



Mental Health Department

**Compendium of
Programs and Services**

2007

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Mendocino County Mental Health Department

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**Mental Health Department
Compendium of Programs and Services**

**MENDOCINO COUNTY
MENTAL HEALTH
DEPARTMENT**



Mental Health Department Compendium of Programs and Services

Introduction

The 2007 issue of the Mendocino County Mental Health Department's "*Compendium of Programs and Services*" reflects our goal of providing the community, allied agencies and community-based programs (as well as our employees and contractors) a clear and concise description of services.

We continue to pursue comprehensive systems of care for children, adults, and older adults, requiring ever-increasing cooperation and collaboration with all the other agencies and programs impacting on those we mutually serve.

The stated mission of the Mendocino County Mental Health Department is as follows:

The Mendocino County Mental Health Department serves the people of Mendocino County whose lives are affected by serious and chronic mental illness. The Department strives to deliver services in a respectful, responsive and efficient manner and with sensitivity to cultural diversity. It is our goal to educate ourselves, individuals, families and the community about mental illness and the hopeful possibilities of treatment and recovery. Those we serve are supported in their efforts to maximize independent living and to improve quality of life through community-based treatment. In collaboration with other agencies, we seek to maximize the resources available and attend to concerns for the safety of individuals and the community. We will strive to manage our fiscal resources effectively and responsibly while insuring that productivity and efficiency are important organizational values, which result in maximum benefits for all concerned.

We invite all of our partners and the community at large to join us in working to achieve this crucial mission.

Noel J. O'Neill,

Director



**Mental Health Department
Compendium of Programs and Services**

**SECTION I.
CRISIS SERVICES**



Mental Health Department

Compendium of Programs and Services

Program/Project Name:	Crisis Services Center	
Location Address:	860 N Bush St, Ukiah (enter East side of building)	
Mailing Address:	860 N Bush St Ukiah, CA 95482	
Phone Number(s):	(707) 463-4396 (707) 463-HELP (800) 555-5906	
Fax Number:	(707) 463-5445	
Contact Person:	Beverly Bennett, B.A., Supervisor Mark Cerri, Ph.D., Supervisor Diana Chambers, LMFT, Adult Services Manager	
Mission/Goal(s) of Program:	The Crisis Services Center (CSC) provides emergency mental health services to clients in a safe, positive, confidential setting. We demonstrate an attitude of respect coupled with professionalism while remaining sensitive to our diverse population. We work collaboratively with community agencies to ensure appropriate resolution of mental health crisis situations while empowering the client.	
Description of Program/Service:	The CSC is open to the public and will provide crisis services 24 hours a day, seven days per week, on site or by telephone. Assessments, interventions, intakes, vocational rehabilitations, housing and medication referrals and case management are provided in this integrated system of care. This may also include a stay on the unit or, depending on level of acuity, hospitalization out of county.	
Referral Criteria:	Any person(s) in need of crisis services.	
Community Partners:	Ukiah Community Center Mendocino County Sheriff's Office DSS - Adult Protective Services CalWORKs - Mental Health National Alliance for the Mentally Ill Mental Health Board Ukiah Valley Medical Center Mendocino Coast Hospital	Howard Hospital Ukiah Police Dept Willits Police Dept Ft Bragg Police Dept Alcohol & Other Drugs (AODP) Ford Street Project



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Consumer Services Coordinator
Location Address:	860 N Bush St, Ukiah
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4403
Fax Number:	(707) 463-5445
Contact Person:	Alice Carlsen, LPT
Mission/Goal(s) of Program:	To track inpatient treatment of clients during hospitalization, and in locked residential facilities. To facilitate transition to less restrictive levels of care, including outpatient after-care.
Description of Program/Service:	Coordinator checks with hospital daily regarding care and treatment of client. Coordinates with case manager regarding discharge, transportation, and aftercare plan. Acts as interim case manager where none is yet assigned. Facilitates inter and intra departmental communication regarding client care in hospital/facility and immediately following discharge. Coordinates out of county care for clients placed in Crestwoods.
Referral Criteria:	Any person hospitalized or in placement at a locked residential facility.
Community Partners:	Ford Street Project Public Guardian Various out-of-county acute facilities Various in and out-of-county facilities for longer term care Various county and private services providers



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Case Management Intake Services
Location Address:	Crisis Services Center
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4396 (707) 463-4303
Fax Number:	(707) 463-5445
Contact Person:	Nancy Adams, MFT Diana Chambers, LMFT Virginia Fagan, LMFT
Mission/Goal(s) of Program:	To respond to community members seeking or referred for assessment. To offer an array of services through MCMHD or assist the client with linkage to the appropriate community resource.
Description of Program/Service:	Offer interested community members a scheduled appointment for assessment, referral and/or intake for interim (short term) or on-going case management services. Assessments include current symptoms or chief complaint, history of the present illness, developmental and personal history, psychiatric history, history of personal strengths and challenges, mental status review and diagnostic impressions. The interviewee may be assisted in identifying and linking with medical, educational, social, pre-vocational, vocational, rehabilitative, housing or other community services.
Referral Criteria:	Individuals thought to have a serious mental disorder and have either a significant impairment in an important area of life functioning or a probability of significant deterioration in an important area of life functioning.
Community Partners:	The entire community is viewed as partners or potential partners/resources.



**Mental Health Department
Compendium of Programs and Services**

**SECTION II.
ADULT OUTPATIENT
SERVICES**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Case Management
Location Address:	860 N. Bush Street Ukiah, CA 95482
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4593
Fax Number:	(707) 463-4594
Contact Person:	Nancy Adams, MFT
Mission/Goal(s) of Program:	To support a case management system of care that embraces recovery values, recognizing that clients have the best potential to thrive when viewed as partners in their own recovery.
Description of Program/Service:	The role of the case manager in this partnership includes sharing and supporting their clients with the belief that recovery is possible. Case managers assure that clients have access to a range of services including, but not limited to: housing, education, employment, clinical services and self help/peer support. Case managers support clients to find an appropriate level of independence and integration into the community.
Referral Criteria:	Clients who meet MCMHD medical necessity; who complete the MCMHD Assessment/Intake process; desire case management services and because of serious emotional disorganization require specialty Mental Health services above and beyond other services available to them in the community.
Community Partners:	The entire community is viewed as partners or potential partners/resources.



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Older Adult System of Care (OASOC)
Location Address:	311 N State St, Ukiah
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4593 - Inland (707) 964-4747 - Coast
Fax Number:	(707) 463-4594 - Inland (707) 964-8698 - Coast
Contact Person:	Nancy Adams, MFT - Inland John Wiser, LMFT - Coast
Mission/Goal(s) of Program:	In-home professional mental health and substance misuse treatment services for older adults.
Description of Program/Service:	Integrates home and community-based mental health and substance misuse treatment services into an existing network of professional case management and case conferencing for older adults. Though the mental health treatment agencies, therapists will provide assessment and treatment in client's homes. Therapists will aim for clients to eventually participate in out-of-home treatment, if appropriate.
Referral Criteria:	Age 60 or older, frail and homebound. Residing in or near Ukiah, Fort Bragg or Willits. Possibility of depression, drinking more alcohol than seems healthy and/or safety concerns surrounding the quantity and/or combination of prescription drugs being consumed.
Community Partners:	OASOC is a collaboration between: <ul style="list-style-type: none">▪ Dept of Social Services▪ Mental Health Department▪ Public Health - Alcohol and Other Drug Programs Community Care Management Corporation Mendocino Community Health Clinic Mendocino Coast Clinic



Mental Health Department

Compendium of Programs and Services

Program/Project Name:	Adult Services - Intensive Intervention Services AKA Bridge Team Intervention Services
Location address:	860 N. Bush St
Mailing address:	Ukiah, CA 95482
	860 N. Bush Street Ukiah, CA. 95482
Phone Number(s)	(707) 463-4971
Fax Number:	(707) 463-4594
Contact Person:	Diana Chambers, LMFT
Mission/Goal(s) Program:	The Intensive Intervention Services Program is a short term, intensive outpatient program for adults. The program uses a cognitive/behavioral approach in treating clients within a community setting. The program's therapeutic environment and approach allows clients to acquire the tools to work on identified short term goals with the goal of achieving emotional stability within the community.
Referral Criteria:	Potential candidates are identified by the Crisis Services Center staff and enrolled in The Bridge Program by consensus of the Bridge Team staff. can be self-referred or referred by a service provider, family member or friend. Candidates will be asked to complete a Client Personal Assessment followed by a meeting with Richard Clark.
Community Partners:	The entire community is viewed as partners or potential partners and resources.
Source of Funding:	Medi-Cal, Private insurance (some, not all may provide partial funding)



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Minds Over Matters Homeless Services Center	
Location Address:	<u>UKIAH</u>	<u>FT BRAGG</u> - 250 S Franklin
Mailing Address:	860 N. Bush St Ukiah, CA 95482	790-B S Franklin Ft Bragg, CA 95437
Phone Number(s):	(707) 463-4649	for information (707) 964-4747
Fax Number:	(707) 463-4594	(707) 964 2698
Contact Person:	Diana Chambers, LMFT (707) 463-4303	Aaron Goertzen, MA (707) 964-4747
Mission/Goal(s) of Program:	Based on the concept that Mental Health clients "do get better" - the Recovery Concept - a holistic view of the client. We work from the following perception with a foundation of: <ol style="list-style-type: none">1. Complete recovery from severe psychiatric disabilities is achievable.2. Recovery can occur even though symptoms may reoccur.3. Recovery is not a single event or linear process.4. Individual responsibility for the solution, not the problem.5. Recovery is not a function of one's theory about the cause of mental illness.6. Recovery requires a well organized support system.7. Client rights advocacy and social change.8. Flexibility regarding issues of human diversity.	
Description of Program/Service:	Provides groups, referrals, intensive case management, crisis, all peer run and alternative methods for mental health treatment, i.e.: acupuncture. Education and training in the concepts of recovery which will help clients acquire new skills and develop an understanding of their ability to make choices. They learn to be less judgmental toward themselves and others as they learn to manage not only the functional aspects of their own lives but also the biological, psychological and social dimensions of their experience. The focus is on accessing jobs, housing, social and legal advocacy. They will develop symptom management skills, relapse prevention strategies and will learn to access crisis services and create crisis intervention plans. With all this in place, clients will be motivated to act in the present, look forward to the future and experience a renewed sense of place and purpose in the community.	
Referral Criteria:	Case managers refer clients and assist in following the clients after referral.	
Community Partners:	Ford Street Project Ukiah Community Center	Plowshares Coast Community Center



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Psychiatry/Medical Services		
Location Address:	<u>UKIAH</u> 860 N Bush St (North side of bldg)	<u>WILLITS</u> 221 Lenore St	<u>FT BRAGG</u> 790 S Franklin St
Mailing Address:	860 N Bush St Ukiah, CA 95482	221 Lenore St Willits, CA 95490	790-B S Franklin St Ft Bragg, CA 95437
Phone Number(s):	(707) 463-4303	(707) 456-3808	(707) 964-4747
Contact Person:	Dr. Doug Rosoff	Dr. Doug Rosoff	Dr. Doug Rosoff
Fax Number:	(707) 463-5443	(707) 456-3808	(707) 961-2698
Mission/Goal(s) of Program:	Provide quality medication support services for adults suffering from major psychiatric disorders. Address patients strengths/weaknesses in formatting clinical treatment plan. Provide education to patients on healthy lifestyle choices to enhance response to psychotropic medication.		
Description of Program/Service:	Adult Psychiatrists, Family Nurse Practitioners, Nurses collaborate with clinical treatment team in assisting patient's recovery. Evaluations include risk/benefit assessment of psychotropic medication, discussion of diagnosis and treatment plan.		
Referral Criteria:	Adults afflicted with serious mental illness.		
Community Partners:	Mendocino Community Health Clinic Mendocino Coast Clinic Baechtel Creek Clinic CalWORKS Numerous Community Mental Health Professionals		



**Mental Health Department
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**SECTION III.
FORENSIC SERVICES -
ADULT**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Jail Services
Location Address:	County Jail
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-5447
Fax Number:	(707) 463-4322 (707) 463-5445
Contact Person:	Dr. Doug Rosoff
Mission/Goal(s) of Program:	Provide mental health treatment for adults in custody. Goals of treatment are to prevent the occurrence and/or relapse of psychiatric symptoms, provide evidence based mental health treatment and collaborate with Sheriff's Office and medical staff in addressing inmate's short term psychiatric treatment needs.
Description of Program/Service:	Treatment is provided by one psychiatric nurse under the supervision of an attending psychiatrist. Provide training and education to correctional staff in area of correctional mental health. Medication management of adults suffering from Major mental illnesses. Collaboration with correction staff to properly identify inmates with significant mental health problems.
Referral Criteria:	Adult inmates in custody at Mendocino County Jail are self-referred or referred by Court and/or Sheriff's Office Correction staff.
Community Partners:	Superior Court Public Defender District Attorney Probation Department Sheriff's Office Mental Health staff including Crisis Services, Conditional Release Program, Forensic staff, Homeless Program



**Mental Health Department
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SECTION IV.

HOUSING



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Housing Coordinator
Location Address:	860 N Bush St, Ukiah
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-6859
Fax Number:	(707) 463-5443
Contact Person:	Nancy Adams, MFT
Mission/Goal(s) of Program:	To assist clients find and keep housing.
Description of Program/Service:	Assistance in obtaining and maintaining affordable and clean housing.
Referral Criteria:	Case managers refer clients and assist in following the clients after referral.
Community Partners:	Private landlords and local motels Ford Street Project Ukiah Community Development Commission Federal Housing Authority HUD California State Department of Social Services Rural Communities Housing Development Corp (RCHDC)



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Crestwood (Mental Health Rehabilitation Centers)
Location Address:	Eureka, Redding, Modesto, Stockton, Vallejo, Angwin, Sacramento, Merced
Contact Person:	Alice Carlson, LPT
Phone Number(s):	(707) 463-4403
Mission/Goal(s) of Program:	To provide secure, long-term treatment for those with severe mental illness until they are able to maintain their health and program for recovery while living in a less restrictive setting.
Description of Program/Service:	Residential psychiatric treatment which assists the client to function more independently. Treatment may include medication, individual and group psychotherapy, and activity and recreational therapy.
Referral Criteria:	Requires Lanterman-Petris-Short (LPS) Conservatorship and for the client to be in need of a higher level of care than that available in the community. Referred by Mendocino County Mental Health Department &/or Public Guardian
Community Partners:	Public Defender County Counsel Dept of Social Services Courts Mental Health Staff Public Guardian



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Holden Street Apartments
Location Address:	490 S Dora St, Ukiah
Contact Person:	Nancy Adams, MFT
Phone Number(s):	(707) 463-6859
Mission/Goal(s) of Program:	Provide low income housing (HUD) for eligible clients of the MCMHD who may otherwise have difficulty maintaining an independent living situation. These semi-supervised living arrangements create an environment which encourages residents to develop peer support networks, enabling them to function with minimal supervision toward the goal of complete independence.
Description of Program/Service:	Semi-supervised independent living to ease transition to full independent living for mentally ill clients. Six units available. One year time limit for each resident, which may be renewed.
Referral Criteria:	Referrals are made through the MCMHD Adult Services unit. The client must have a Mental Health case manager.
Community Partners:	RCHDC Walnut Village Homeless Service Planning Group



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Gibson Street Apartments
Location Address:	148 Gibson St, Ukiah
Contact Person:	Nancy Adams, MFT
Phone Number(s):	(707) 463-6859
Mission/Goal(s) of Program:	To provide a supportive community by means of permanent, safe, clean housing to people who suffer from a mental illness.
Description of Program/Service:	There are two two-bedroom and thirteen one-bedroom apartments in this complex run by the Rural Communities Housing Development Corp.
Referral Criteria:	<ul style="list-style-type: none">▪ Referrals must be clients who suffer from a long-term, serious mental illness.▪ Income level must meet HUD's standards.▪ Applicant demonstrates past ability to handle independent living in a responsible manner.▪ Highest priority will be given to clients who are considered homeless, in transitional housing, or emergency housing (HUD's definitions are used). Priority also will be given to clients in inadequate substandard housing and clients who are spending over one-third of their income on rent.▪ Commitment from MCMHD case managers to provide ongoing services to clients.▪ We will be encouraging clients to participate in a monthly housing meeting.▪ Clients with a primary substance abuse disorder will not be considered.
Community Partners:	RCHDC Ford Street Project Housing Collaborative



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Ford Street Project – Crisis Housing Service
Location Address:	139 Ford Street, Ukiah, California, 95482
Mailing Address:	139 Ford Street Ukiah, CA 95482
Phone Number(s):	(707) 463-4396
Contact Person:	Beverly Bennett, BA Mark Cerri, Ph.D.
Mission/Goal(s) of Program:	To effectively serve persons with severe mental disabilities, particularly the homeless and dually diagnosed, by providing emergency/crisis beds.
Description of Program/Service:	<p>Ford Street will provide dedicated bed space at these facilities:</p> <ul style="list-style-type: none">▪ 2 beds staffed 24 hours at Guest House (Ford Street Campus) plus one sofa at Fort Street Campus▪ 1 Crisis Apartment with 2 beds. <p>The beds at the Ford Street campus are used for clients who are experiencing a crisis situation that is not acute and need 24-hour support.</p> <p>The Ford Street Crisis Apartment and Yellow House beds are used as emergency beds. The persons placed in these beds are in need of support and “safe” housing. Clients when placed at Ford Street Housing can utilize substance abuse treatment, life skills training, singing group, cooking group, exercise group, job training and dual diagnosis groups offered by the Ford Street project.</p>
Referral Criteria:	Mental Health Crisis Staff
Community Partners:	Ford Street



**Mental Health Department
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**SECTION V.
EMPLOYMENT SERVICES**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Vocational Rehabilitation
Location Address:	311 N State St, Ukiah
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4028 - Ukiah (707) 456-3855 - Willits (707) 964-4747 - Coast
Fax Number:	(707) 463-4594
Contact Person:	Dina Ortiz, LCSW - Willits Manuel Buttner, Vocational Services Specialist
Mission/Goal(s) of Program :	This cooperative program is designed to serve the mutual clients of the Department of Rehabilitation and MCMHD through the combining of resources and increased collaboration.
Description of Program/Service:	Cooperative program services provide overall coordination of all employment preparation, job development, placement and employment monitoring, vocational skills training and assessment activities provided directly to clients by this agreement.
Referral Criteria:	MCMHD will assure that each Department of Rehabilitation applicant/client referred to this cooperative program has in place a plan of care which assures the delivery of basic psychiatric care including; medical visits, access to emergency psychiatric intervention on a priority basis, a psychiatric case manager throughout the term of the Individual Plan for Employment (IPE) and for a fixed negotiated time as needed, after completion of the IPE, and insofar as possible stable housing, maintenance and personal stability suitable for entrance into rigorous vocational programs. It is expected that this cooperative program shall serve up to seventy-five unduplicated Department of Rehabilitation applicants/clients annually who are chronically mentally ill. <ol style="list-style-type: none">1. All referrals are made by the case manager.2. There must be a commitment by the client as well as the case manager in order for these services to be successful.
Community Partners:	California Department of Rehabilitation Bottle Shop Delicacies Mendocino Workforce Investment Mendocino Works Ukiah Food Bank & Plowshares The E-Center Ford Street Project Cal - Trans State Parks



Mental Health Department Compendium of Programs and Services

Program/Project Name:	AVE Center
Location Address:	307 North State Street, Ukiah, California, 95482
Mailing Address:	860 North Bush Street, Ukiah, California, 95482
Phone Number(s):	(707) 463-6859
Fax Number:	(707) 463-4594
Contact Person:	Nancy Adams, MFT
Mission/Goal(s) of Program:	To assist clients of MCMHD to develop independent living skills.
Description of Program/Service:	Open 1 p.m. - 4 p.m. Monday - Thursday. Offering individualized instruction in art, computer skills, independent living skills, basic education skills, social and critical thinking tools. This program is offered as a collaborative between Mental Health and Ukiah Adult Education
Referral Criteria:	Referred by Mental Health Vocational Specialist.
Community Partners:	Ford Street Project Food Bank College of the Redwoods Plowshares Department of Rehabilitation Ukiah Adult Education Mendocino Work Force Investment Board Mendocino College



Mental Health Department Compendium of Programs and Services

Program/Project Name:	CalWORKS - Mental Health
Location Address:	Ukiah - 631 S Orchard Ave Willits - 1155 S Main St Ft Bragg - 306 E Redwood Ave Laytonville - 44400 Willis Ave Point Arena - 255 Main St, #2 Covelo - 76300 Grange St
Mailing Address:	631 S Orchard Ave Ukiah, CA 95482
Phone Number(s):	(707) 467-2566
Fax Number:	(707) 463-5445
Contact Person:	Denise Sams, LVN, Supervisor
Mission/Goal(s) of Program:	Provide mental health assessments, crisis interventions and coordination of mental health services/treatment for mentally disabled adults and children that are enrolled in the CalWORKS program. Mental health barriers shall be addressed in the Welfare-to-Work plan. The goal is to restore or maintain clients optimal level of functioning and self sufficiency in order to obtain employment.
Description of Program/Service:	Activities include screening and assessing clients to determine whether mental illness is an impediment to employment and when appropriate, make referrals for mental health treatment and other community services with the goal of employability. Educate the Job Alliance staff in identifying the signs and symptoms of mental illness. Services include crisis drop-in services, counseling, mental health workshop presentations at all Job Alliance sites, development of individual Welfare-to-Work plans and support group facilitation.
Referral Criteria:	If there is a concern that a mental health barrier exists that will impair the ability of a CalWORKs recipient to obtain employment or who self identifies as having a possible mental health problem - client shall be referred to a CalWORKs - Mental Health Clinical Services Associate to determine any treatment needs.
Community Partners:	Job Alliance - Dept of Social Services Alcohol and Other Drug Program - Public Health Project Sanctuary Mendocino Private Industry Council (MPIC) Other community agencies as needed



**Mental Health Department
Compendium of Programs and Services**

SECTION VI.

**YOUTH AND FAMILY
SERVICE**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Youth and Family Outpatient		
Location Address:	<u>Ukiah</u>	<u>Willits</u>	<u>Ft Bragg/Pt. Arena</u>
	860 N Bush St (North side of bldg)	221 Lenore St	790 S Franklin St
Mailing Address:	860 N Bush St Ukiah, CA 95482	221 Lenore St Willits, CA 95490	790-B S Franklin St Ft Bragg, CA 95437
Phone Number(s):	(707) 463-6878	(707) 456-3850	(707) 964-4747 (707) 961-2709/ Pt.Arena
Fax Number:	(707) 463-4977	(707) 456-3808	(707) 964-2698
Contact Person:	Zoy Kazan, LMFT	Karen DeSoto , LMFT	Peter Burtis, LMFT
Mission/Goal(s) of Program:	To provide quality counseling and case management services to qualified children and their families in the least restrictive setting; in order to alleviate the suffering caused by emotional disturbance.		
Description of Program/Service:	Qualified professionals of the healing arts are stationed at all three settings to receive referrals for assessment, treatment, and case management of children and their families. This treatment includes, but is not limited to: family therapy, play therapy, placement services and access to psychiatric services for medication.		
Referral Criteria:	Referrals are accepted from parents and legal guardians. Students may also seek services without parental permission in certain circumstances, such as during an emergency.		
Community Partners:	Education Dept of Social Services Public Health - Alcohol and Other Drug Programs Juvenile Probation Public Health		



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Orr Creek Day Treatment
Location Address:	1000 Low Gap Rd Ukiah, CA 95482
Mailing Address:	860 N. Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-6878
Fax Number:	(707) 463-4977
Contact Person:	Ricco Harden, MFT
Mission/Goal(s) of Program:	A psychiatric treatment program, integrated into a special education classroom that provides habilitative treatment to children who are at risk for out-of-home placement and/or school failure.
Description of Program/Service:	All children are assessed and determined to be Emotionally Disturbed. Each student has an Individual Education Plan. Program combines special education, psychiatric treatment and intensive family therapy.
Referral Criteria:	Students must qualify for both special education and mental health services and are selected by a sub-group of the Inter Agency Case Management Team (IACMT).
Community Partners:	Mendocino County Office of Education



Mental Health Department

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Program/Project Name: Family Strengths

Location Address: (mailing address same)

	<u>Ukiah</u>	<u>Willits</u>
	860 N Bush St Ukiah, CA 95482	221 Lenore St Willits, CA 95490
Phone Number(s):	(707) 463-6878	(707) 459-7781
Fax Number:	(707) 463-4977	(707) 456-3808

Contact Person: Heather Woldemar, BA
(707) 463-4341

Mission/Goal(s) of Program: The Family Strengths Program serves children and youth involved with multiple agencies, who struggle with a significant emotional disturbance. The mission of the Family Strengths Program is to prevent out-of-home placement at Rate Classification Level (RCL) 12 or above and to support the transition of youth back to the community.

Description of Program/Service: The Family Strengths Program is the Mendocino County "Wraparound" program for families and youth. Wraparound is a term used to describe a family centered, strengths-based, needs-driven planning process that facilitates access to community activities that will support the family in being able to keep the youth in the home. The program is available in Willits and Ukiah. The facilitator and the family create a Family Team made up of people who know the child best. Together they create an individualized Family Plan based on the strengths and goals of the family. Staff can provide one-on-one support to the youth in their homes and in the community. The Family Team strategizes ways to stabilize the family in helping the child succeed at home and continues until the youth is stable in the community.

Referral Criteria: Referrals are made to the Family Strengths Program through the Interagency Case Management Team (IACMT), which makes the determination of "at risk of level 12 placement". IACMT as a group determines appropriate referrals and prioritizes the waiting list for the Family Strengths Program when one exists.

Community Partners:

Parents	Juvenile Probation
CSOC Partners-Education	Public Health
Social Services	Mental Health
AODP	



Mental Health Department Compendium of Programs and Services

Program/Project Name:	(TBS) Therapeutic Behavioral Services
Location Address:	860 North Bush Street, Ukiah (Countywide - Ukiah, Willits & Ft. Bragg)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4341
Fax Number:	(707) 463-4977
Contact Person:	Peter Burtis, LMFT TBS Coordinator
Mission/Goal(s) of Program:	The TBS program is designed to prevent child/youth's placement in a group home of Rate Classification Level (RCL) 12 through 14 or a locked facility for the treatment of mental health needs, including acute care; or to enable a transition from any of those levels to a lower level of residential treatment, by resolving changes in target behaviors and achieving short-term treatment goals.
Description of Program/Service:	Therapeutic Behavioral Services (TBS) a one-to-one therapeutic contact between a mental health provider and a beneficiary for a specified short period of time, which is designed to maintain the child/youth's residential placement at the lowest appropriate level by resolving target behaviors and achieving short-term treatment goals. A contact is considered therapeutic if it focuses on providing the child/youth with skills to effectively manage the behavior(s) or symptom(s) that is/are the barrier(s) to achieving residence in the lowest appropriate level.
Referral Criteria:	The IACMT (Inter Agency Case Management Assessment Team) acts as the clearinghouse for TBS services. The child must be full scope Medi-Cal and at risk of RCL 12 or higher placement or transitioning from a RCL or higher placement.
Community Partners:	Department of Social Services Tapestry



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Psychiatric Services for Youth and Family
Location Address:	860 N Bush St, Ukiah (enter North side of building)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-6589
Fax Number:	(707) 463-6438
Contact Person:	Sarah Claybon Dr. Julie Van Shoor
Mission/Goal(s) of Program:	To provide quality psychiatric treatment for children and adolescents living with mental illness in the least restrictive environment.
Description of Program/Service:	The Child Psychiatrist provides psychiatric evaluation, consultation and medication treatment for young people in the context of family and the multi disciplinary team. The Child Psychiatrist assists the family in achieving favorable outcomes that will help the youth be successful in all developmental areas.
Referral Criteria:	Referrals are made through a Mental Health Youth and Family Services Case Manager, Mendocino County Mental Health Department.



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Parent Partners		
Location Address:	Ukiah	Willits	Ft Bragg
	860 N Bush St (North side of bldg)	221 Lenore St	790 S Franklin St
Mailing Address:	860 N Bush St Ukiah, CA 95482	860 N. Bush St Ukiah, CA 95482	790-B S Franklin St Ft Bragg, CA 95437
Phone Number(s):	(707) 463-6878	(707) 456-3850	(707) 964-4747
Fax Number:	(707) 463-4977	(707) 456-3808	(707) 964-2698
Contact Person:	Pauline Sandoval	Pauline Sandoval	John Freemont

Mission/Goal(s) of Program: Parent Partners are committed to providing support for parents and caregivers struggling to meet the needs of children with serious emotional or behavioral challenges. They are committed to partnering with parents and caregivers to help them navigate the complex systems of agencies and services to best meet the needs of their children.

Description of Program/Service: Mendocino County Mental Health has two fulltime and one part-time parent partner to serve Ukiah and north county. Another part-time parent partner serves the coastal area. Our parent partners provide support, mentoring, education and "whatever it takes" to assist families. They participate in various inter-agency meetings with our Family Strengths "Wraparound" family teams. They encourage parents, foster parents and other caregivers at multi-discipline meetings, providing the extra support necessary to accomplish effective planning and outcomes for their children. The newest Willits support group has expanded and now counts 16 families in its membership. Parent partners attend regional meetings and trainings, participate in site reviews for neighboring counties, and one of our partners was this year elected to the Board for United Advocates for Children of California.

Referral Criteria: Referrals are accepted from any parent or caregiver who has a child with a serious emotional or behavioral issue who feels they would benefit from advice and/or additional support to meet their child's needs.

Community Partners: Education system
Dept of Social Services
Public Health - Alcohol and Other Drug Programs
Juvenile Probation
Public Health



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Interagency Case Management Team (IACMT)		
Location Address:	<u>UKIAH</u> 860 N Bush St	<u>WILLITS</u> 221 Pearl St	<u>FT BRAGG</u> 825 S Franklin St.
Mailing Address:	860 N Bush St Ukiah, CA 95482	860 N Bush St. Ukiah, CA 95482	860 North Bush St. Ukiah, CA 95482
Phone Number(s):	(707) 463-5796	(707) 463-5796	(707) 463-4826
Contact Person:	T Carlson CSOC Coordinator	T Carlson CSOC Coordinator	T Carlson CSOC Coordinator
Fax Number:	(707) 463-4977	(707) 463-4977	(707) 463-4977
Mission/Goal(s) of Program:	IACMT collaborates to develop a comprehensive service plan to meet the needs of seriously emotionally disturbed children within the least restrictive and most positive environment that is clinically appropriate. Families or caregivers are full participants in all aspects of planning and delivery of services.		
Description of Program/Service:	IACMT is a collaborative team whose core membership includes program manager or supervisor-level representatives from SELPA, Juvenile Probation, Children's Social Services, the Division of Alcohol and Other Drug Programs, local school districts and MCMHD, and other agencies who have the necessary authority to commit resources from their agency to an interagency service plan for a child and family. In addition, others will be invited to IACMT meetings as needed to ensure that service plans are culturally sensitive and tailored to the specific geographic and social/familial constraints of each individual case. Possible <i>ad hoc</i> members of the IACMT include: family members; the Indian Child Welfare Act (ICWA) representative from the appropriate local tribe; a Latino service organization representative, teacher; and Public Health nurses. IACMT meets weekly in Ukiah, once a month in Willits, and convenes in Ft. Bragg. As needed.		
Referral Criteria:	Any core member can make referrals.		



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Mendocino County Youth Project, Mental Health Services	
Location Address:	776 S State St, Ste 107 Ukiah, CA 95482	
Mailing Address:	776 S State St, Ste 107 Ukiah, CA 95482	
Phone Number(s):	(707) 463-4915	
Fax Number:	(707) 463-4917	
Contact Person:	Kathleen Sherman, LCSW	
Mission/Goal(s) of Program:	MCYP's Mental Health Services serves children and youth up to age 21 who present with behavioral health problems in need of attention, and who are involved or at risk of being involved in public systems. The mission of these services is to prevent escalation of behavioral health problems and the need for continued involvement in public systems or out-of-home placement, to foster normal development and to restore youth and family functioning.	
Description of Program/Service:	MCYP's Mental Health Services provides comprehensive outpatient services to infants, children, youth and their families. Comprehensive treatment includes assessment, treatment planning, individual, group and family therapy and rehabilitation, and support services, and case management and advocacy to avail youth and their families of community resources. Treatment is individualized to each child's or youth's needs and is family-centered, client-driven and strengths-based. At present services are based at our Ukiah office and South Coast area schools.	
Referral Criteria:	Referrals are made directly to MCYP.	
Community Partners:	Parents Mental Health Social Services Schools	Juvenile Probation Juvenile Drug Court AODP



Mental Health Department

Compendium of Programs and Services

Program/Project Name:	Children’s Therapeutic Services A Division of Redwood Children’s Services, Inc. (RCS)		
Location Address:	<u>UKIAH</u>	<u>UPPER LAKE</u>	<u>LAKEPORT</u>
	1201 Talmage Road Ukiah, CA 95482	9860 Middle Crk Rd Upper Lake, CA 95485	320 1 st St Lakeport, CA 95453
Phone Number(s):	(707) 467-2000 (707) 467-4922	(707) 275-8166 (707) 275-8168	(707) 263-0372 (707) 263-0374
Fax Number:			
Contact Person:	Timothy Schraeder, MFT, Clinical Director		
Mission/Goal(s) of Program:	RCS provides creative, intensive therapeutic programs, and believes in the power of healing relationships. Through commitment and a sense of community, we strive to help our children & families gain power in their lives, believe in themselves and ultimately trust others enough to give and receive love.		
Description of Program/Service:	<p>Therapy: Psychotherapeutic, behavior, and other therapeutic interventions consistent with the individual’s goals, desired results, and personal milestones which focus primarily on symptom reduction as a means to improve functional impairments. This service may be delivered to an individual or group and may include family therapy.</p> <p>Rehabilitative Service activities which include assistance in improving, maintaining, or restoring client(s) functional skills, daily living skills, social and leisure skills, grooming and personal hygiene skills, meal preparation skills, and support resources, and/or medication education. Rehabilitation may include group or individualized one-to-one services in the home, community and other settings.</p> <p><u>Therapeutic Behavioral Services</u> are a one-to-one intensive therapeutic contact between a mental health provider and a beneficiary for a specified short-term period of time, which is designed to maintain the beneficiary’s residential placement at the lowest appropriate level by resolving target behaviors and achieving short-term treatment goals.</p>		
Referral Criteria:	Referrals are made directly to Redwood Children’s Services, Inc.		
Community Partners:	Social Services Parents/Foster Parents State Adoptions	Juvenile Probation Mental Health IACMT	



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Tapestry Family Services Comprehensive Mental Health Services	
Location Address:	Offices: 290 East Gobbi Street Ukiah, CA 95482	Ranch: 6150 Orr Springs Road Ukiah, CA 95482
Mailing Address:		
Phone Number(s):	(707) 463-3300	(707) 463-3360
Fax Number:	(707) 463-3300	(707) 463-3300
Contact Person:	Sharon Kiichli Administrator	Mimine Amboise, LMFT Clinical Director
Mission/Goal(s) of Program:	Tapestry Family Services is a community-based nonprofit organization whose mission is to develop and provide programs and services that support and advance the health and well-being of children with special needs and their families. A primary goal of Tapestry Family Services is to support children and their families so that the children can remain in (or return to) their homes or to family home settings in the local community.	
Description of Program/Service:	Tapestry offers a comprehensive program of mental health treatment services, including Individual Therapy, Family Therapy, Group Therapy, Therapeutic Behavioral Services, Case Management and Individual and Group Rehabilitation Services for children residing in inland Mendocino County. Services include an after-school/summer rehabilitation program, which is held on the Tapestry Ranch on Orr Springs Road, west of Ukiah. Tapestry offers two levels of mental health services: an intensive program of services for emotionally disturbed children and their families, and a less-intensive program of services for children whose needs are less severe. Tapestry's mental health services are coordinated with our Intensive Treatment Foster Care program, but children do <u>not</u> need to be involved in Tapestry's foster care program to be eligible for our mental health treatment services.	
Referral Criteria:	Referrals are made to Tapestry by the County Departments of Mental Health and Social Services, schools, private therapists and parents. Children must meet the Welfare and Institutions Code eligibility criteria for MediCal supported mental health services. However, Tapestry does accept a limited number of children who are not MediCal eligible	
Community Partners:	Parents, foster families, CSOC Partners, Mental Health staff, Social Services staff, school staff, private providers of mental health services.	



**Mental Health Department
Compendium of Programs and Services**

**SECTION VII.
JUVENILE JUSTICE**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Probation Alternatives with Counseling and Education (PACE)
Location Address:	518 Low Gap Road
Mailing Address:	518 Low Gap Rd. Ukiah, CA 95482
Phone Number(s):	(707) 463-4921
Fax Number:	(707) 463-4968
Contact Person:	Joe Neal, Probation Peter Burtis, LMFT, Youth and Family Services
Mission/Goal(s) of Program:	PACE agencies collaborate to develop a comprehensive treatment program designed to meet the educational, mental health, substance and probation needs of dually diagnosed adolescents on formal Juvenile Probation who are at risk of out-of-home placement.
Description of Program/Service:	PACE is a multidisciplinary program for students in grades 8-12 whose core membership includes Children's System of Care staff from Mental Health, Public Health - Alcohol and Other Drug Programs, Mendocino County Office of Education and Juvenile Probation. The onsite PACE team also includes two probation officers, drug/alcohol counselors, Mental Health clinicians and Mental Health Rehabilitation Specialist, a Mental Health After School Skill Building Coordinator, a teacher, and a teachers aide. PACE provides a rehabilitative day treatment program during the school day with substance abuse counseling, family and individual therapy, anger management education and skill building activities throughout the day and after school.
Referral Criteria:	A youth must be a formal 602 Ward of the Juvenile Court in grade 8 on up to 12, who is at risk of residential placement, has substance abuse issues and treatment needs, who has failed to respond to less restrictive interventions, and who is willing (as are the parents/guardians) to make a commitment to the program. All referrals are made through Juvenile Probation.
Community Partners:	Mendocino County Office of Education Public Health - Alcohol and Other Drug Programs Juvenile Probation



**Mental Health Department
Compendium of Programs and Services**

**SECTION VII.
MANAGED CARE**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Outpatient Provider Network
Location Address:	Various
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4011 (800) 555-5906
Fax Number:	(707) 463-6868
Contact Person:	John Rizzo, MFT, Authorization Consultant Jes Strangio, MFT, QA/MPH Program Manager
Mission/Goal(s) of Program:	Mendocino County Mental Health contracts with a qualified provider network for delivery of mental health services to County MediCal beneficiaries. Under the supervision and oversight of the Authorization Consultant, the Provider Network manages the care of Medi-Cal beneficiaries in Mendocino County. Providers are located throughout the county.
Description of Program/Service:	The Point of Authorization determines medical necessity and authorizes all Mental Health outpatient services provided to Mendocino County Medi-Cal recipients. In addition to contract Organizational Providers, a list of qualified, credentialed mental health practitioners throughout Mendocino County is maintained. The Authorization Consultant provides contract monitoring and oversight to assure compliance with the State Medi-Cal rules through technical assistance, training and documentation review.
Referral Criteria:	Licensed providers in good standing with their respective boards may apply to be a contract provider by contacting the Authorization Consultant. Medi-Cal beneficiaries seeking mental health services may obtain a current list of providers contracted with the Mendocino County Mental Health Department. Provider lists, Mental Health Plan brochures, client rights and change of provider/second opinion request can be found at all Mental Health clinic sites and contract provider sites.
Community Partners:	Various Non Profit/Public Agencies; and Licensed Mental Health professionals in the community (approximately 100).



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Authorization Consultant
Location Address:	860 N Bush St, Ukiah
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4011 (707) 463-6332 Initial Authorization Request (800) 555 – 5906
Fax Number:	(707) 463-6868
Contact Person:	John Rizzo, MFT, Authorization Consultant
Mission/Goal(s) of Program:	The Authorization Consultant acts to ensure appropriate access to needed mental health services, both inpatient and outpatient. The Authorization Consultant also provides service providers with technical assistance and maintains oversight of beneficiaries’ medical necessity. Under the supervision and oversight of the Authorization Consultant, mental health services are authorized to the provider network. Mendocino County MHP contracts with providers within the county and maintains contracts with various providers throughout the state
Description of Program/Service:	The Point of Authorization becomes involved with all Mendocino County Medi-Cal recipients who are hospitalized or who require outpatient services through the private provider network. The Authorization Consultant ensures that the Medi-Cal beneficiaries meet medical necessity for publicly funded services and that authorized services are paid for. The Authorization Consultant provides technical assistance, credentials the provider network, acts as liaison with State Department of Mental Health and advocates for the Medi-Cal beneficiary seeking services. In addition to contract Organizational Providers, a list of qualified, credentialed mental health practitioners throughout Mendocino County and the State of California is maintained.
Referral Criteria:	Any Medi-Cal beneficiary, private provider, hospital staff person may contact the Authorization Consultant for information and referral.
Community Partners:	Mental Health Professionals Psychiatric Hospitals Organizational Providers



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Contract Hospitals
Location Address:	Various
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	For a list of contract hospitals call: (707) 463-4011 (800) 555-5906
Contact Person:	Jes Strangio, MFT
Mission/Goal(s) of Program:	To provide access to acute care inpatient mental health treatment for Mendocino County residents.
Description of Program/Service:	Through a contract process various inpatient Mental Health facilities are available to the citizens of Mendocino County. The Authorization Consultant and the Consumer Services Coordinator authorize and monitor inpatient hospital stays.
Referral Criteria:	Any individual who presents with need for acute care psychiatric hospitalization will qualify for services. Assessment is provided through the Mendocino County Mental Health Department crisis staff.
Community Partners:	Howard Hospital Ukiah Valley Medical Center Coast Community Hospital Mendocino County Sheriff's Department Highway Patrol Willits Police Department Ukiah Police Department Ft. Bragg Police Department



**Mental Health Department
Compendium of Programs and Services**

**SECTION IX.
QUALITY ASSURANCE**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Quality Improvement Committee
Location Address:	860 North Bush Street Ukiah, CA 95482
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4303
Fax Number:	(707) 463-6868
Contact Person:	Jes Strangio, MFT
Mission/Goal(s) of Program:	To monitor identified quality of care issues and make recommendations for services to the mental health director and comply with State regulations.
Description of Program/Service:	Mental Health staff, private providers, the Patients' Rights Advocate, clients and family members of clients form the committee. The full committee has subcommittees that act in a consultative role to the Director of the Department through the evaluation of events and services in the following domains; Cultural Competency, Case Review, Peer Review and Special Incidents.
Referral Criteria:	The Utilization Review and chart-auditing role of the QIC generates referrals targeting high use/cost services and patterns of need or deficiencies found through internal audits. Referrals are also through special incidents, complaints through the Patients Rights Advocate, citizen concerns and from the Director.
Community Partners:	Private providers in the community Clients of mental health services Family members of clients



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Cultural Competency/Ethnic Services
Location Address:	860 N Bush St, Ukiah (enter North side of building)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707)463-4303
Fax Number:	(707)463-5443
Contact Person:	Marcella Chandler Ricardo Stocker, Ph.D.
Mission/Goal(s) of Program:	To ensure culturally sensitive mental health services to all Mendocino County residents. To provide bicultural/bilingual services to Spanish-speaking residents, the largest and only state designate threshold language group in the county and to accommodate the language needs of other individuals through the use of interpreter services.
Description of Program/Service:	The Mental Health Department strives to provide cultural competence services to all individuals by acknowledging and incorporating the strengths and support network within the consumer community and any other cultural group with whom the consumer identifies. The Mental Health Department provides bicultural/bilingual (Spanish) services to the mental health client either directly or through the use of trained interpreting. The Strategic Planning Committee oversees staff training and quality improvement activities in the area of cultural competence.
Referral Criteria:	Any client or family member of a client who has bilingual/bicultural needs.
Community Partners:	Nuestra Casa Concilio Latino Consolidated Tribal Health Language Line



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Financial Assistance Advocate
Location Address:	860 N Bush St, Ukiah (enter North side of building)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4542
Fax Number:	(707) 463-5443
Contact Person:	Rocia Ortega
Mission/Goal(s) of Program:	To assist uninsured clients in obtaining financial and medical assistance.
Description of Program/Service:	The Financial Assistance Advocate provides one-on-one assistance to clients to identify and apply for various types of public assistance and medical coverage including Medi-Cal, CMSP, Social Security, and Healthy Families.
Referral Criteria:	Referral from Mental Health staff of any client in need of financial assistance or medical coverage.
Community Partners:	DSS Social Security Administration Healthy Families



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Compliance Program
Location Address:	860 N Bush St, Ukiah (enter North side of building)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4332 1 (866) 791-9337 - Compliance Hotline
Fax Number:	(707) 463-5443
Contact Person:	Marcella Chandler, Compliance Manager
Mission/Goal(s) of Program:	To promote and enforce adherence to federal and state laws and regulations through the promotion of the highest of ethical standards and behaviors, identification and correction of those situations in which applicable laws and standards have not been followed, and ongoing quality improvement.
Description of Program/Service:	The Compliance Officer will conduct periodic chart reviews, investigate and report findings to the Mental Health Director and the Compliance Committee. In collaboration with the Mental Health Department Management Team, employees and contractors will receive training materials on ethics, conduct, and appropriate documentation and charting.
Referral Criteria:	None, open to anyone who suspects and wants to report possible MediCal/MediCare billing fraud.
Community Partners:	N/A



**Mental Health Department
Compendium of Programs and Services**

**SECTION X.
ADMINISTRATION**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Business Services
Location Address:	860 N Bush St, Ukiah Mental Health Administration Building
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4303
Fax Number:	(707) 463-4043
Contact Person:	Sandi Rizzo, Business Services Manager
Mission/Goal(s) of Program:	To provide the accounting, data processing, medical records, and reception support for all divisions of the Department.
Description of Program/Service:	Business Services supports the fiscal, reporting, and reception responsibilities of the Department, including billing services, medical records, data entry, purchasing, grant administration, and personnel administration. This division, in collaboration with County Information Services and the State of California, supports complex data reporting and billing services. Division personnel also assist the Management Team with short and long term programmatic, fiscal, and space planning.
Community Partners:	Various federal, state, county, and community agencies with which the Department has a financial relationship.



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Administration
Location Address:	860 N Bush St, Ukiah (enter North side of building)
Mailing Address:	860 N Bush St Ukiah, CA 95482
Phone Number(s):	(707) 463-4303
Fax Number:	(707) 463-5443
Contact Person:	Noel J. O'Neill, LMFT, Director
Mission/Goal(s) of Program:	To provide administrative oversight to all programs and employees under the auspices of the Mendocino County Mental Health Department, including day-to-day operations and long-term planning. To ensure that Mendocino County is achieving its statutory obligation to provide the appropriate level of care to the mandated target populations, and as resources permit, the entire community.
Description of Program/Service:	<p>The Management Team consists of:</p> <ul style="list-style-type: none">▪ Noel J. O'Neill, LMFT, Director▪ Douglas Rosoff, DO, Medical Director▪ Diana Chambers, MFT, Manager of Adult Services▪ Zoy Kazan, LMFT, Manager of Youth and Family Services▪ Peter Burtis, LMFT, Asst. Manager Youth and Family Division▪ Jes Strangio, MFT, Manager of Quality Assurance/ MediCal Managed Care▪ Sandi Rizzo, Business Services Manager <p>These seven individuals, as a team, are responsible for program planning and implementation, fiscal administration, policy development, employee oversight and training, adherence to Federal, State and County statutes and regulations, and responding to inquiries or concerns from clients directly or through the Patients' Rights Advocates.</p>
Community Partners:	Mental Health Board Mendocino County Board of Supervisors County Executive Office Various State Agencies, County Departments, community-based agencies and individual mental health providers



**Mental Health Department
Compendium of Programs and Services**

SECTION XI.

SATELLITE OFFICES



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Willits Clinic
Location Address:	221 Lenore St Willits, CA 95490
Mailing Address:	221 Lenore St Willits, CA 95490
Phone Number(s):	(707) 456-3850
Fax Number:	(707) 456-3808
Contact Person:	Karen DeSoto – Youth and Family Services Mark Cerri, Ph.D. – Adult Services
Mission/Goal(s) of Program:	To provide comprehensive services to the residents of Willits and the North County communities.
Description of Program/Service:	The following services are available through the Willits Clinic: <ul style="list-style-type: none">▪ Crisis services (during regular business hours only. After hours care handled through Ukiah Clinic's Crisis Services Center)▪ Outpatient medication management▪ Case Management▪ School-based and outpatient services to children▪ Telepsychiatry▪ Referrals for housing, vocational, and other support services▪ Patients' Rights Advocacy
Referral Criteria:	Specific as to program
Community Partners:	Howard Hospital Willits Community Services Willits Action Group Round Valley Indian Health Services Laytonville Head Start Willits Police Department



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Fort Bragg Clinic
Location Address:	790-B S Franklin St, Ft Bragg
Mailing Address:	790-B S Franklin St Ft Bragg, CA 95437
Phone Number(s):	(707) 964-4747
Fax Number:	(707) 961-2698
Contact Person:	Diana Chambers, LMFT., Adult Services Manager Aaron Goertzen, Adult Crisis Supervisor Katherine White, LMFT - Youth and Family Services Supervisor
Mission/Goal(s) of Program:	To provide comprehensive services to the residents of Fort Bragg and other coastal communities.
Description of Program/Service:	The following services are available through the Ft. Bragg Clinic: <ul style="list-style-type: none">▪ 24-hour crisis response▪ Outpatient medication management▪ Case Management▪ School-based and outpatient services to children▪ Telepsychiatry▪ Referrals for housing, vocational, and other support services▪ Patients' Rights Advocacy
Referral Criteria:	Specific as to program
Community Partners:	Ford Street Project Ft Bragg Community Center Hospitality House Mendocino Coast Clinic Mendocino Coast Hospital Ft. Bragg Police Department Fort Bragg, Mendocino, & Pt. Arena Unified School Districts



**Mental Health Department
Compendium of Programs and Services**

**SECTION XII.
PATIENTS' RIGHTS
ADVOCACY**



Mental Health Department Compendium of Programs and Services

Program/Project Name: Patients Rights Advocacy

Location Address: 860 N Bush St
Ukiah, CA 95482

Phone Number(s): (707) 463-4614

Fax Number: (707) 463-5443

Contact Person: Lynette Woolfolk

Mission/Goal(s) of Program: As Patients' Rights Advocates, we protect the legal, civil and human rights of clients in the mental health system. This is done by supporting clients in communicating their spoken or perceived needs within the community, mental health system and legal arena. It is our goal to protect the rights of each mental health client in the County of Mendocino.

Description of Program/Service: The Patients' Rights Advocates will:

1. Assure that clients interests and rights are protected in all aspects of Mendocino County Mental Health services; and
2. Assure that quality care is being provided through Mendocino County Mental Health; and
3. Investigate and document complaints or violations in regards to client care; and
4. File complaints against facilities for violations of licensing requirements; and
5. Inform residents of board and care facilities regarding human, legal and privacy rights; and
6. Monitor board and care facilities for compliance to State licensing regulations; and
7. Assist Managed Care clients in requesting a State Fair Hearing; and
8. Respond to messages left on our 24-hour answering service; and
9. Assure that Mendocino County Mental Health contract providers are aware of clients' rights.

Referral Criteria: Any client or family member may contact the Patients' Rights Advocates at any time by phone or in person. Specific client information is shared with family members only with the informed consent of the client.

Community Partners: NAMI
Mendocino County Mental Health Parent Partners
Mental Health Board



**Mental Health Department
Compendium of Programs and Services**

**SECTION XIII.
MENTAL HEALTH
BOARD**



Mental Health Department Compendium of Programs and Services

Program/Project Name:	Mental Health Board
Location Address:	The MHB Office is located at the Business Services Center, but does not have regular office hours. Monthly meetings are held at various locations around the County on the 3 rd Wednesday of each month, except December, when there is no meeting.
Mailing Address:	860 N. Bush Street Ukiah, CA 95482
Phone Number(s):	(707) 463-6363
Fax Number:	(707) 463-5443
Contact Person:	Contact David Akka at 463-4480 to find out the name and number of the current MHB chair and support staff.
Mission/Goal(s) of Program:	<p>Under Welfare & Institutions Code Section 5600, each County is required to have a Mental Health Board or Commission. The MHB is made up of mental health clients, family members of clients, and members of the general public. The MHB is mandated to do a number of different tasks, including the following:</p> <ol style="list-style-type: none">1. Review and evaluate the community's mental health needs, services, facilities, and special problems.2. Review any county agreements entered into pursuant to Section 56503. Advise the governing body and the local mental health director as to any aspect of the local mental health program.4. Review and approve the procedures used to ensure citizen and professional involvement at all stages of the planning process.5. Submit an annual report to the governing body on the needs and performance of the county's mental health system.6. Review and comment on the county's performance outcome data and communicate its finding to the California Mental Health Planning Council.
Description of Program/Service:	The MHB holds monthly meetings and participates in activities that encourage and support the Mental Health Department in strengthening community involvement in the treatment of people with mental illness. The MHB has formed a Speakers Bureau to present vital information to community organizations, schools, and local government. Agendas and other information are posted on the Mental Health Board bulletin board in the Mental Health Department lobby.
Referral Criteria:	For information on becoming a member, please contact the MHB at (707) 463-6363, or the Clerk of the Board of Supervisors Office at (707) 463-4221
Community Partners:	NAMI