)444-5700
- San Diego Urban League(619)263-3115
- US Housing and Urban Dev. Dept.....(619)557-6599
- Compliance Enforcement(800)347-3739

What to do if evicted?

Call 2-1-1 San Diego by dialing 211 or (858)300-1211

Get legal help for evictions by calling:

- Legal Aid Society(877)534-2524
- Volunteer Lawyer Program(619)235-5656

TRANSPORTATION

If a person is disabled, what assistance is available for transportation?

In addition to monthly discounted passes for bus transportation systems throughout the county, there are agencies in each geographic area you can call to make arrangements for specific trips you need to make.

For example, people living in Spring Valley that need to get to downtown San Diego can make one call to set up a time and place for “pick-up” in their region. The agency will then arrange for their counterpart in Central Region to transport them back home.

Central Region:

- MTS Access(619)233-3004
or 1(800)921-9664

East County:

- Ride-Link (619)237-7665
- El Cajon and Spring Valley (800)921-9664

North County:

- Lifeline Community Services (760)726-4900
- North County Transit District (760)967-2828

South County:

- MTS ADA Paratransit (800)921-9664
- San Diego Transit (619)233-3004

How will they know if someone is disabled and qualifies for services?

Persons who are disabled should apply for what is called an “ADA Card” (Americans with Disabilities Act), which then can be used whenever they need to show evidence of their disability.

How to get an ADA Card?

To receive an application, call (877)232-7433. The staff at this agency, Orthopedic Hospital in Los Angeles, will process the application and the applicant will be notified within 21 days from their request.



Is there special assistance for the disabled through the public transit systems?

Yes. Senior and disabled persons can purchase discount rate “monthly Passes” at various locations. For information, call (619)234-1060/800-COMMUTE.

COURTS AND JUSTICE SYSTEM

It is not unusual for persons who have severe mental illnesses to become involved in the Court or Justice Systems.

When that happens, it is frustrating, complicated, and difficult to understand. The information contained in this chapter attempts to help a person sort out the different entities, the rules that apply, and the numbers to call for more help.

As we touched on in the chapter about mental health services, persons with severe and chronic mental illnesses sometimes require involuntary intensive treatment in locked programs, or close monitoring by a Conservator when they live in their communities. By law, court hearings must be held to authorize these actions, while ensuring protection of the rights of the patient.

The first section of this chapter describes the procedures for involuntary treatment and confinement of persons with mental illness. It also explains what a Conservator is and details the procedures necessary to have one named.

The second part of the chapter reviews a series of questions and answers regarding the criminal justice system. When the behavior of a person with mental illness causes him/her to be arrested, specific laws and procedures must be followed and enforced by the police, sheriff, district attorney, and courts.

While no one who commits a crime should be protected or exempt from prosecution, the issue of an individual's mental illness and the role it played in the criminal activity can be taken into consideration during the legal process. By asking the Sheriff for mental health treatment in the jails, or asking judges to consider probation and treatment instead of incarceration, we can decrease the number of people with mental illnesses in our prisons, shorten the length of time they serve, and increase their chances of rehabilitation and recovery upon release.

What happens if someone's symptoms continue to be severe and their behavior makes them a risk to themselves or someone else?

The law provides several methods that can be used to compel someone to get the treatment they need:

A “5150” or 72-hour hold: A law enforcement officer can transport an individual to a psychiatric hospital if he/she believes the individual's condition causes him/her to be a danger to self or others, or to be unable to provide food, clothing, and shelter for him/herself.

Conservatorship: At the formal request of a psychiatrist, the Public Conservator's Office (619)692-5664 can investigate and file a request for the Court to appoint someone to serve as a Conservator.

Court-Ordered Evaluation: At the formal request of any person, the Public Conservator's Office can investigate and request the Court to issue an order for an evaluation for someone believed to be gravely disabled or a danger to self or others. Once issued, the person is required to go to the County Psychiatric Hospital for an evaluation.

If the Court finds that a Conservator is necessary and should be appointed, what does that mean?

A Conservator is someone designated by the Court to act and make decisions on behalf of a person who is unable to do so for him/herself. Private conservators can be family members, friends, or someone who volunteers to serve in that capacity. If no family member, friend, or volunteer is available, a Public Conservator can be designated to serve.

A Conservator is authorized to make decisions regarding treatment, living arrangements and, in some cases, finances for an individual with mental illness until that person's condition has improved and he/she can care for him/herself, or until the Conservatorship expires. The Court must review and re-authorize Conservators yearly.

If the Court doesn't find that a Conservator is necessary, what other help is there?

There are two options:

1. Arrangements can be made for a "Payee." This is a person who is authorized to receive Social Security and other income and then pay bills for persons with mental illness. For more information call Project Payee at (619)584-5564 or Social Security at (800)772-1213.
2. The County Mental Health Case Management Services can be called at (619)692-8715 to request the assignment of a Case Manager to help make arrangements for treatment services, living arrangements, and finances.

CRIMINAL JUSTICE SYSTEM PROBLEMS

What if someone who is mentally ill gets arrested?

If the law is broken and the behavior threatens public safety, police or sheriff's officers have a duty to make an arrest. What happens next depends upon the nature of the offense and where the crime was committed.

What happens if it's only a minor offense (misdemeanor violation)?

Minor offenses, such as jaywalking, traffic violations, or vagrancy, are called misdemeanor violations. Someone could:

- Be transported to the Police Department or Sheriff's Office for the region in which the crime was committed.
- Be released after a citation (ticket) is issued specifying the violation and advising of an obligation to appear in court.
- Be transported to the County Jail if the officer is concerned about the public's safety or that there is a "flight risk."

What happens if it's a more serious offense and the person is taken to jail?

More serious offenses, such as stealing, assault, or battery, are called felonies. Once the person arrives at the jail, they will be "booked." Booking is the process of formally charging and detaining prisoners. Women are taken to Las Colinas in Santee (619)258-3176, and men are booked either in Vista (760)940-4473 or downtown San Diego (619)615-2700.

When someone is booked, they are advised of their right to be represented by an attorney. If they cannot afford an attorney on your own, a Public Defender will be assigned:

| | |
|-------------------------------|---------------|
| Central Public Defender | (619)338-4700 |
| North County | (760)945-4000 |
| East County | (619)579-3316 |
| South Bay | (619)498-2001 |

For referrals to private practice attorneys, call Attorney Referral Service:

| | |
|----------------------|---------------|
| Central County | (619)295-1654 |
| East County | (619)588-1936 |
| Other Areas | (800)215-1190 |

What happens when charged with a crime?

There are a series of court hearings in the region in which the person was arrested. These hearings consist of:

Arraignment: During the arraignment, the charges are formally read into the court records, along with the plea. At this time the Judge may set bail, and the person may be released on their "own recognizance" or, order the person to remain in detention.

Preliminary Hearing: At this hearing, usually held within two weeks of the Arraignment, the District Attorney will try to show that there is sufficient evidence to prosecute. The attorney or Public Defender will try to have the charges reduced or, once again, try to persuade the Judge to release the person if they have continued to be detained.

Trial: If someone pleads “not guilty” to the charges filed against them by the District Attorney, they have the right to a trial before a Judge and/or Jury. During a trial, the District Attorney will present evidence of guilt as collected by law enforcement and the attorney or Public Defender will present a defense. At the end of the trial, the Judge or Jury will render a verdict.

Sentencing: If found guilty, the Judge will impose a sentence. Depending on the crime committed, this sentence could include jail or prison time, treatment in a state hospital or other facility, or probation.

Are there special procedures for people who are mentally ill?

At the Arraignment, a psychiatric evaluation can be requested or ordered to determine if a mental illness prevents a person from understanding the nature of the charges against them and to determine if they are competent to stand trial.

An attorney may advise their client to plead “not guilty by reason of insanity,” which means that, because of a mental illness, they are unable to know that they were doing something wrong when the crime was committed.

The attorney or Public Defender could urge the Court to place their client on probation instead of jail, with the condition of placement in an appropriate treatment program.

Is their treatment for mental illness while in jail?

Yes, mental health services are located in County jail facilities. Intensive inpatient units (Psychiatric Security Units) are located at Las Colinas in Santee for women (619)258-3171 and downtown for men (619)615-2444. Mental health staff dispenses medications and conduct clinics in the other jail facilities. They also can help make connections to treatment programs when someone is released from jail.

For further information or assistance with mental health services in the jail facilities, call and speak with the staff at the numbers listed above.

How to find out if someone is arrested and taken to jail?

Call the Central Jail General Information Line at (619)615-2700.

What are someone’s rights when in jail?

While anyone who is incarcerated retains basic civil rights, there are some restrictions for security and safety reasons. However, they still have the following rights:

- the right to make telephone calls.
- the right to have visitors during regular posted visiting hours.
- the right to ask to see a mental health professional.

Where to call if a child or adolescent was arrested and taken to Juvenile Hall?

Booking into juvenile facilities is done at Juvenile Hall, (858)694-4500.

If Juvenile Court has ordered that a child or adolescent be placed in a probation facility, where would they be held?

| | |
|-------------------------------------|---------------|
| Juvenile Hall | (858)694-4500 |
| Camp Barrett | (619)401-4900 |
| Rancho Del Campo | (619)401-3500 |
| Girls Rehabilitation Facility | (858)694-4510 |

JUSTICE SYSTEM CONTACT NUMBERS

Family Justice Center (619)533-6000

San Diego County Superior Court

| | |
|----------------------|---------------|
| Central County | (619)531-4420 |
| North County | (760)726-9595 |
| East County | (619)441-4100 |
| South County | (619)691-4726 |

Juvenile Division, Superior Court

| | |
|----------------------|---------------|
| Central County | (858)694-4204 |
| North County | (760)806-6132 |
| East County | (619)441-4250 |
| South County | (619)691-4678 |

DA Victim Witness

| | |
|--------------------------|---------------|
| Downtown San Diego | (619)531-4041 |
| Vista | (760)806-4079 |
| El Cajon | (619)441-4538 |
| Chula Vista | (619)691-4539 |
| Juvenile | (858)694-4254 |

Probation Programs Adults(619)515-8202

Chapter 7

COMMUNITY RESOURCES AND ADVOCACY

COMMUNITY RESOURCES

In addition to the publicly funded County Mental Health Services system, San Diego County has a vast array of health and mental health services in the private sector. Some of these services are offered by nonprofit community based agencies, which rely on donations and grants for their financial support and often use volunteers to keep their fees low. Other services are offered by for-profit providers and organizations, many of whom accept private insurance payments or have sliding fee scales for people with low incomes.

Even if someone qualifies for Medi-Cal health care coverage and receives SSI or SSDI, they may want to access other community resources for needs that aren't covered through Medi-Cal.

All of the following and more can be found through community based agencies: counseling, case management, information and referrals, specialized court ordered treatment programs (such as anger management, parenting, domestic violence treatment), emergency services, (such as food, clothing, shelter), child and adolescent counseling, day care, elder care, legal assistance, and sexual abuse and incest treatment.

How to find resources that are available in the community?

The best way to find resources in the community is to call 2-1-1 San Diego by dialing 211 or (858)300-1211.

INFORMATION & REFERRAL SERVICES

Some agencies that specialize in behavioral health Information and Referrals (I&R) are listed below:

San Diego Access & Crisis Line (UBH)(800)479-3339

I&R for County funded and or Medi-Cal behavioral health services.

2-1-1 San Diego211 or (858)300-1211

Mental Health America

San Diego County(619)543-0412

I&R to public and private health and mental health services and self-help support groups throughout San Diego County.

National Alliance on Mentally Ill (NAMI)

Local chapters of a national organization committed to offering support and education to families of persons with mental illnesses.

NAMI San Diego (Helpline)1(800)523-5933

NAMI North Coastal(760)722-3754

NAMI North Inland(760)745-8381

Building Bridges Together(888)843-5800
(a department of MHS)

I&R for child adolescent services and support and advocacy for parents of children with serious emotional disturbances.

Consumer Center for Health Education and Advocacy(877)734-3258

Provides education and assistance to San Diego County residents who are eligible for health care benefits under the Medi-Cal, County Medical Services, Healthy Families programs, as well as those with private HMO's provides enrollment assistance for Medicare beneficiaries, who are eligible for low-income subsidy.

Information and Referral (I&R) Services for other community resources are listed below:

Child and Adolescent:

YMCA Childcare Resource Services(800)481-2151

Totline(858)541-5250

(Free, confidential information line about mental health concerns in children birth to five years of age)

After school programs

Critical Hours (858)581-5886

San Diego City Schools 6 to 6 Programs (858)627-7562

Exceptional Family Resource Center (877)268-8252
(I&R and support for families of persons with development disabilities)

Patient Advocacy Special Education (800)479-2233

National Youth Runaway Hot Line (800)621-4000

Adults:

The Access Center (619)293-3500
(I&R for persons with disability)

Community Connections (619)543-8564
(I&R for parolees and ex-offenders)

County Health and Human Services Help Line (858)514-6885

San Diego Center for the Blind
(serves all ages) (619)583-1542

Older Adults:

County Aging and Independence Services (800)510-2020

East County Council on Aging (619)442-3281

Life Options (619)691-9774

Senior Community Center of San Diego (619)235-6538

San Diego City Senior Citizens Services (619)236-6905

Health Insurance Counseling and Advocacy
(HICAP) (800)434-0222

California Medical Review, Inc. (800)841-1602
(state agency providing I&R and advocacy for Medicare)

Meals on Wheels (619)260-6110

Mesa Valley Grove Senior Program (619)460-6241

Senior Nutrition/Social Centers
(Salvation Army) (619)231-6000

Veterans:

| | |
|---|---------------|
| County Veterans Services | (619)531-4545 |
| Vietnam Veterans of San Diego | (619)497-0142 |
| Vet Center (<i>Veteran Counseling & Guidance</i>) | |
| San Diego | (619)294-2040 |
| San Marcos | (760)744-6914 |
| Veterans Administration Hospital | (858)552-8585 |

Crime Victims/Domestic Violence:

| | |
|---|---------------|
| County Victim Services | (619)531-4041 |
| Domestic Violence Hotline | (619)234-3164 |
| Rape and Domestic Violence Hotline | (858)272-1767 |
| National Domestic Violence Hotline | (800)799-7233 |
| Women’s Resource Center (<i>North County</i>) | (760)757-3500 |

Ongoing Food Assistance Programs:

Food Stamps: Under the new CalWORKS (*Welfare to Work*) rules, a person is eligible for three months of food stamps over a 36-month period and longer if they work 20 hours a week in an approved work or transition program. (*Check with the County’s Health and Human Services offices listed in Appendix I.*)

The Women’s, Infants’ and Children’s (WIC) Program

can help if someone is low income and is pregnant, breastfeeding or has children up to five years of age. The state contracts with local providers. They can call the state or one of the local providers at the following numbers:

| | |
|---|---------------|
| State WIC Program | (888)942-9675 |
| SDSU WIC Foundation | (888)999-6897 |
| Mercy WIC Program | (619)260-7054 |
| American Red Cross | (800)500-6411 |
| North County Health Services WIC Program .. | (888)477-6333 |
| San Ysidro Health Center WIC Program | (619)426-7966 |

ADVOCACY AND LEGAL ASSISTANCE

Due to high demands for mental health services and the confusing array of assistance programs and eligibility requirements, sometimes things can go wrong. Anything can happen—misinformation given, incorrect referrals made, paper work lost or misplaced, services may be denied or delayed.

Knowing a person’s **rights and responsibilities** will prepare them to “advocate” on their own behalf in order to get the help they need.

Following is information about their responsibilities, what they are entitled to, and what they can do if you feel they have been treated unfairly.

Responsibilities

- Keep appointments and be on time.
- Be honest, candid, and open about symptoms and conditions.
- Learn about the illness and understand and recognize symptoms.
- Cooperate and follow the advice of the provider. Don’t stop medications or change the dosage without first consulting a provider.
- Write down questions, concerns, and improvements to share at each appointment.
- Report changes in symptoms or problems with medications to a provider as soon as possible.
- Respect the privacy and confidentiality of others in group sessions.
- Be an active partner in care and treatment.

Personal rights when in the hospital

The State of California guarantees the following rights to anyone placed in an Inpatient Psychiatric Unit:

1. The right to wear one’s own clothes.
2. The right to keep and use one’s own personal possessions, including toilet articles.

3. The right to keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases.
4. The right to have access to individual storage space for one's private use.
5. The right to see visitors each day.
6. The right to have reasonable access to telephones, both to make and receive confidential calls.
7. The right to have ready access to letter writing materials, including stamps.
8. The right to mail and receive unopened correspondence.
9. The right to refuse electric shock or any form of convulsive therapy
10. The right to refuse psychosurgery.
11. Other rights, as specified by regulation or which are statutory or constitutional.

What to do if someone believes his or her rights have been violated?

They can call the USD Patients Advocacy Program at (800)479-2233 to request assistance in enforcing patients' rights. Hospitals are required to place posters on the walls in each program unit that list the rights and the phone number for the USD Patient Advocacy Program. Under state law, the USD Patient Advocacy Program is empowered to investigate and help resolve rights violations for persons in hospitals.

What to expect when leaving the hospital?

If the hospital stay is being paid for through Medi-Cal, there are two programs that allow for Case Managers to come to the hospital and help make the arrangements for care after discharge:

New Alternatives Transition Team: (858)292-2384
(children and adolescents)

County Case Management Transition Team: (619)426-4872
(adults and older adults)

Hospitals still have an obligation to help make arrangements for the care and support needed to live in the community after leaving the hospital, even if that person does not have Medi-Cal. Ask to meet with the social worker or discharge planner to begin making plans.

What are clients' rights in outpatient treatment?

According to the San Diego County Health and Human Services Agency "Client and Family Handbook", clients have a right to:

- Easy and timely access to quality services.
- Be treated with dignity and respect at all times.
- Not be denied services because of age, sex, race, disability, sexual orientation, or ability to pay.
- Ask for services that are right for the client.
- Strict confidentiality regarding mental health.
- Directly participate in the treatment plan.
- Be the most important person in one's recovery efforts.
- Be fully informed about all the services available within the system.
- Be fully informed of all rights, including right to file complaints and grievances and how to do so.
- Receive services in a culturally appropriate manner and in one's own language.
- Be told of any costs before services are provided.

What other rights are there for people who receive publicly funded mental health services?

1. If unhappy with the services received from a program or professional that the San Diego Access & Crisis Line has provided, the client has:
 - A. The right to get a second opinion
 - B. The right to request a new provider

To exercise these rights, call the San Diego Access & Crisis Line at (800)479-3339.

2. If, at any time:
 - A. the request for a service is denied,
 - B. the services are reduced (*like fewer or shorter treatment visits*), or
 - C. the services are stopped...

...the client has the right to file a complaint or grievance, or file a request for a state fair hearing.

What can clients do if they have a problem or they are not satisfied with their Mental Health Treatment?

- The Mental Health Problem Resolution Process covers Medi-Cal beneficiaries, SED-certified children through the Healthy Families program, and persons without Medi-Cal funds receiving county-funded mental health services.
- San Diego follows the state and federally mandated process for Grievances and Appeals, adhering to specific time frames. Medi-Cal beneficiaries in San Diego have the access and rights to State Fair Hearings as specified by state and federal regulations.
- If clients have a Grievance about an inpatient mental health service or want to Appeal a decision made limiting treatment, call the USD Patient Advocacy Program toll-free at (800) 479-2233.
- For problems with outpatient or any other type of mental health service, call the Consumer Center for Health Education and Advocacy (Consumer Center) toll-free at (877) 734-3258.

What do Patients' Rights Advocates Do? Who are the Patients' Rights Advocates in San Diego County and how can they be reached?

The Patients' Rights Advocates can assist clients with mental health services' problems or concern. The San Diego's Mental Health Plan (MHP) contracts with two organizations to be Patients' Rights Advocates for mental health clients.

Complaints and grievances are methods that Medi-Cal recipients can use for notifying officials about a concern or problem that needs to be solved.

USD Patient Advocacy Program helps clients with problems with inpatient or 24-hour residential services.

The Consumer Center, a program of the Legal Aid Society of San Diego, Inc., helps clients with problems with outpatient and all other mental health services.

What if clients do not get the services they want from the county's MHP?

The MHP has a way for clients to work out a problem about any issue related to the specialty mental health services clients are receiving. This is called the problem resolution process and it could involve either:

I. The Grievance Process- an expression of unhappiness about anything regarding specialty mental health services that is not one of the problems covered by the Appeal and State Fair Hearing processes.

II. The Appeal Process- review of a decision (denial or changes to services) that was made about the client's specialty mental health services by the MHP and its administrative services organization.

Or, once clients have completed the problem resolution process at the MHP and are Medi-Cal beneficiaries, they can file for a:

III. The State Fair Hearing Process - review to make sure clients receive the mental health services which they are entitled to under the Med-Cal program.

The MHP will provide Grievance and Appeal forms and self-addressed envelopes at all the provider sites, and clients should not have to ask anyone to get one. The MHP must post notices explaining the Grievance and Appeal process procedures in locations at all provider sites, and make language interpreting services available at no charge, along with toll-free numbers to help clients during normal business hours.

Filing a Grievance, Appeal or State Fair Hearing will not count against clients. When the client's Grievance or Appeal is complete, the MHP will notify the client and others involved of the final outcome. When the State Fair Hearing is complete, the State Hearing Office will notify the client and others involved of the final outcome.

Can clients get help to file and Appeal, Grievance or State Fair Hearing?

The MHP will have people available to explain these processes to clients and to help them report a problem either as a Grievance, Appeal or as a request for a State Fair Hearing. They may also help clients know if they qualify for what's called an "expedited" process, which means it will be reviewed more quickly because the client's health or stability is at risk. Clients may also authorize another person to act on their behalf, including their mental health care provider.

Where to call to get help and information that is needed for advocacy?

There are a number of agencies that can help. Some of them are listed below:

San Diego Access & Crisis Line (UBH) (800)479-3339
Access to Independence (619)293-3500
NAMI San Diego **Helpline** (800)523-5933
Consumer Center for Health Education
& Advocacy (877)734-3258
Mental Health America (619)543-0412
Patient Advocacy Program (800)479-2233
State Department of
Mental Health Ombudsman (800)896-4042
State Department of Health Ombudsman .. (888)452-8609
State Department of Managed Health Care
(HMO Help Center) (888)466-2219
2-1-1 San Diego211 or (858)300-1211

The following provide advocacy and legal assistance:

USD Patient Advocacy Program (800)479-2233
Building Bridges Together..... (888)843-5800
Legal Aid Society of San Diego, Inc.
San Diego (877)534-2524
North County (877)534-2524
Senior Citizen Legal Services (*Elder Line*) . (858)565-1392
Protection and Advocacy, Inc. (800)776-5746
Superior Court Domestic
Violence Solutions Center (619)687-2292
Bar Association Volunteer Lawyers (619)235-5656
Bar Association Lawyer Referral..... (619)231-8585
Mediation Centers:
Downtown (619)266-7223
El Cajon..... (619)593-4530

Appendix I

Family Resource Centers

County Health and Human Services Agency

| Region | Location | Family Resource Centers Info | Health Care Options |
|-------------|--|------------------------------|---------------------|
| South Bay | <i>Chula Vista</i> 690 Oxford St. | (619)427-9660 | (619)409-3296 |
| San Diego | <i>Centre City</i> 1255 Imperial Ave. | (619)338-2555 | (619)237-8506 |
| | <i>San Diego</i> 1130 10th Ave. | (619)744-5137 | |
| | <i>Mission Valley</i> 7947 Mission Ctr. Court | (619)767-5206 | N/A |
| | <i>Southeast</i> 4588 Market Street | (619)236-7501 | (619)266-3963 |
| | <i>Northeast</i> 5001 73rd Street | (619)464-5701 | (619)337-6240 |
| Lemon Grove | <i>Kearny Mesa</i> 5201 Ruffin Rd #K | (858)565-5598 | (858)694-8862 |
| | 7065 Broadway | (619)464-5114 | (619)668-3784 |
| El Cajon | 220 S. First Street | (619)579-4355 | (619)401-6184 |
| Oceanside | 1315 Union Plaza Ct. | (760)754-5757 | (760)754-5860 |
| Escondido | 620 E. Valley Pkwy | (760)741-4391 | (760)740-4069 |

Public Assistance Information Unit

Toll free: (866)262-9881

Appendix II

Social Security Offices

General Information: (800)772-1213 (*National Line*)

County Offices:

380 Third Avenue
Chula Vista
(619)427-7331

North County Offices:

2160 El Camino Real
Oceanside
(760)439-8025

846 Arnele Street
El Cajon
(619)440-2943

367 Via Vera Cruz
San Marcos
(760)471-2155

7961 University Avenue
La Mesa
(619)464-8533

San Diego Offices:

8505 Aero Drive
Kearny Mesa
(858)278-1097

1333 Front Street
Downtown
(619)557-5257

2530 East Plaza Boulevard
National City
(619)267-1175

Appendix III

Crisis Residential Programs

Short-term crisis residential treatments

Halcyon Crisis Center

1664 East Broadway
El Cajon, CA. 92021
(619)579-8685

New Vistas Crisis Center

734 Tenth Avenue
San Diego, CA. 92101
(619)239-4663

Isis Crisis Center

892 27th Street
San Diego, CA. 92154
(619)575-4687

Turning Point Crisis Center

1738 Tremont Street
Oceanside, CA. 92054
(760)439-2800

Jary Barreto Crisis Center

2854 Logan Avenue
San Diego, CA. 92113
(619)232-4357

Vista Balboa Crisis Center

545 Laurel Street
San Diego, CA. 92101
(619)233-4399

LPS Designated Psychiatric Hospitals

Alvarado Parkway Institute

7050 Parkway Drive
La Mesa
(619)465-4411

Aurora Behavioral Health

11878 Avenue of Industry
San Diego
(858)487-3200

Balboa Naval Medical Center

Building 2, Ward 1 West
34800 Bob Wilson Drive
San Diego
(619)532-6011

Bayview Behavioral Health

330 Moss Street
Chula Vista
(619)426-6310

Palomar Medical Center

555 East Valley Parkway
Escondido
(760)739-3000

Paradise Valley Hospital

2400 East Fourth Street
National City
(619)470-4321

Pomerado Hospital Behavioral Health

15615 Pomerado Road
Poway
(858)613-4000

San Diego County Psychiatric Hospital

3851 Rosecrans Street
San Diego
(619)692-8200

Scripps Mercy Hospital

4077 Fifth Avenue
San Diego
619-294-8111

Sharp Grossmont Hospital

5555 Grossmont Center Drive
La Mesa
619-740-4800

Sharp Mesa Vista Hospital

7850 Vista Hill Avenue
San Diego
858-278-4110

Tri-City Hospital

4002 Vista Way
Oceanside
760-724-8411

UCSD Medical Center

West Wing Psychiatry
200 West Arbor Drive
San Diego
(619)543-6350

University Community Medical Center

5550 University Avenue
San Diego
(619)582-3516

Veterans Administration Hospital

Mental Health Unit
3350 La Jolla Village Drive
La Jolla
(858)552-8585

Only hospitals that are “LPS” designated are authorized to provide involuntary mental health treatment. They receive this designation after rigorous review and monitoring by the Patient advocacy Program, which ensures compliance with stringent standards that protect patients’ rights. These hospitals provide Child and Adolescent Services.

We are proud of this third edition of *The Help Connection*. As with any publication, telephone numbers and addresses change, new programs begin, and some resources are overlooked.

At the end of the book, a page is left blank to make notes about changes and other resources you discover.

Also remember to forward such information to CHIP. We are continually gathering information to revise and update the online version of *The Help Connection*.

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CHIP Substance Abuse Work Team

CHIP Suicide and Violence Prevention Work Team

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NOTES

2-1-1 San Diego

Get Connected. Get Answers.

2-1-1 is San Diego County's easy, new three-digit phone number* for information about community, health, and disaster services:

| | |
|-----------------|-------------------|
| Employment | Parenting classes |
| Health care | Mental health |
| Family services | |

*211 is not available from some cell phones and workplaces.
Call (858)300-1211.

Free. 24 hours.

Confidential. Bilingual.

Search online at www.211SanDiego.org

INFO LINE has changed its name.

We're Now 2-1-1!