

HOMELESS ENGAGEMENT AND RESPONSE TEAM (HEART)

DEPARTMENT OF HEALTH SERVICES, BEHAVIORAL HEALTH SERVICES (BHS)



BACKGROUND



- In the 2021/22 Sacramento County budget, the Board of Supervisors (BOS) committed to enhance and expand the County's ability to respond to unsheltered homelessness, and specifically to mitigate the human and community impacts of homeless engagements.
- The County's Engagement Response Approach (ERA) includes coordination of various resources and approaches that allow diverse responses to engagements throughout the unincorporated County and within the County parkway system.
 - The overall plan includes on-the-ground teams of County staff and contracted staff to deploy in different ways to meet the various needs of engagements; sanitation and debris removal services; and shelters, including the development of an operation of sanctioned engagement sites.
- December 2022 the City and County entered into the Homeless Services Partnership Agreement to provide outreach and Engagement in collaboration to provide service linkages to persons experiencing homelessness.

WHAT IS HEART?



Sacramento County Behavioral Health Services HEART provides outreach and engagement at the local shelters and in encampments located throughout Sacramento County. HEART can screen for mental illness and enroll individuals and families into the appropriate BHS outpatient treatment provider program.



HEART coordinates with Sacramento County's Department of Homeless Services and Housing, Department of Human Assistance, and Sacramento City's Department of Community Response to help make more successful placements into shelter/permanent housing and to better connect individuals to necessary services and supports, including health and behavioral healthcare.



Staffed with Counselors and Peers, HEART uses a phased approach to help encampment and shelter residents obtain needed behavioral health services and support.

Through the initial phase of where we develop rapport and trust over time.

The timeline for these phases can be weeks or years.

The team's ultimate goal is that encampment and shelter residents will consent to and can obtain the behavioral services they need.



If you are calling to refer someone else experiencing homelessness, please complete the HEART Referral form. Send a secured email to BHS-HEARTReferrals@saccounty.gov with 1) your name, 2) phone number, and 3) a brief message with what services you are seeking. Or Call (916) 875-1720.

HEART PURPOSE AND VALUES



- Mental Health First
 - Shelter/permanent housing as significant secondary priority
 - Meaningful relationships with partners who have a housing first model
- Recovery Oriented
 - Person-centered, collaborative, strengths based
- “Whatever it Takes” mentality
 - Creative thinking and innovative approaches to service
- Equity of access to services
 - Reduce barriers by bringing services to the client



HEART TEAM

12 Mental Health Counselors

- Engage and build rapport/trust within the identified engagements/shelters on an ongoing basis.
- Conduct screenings to determine need for further mental health or substance use prevention and treatment and at what level of service.
- Enrolling and discharging client to programs.
- Provide crisis intervention as appropriate.
- Coordinate with County Department of Human Assistance (DHA) and the city Department of Community Response (DCR) as appropriate for benefits acquisition, housing, shelters, medical care, etc.
- Provide psycho-education regarding symptoms, symptom management and treatment options.
- Coordinate with mental health providers, system partners, and community partners.

USING

LIVED EXPERIENCE

for Positive Change

HEART TEAM

10 Behavioral Health Peer Specialists

- Share personal lived experiences relating to homelessness, housing insecurity and/or behavioral health and recovery services in a variety of settings, including person-to-person, small and large groups, and public presentations.
- Provide information, education, training and technical assistance on consumer and family member perspective for behavioral health system providers and partners.
- Support client and family involvement in services through client-centered engagement.
- Participate in countywide regional outreach activities related to Behavioral Health services.
- Support clients prior to and during appointments, with the goal of increasing the client's engagement with service providers and decreasing the stress and anxiety of these appointments.

HEART SERVICES



- Out in the field to serve the unhoused population by providing screening and enrollment to Sacramento County mental health services and Substance Use Prevention and Treatment (SUPT) services to individuals that are interested and eligible.
- Our team will also be networking and coordinating with other organizations to assist in bringing various services and resources to the unhoused populations; i.e., medical attention and pet health.
- Our goal is to reduce barriers to treatment by bringing these services to the places these individuals call home.

HEART COLLABORATION



- Sacramento County Department of Human Assistance (DHA)
- Sacramento County department of Homeless Services and Housing (DHSH)
- City of Sacramento Department of Community Response (DCR)
- Sacramento Covered
- Sacramento Steps Forward (SSF)
- Local jurisdictions and Community Based Organizations (CBO's)
- Sacramento County Behavioral Health Services outpatient treatment providers:
 - Children's Flexible Integrated Treatment (FIT) and Wraparound services
 - Adult Community Outreach Recovery Empowerment (CORE) Programs, Full Service Partnerships (FSP) and Assisted Outpatient Treatment (Laura's Law)

ENGAGEMENT SERVICES TEAM (EST)

- Complete intake/assessment for initial site deployment
- Connections for resources like Service mainstream benefits and County shelter/resource connections.
- Short-term case management and problem-solving services for linkages to services and resources.
- Coordinate with county agencies serving the mutual customer, when necessary, to deliver services.
- Warm hand off support to shelter and/or other housing programs.



CITY COUNTY PARTNERSHIP

- Agreement Term 5- Year, with annual updates
- Identifies roles, responsibilities, and key staff/departments from City and County
- Addresses key provisions of the Emergency Shelter and Enforcement Act of 2022 (Measure O)
- Demonstrates shared commitment to the Local Homeless Action Plan and Coordinated Access System
- Commitment to 10 Behavioral Health Services staff within City jurisdiction
 - BHS staff is up to 14, & 7 Clinicians and 7 Peer staff



HEART COLLABORATION



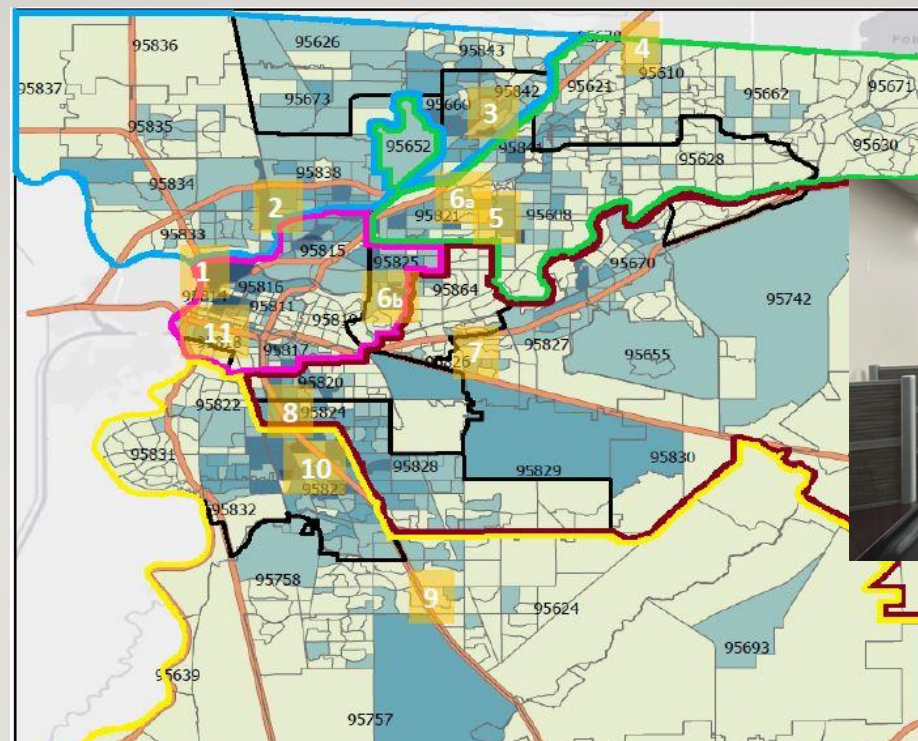
CORE Programs

- Adult Outpatient Services Transformation:
 - Community Outreach Recovery Empowerment (CORE) Program
 - Sacramento County has transformed the Wellness and Recovery Center, Regional Support Team, Guest House, and TCORE Programs into the new Community Outreach Recovery Empowerment (CORE) Program.
 - Designed by You
 - Feedback and input gathered from consumers, family members of consumers, direct service staff as well as various community stakeholders.
 - We'll Meet You There
 - CORE provides services at 11 sites throughout Sacramento County, each with a co-located peer run Community Wellness Center. These centers will be open to all adult community members. In addition to these sites, services are delivered in the community, wherever requested. CORE providers have walk-in hours to provide direct services.
 - Recovery Happens
 - Services are strength-based, recovery focused, and flexible. As your needs change, your level of treatment intensity can be adjusted.
 - Latest updates available at [Adult Outpatient Services Transformation: Community Outreach Recovery Empowerment \(CORE\) Program \(saccounty.gov\)](https://www.saccounty.gov/adult-outpatient-services-transformation-community-outreach-recovery-empowerment-core-program)

CORE Site	Community Wellness Center
<p>1. El Hogar <i>CORE Mariposa</i> 600 Bercut Dr, Sacramento, CA 95811 Phone: 916-440-1500/ Fax: 916-440-1514</p>	<p>Open Mariposa Group Calendar: Click Here</p>
<p>2. Turning Point <i>CORE Rosin</i> 3810 Rosin Ct, Suite 170, Sacramento. CA 95834 Phone: 916-567-4222/ Fax: 916-567-4220</p>	<p>Open Rosin Group Calendar and Catalog: Click Here</p>
<p>3. Turning Point <i>CORE Madison</i> 3628 Madison Ave, Suite 6, North Highlands, CA 95660 Phone: 916-388-3231/ Fax: 916-388-3232</p>	<p>Open Madison Group Calendar and Catalog: Click Here</p>
<p>4. El Hogar <i>CORE Marigold</i> Outpatient Program: 8421 Auburn Blvd, Suite 164, Citrus Heights, CA 95610 Community Wellness Center: 8421 Auburn Blvd, Suite 162, Citrus Heights, CA 95610 Phone: 916-441-3819/ Fax: 916-441-6377</p>	<p>Open Marigold Group Calendar: Click Here</p>
<p>5. Hope Cooperative <i>CORE Marconi</i> 3737 Marconi Ave, Sacramento, CA 95821 Phone: 916-480-1801/ Fax: 916-480-1809</p>	<p>Open Marconi Group Calendar: Click Here</p>
<p>6. Hope Cooperative <i>CORE Howe</i> 6a Temp. Site: 3727 Marconi, Sacramento, CA 95821 Phone: 916-485-6500/ Fax: 916-485-6814 6b Future Site: 650 Howe Ave Bldg. 300, Sacramento, CA 95825. Individuals opened to the temp. site will be notified by the provider as soon as the future site is ready.</p>	<p><i>Not available at temp. site</i></p>
<p>7. BACS <i>CORE Sycamore</i> Outpatient Program: 9343 Tech Center, Suite 175, Sacramento, CA 95826 Community Wellness Center: 9333 Tech Center Dr, Suite 100, Sacramento, CA 95826 Phone: 916-379-7964/ Fax: 916-379-7964</p>	<p>Open Sycamore Group Calendar: Click Here</p>
<p>8. BACS <i>CORE Cedar</i> 4600 47th Ave, Suite 111, Sacramento, CA 95824 Phone: 916-318-0141/ Fax: 916-318-0141</p>	<p>Open Cedar Group Calendar: Click Here</p>
<p>9. Turning Point <i>CORE Elk Grove</i> 9340 E. Stockton Blvd, Elk Grove, CA 95624</p>	<p>Open Elk Grove Group Calendar and Catalog: Click Here</p>
<p>10. BACS <i>CORE Willow</i> 7171 Bowling Dr, Suite 300, Sacramento, CA 95823</p>	<p>Opening early 2023*</p>
<p>11. Hope Cooperative <i>CORE X Street</i> 1400 X Street, Sacramento, CA 95818</p>	<p>Opening summer 2023*</p>

*Hours are subject to change, up to date information available at [Adult & Child Provider Walk-in Hours List.pdf \(saccounty.gov\)](#)

CORE COMMUNITY WELLNESS CENTER LOCATIONS

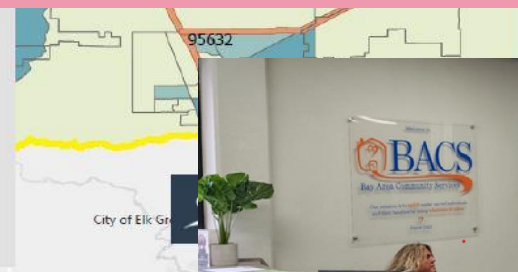


Visit upcoming Open Houses! Info at: <https://dhs.saccounty.gov/BHS/Pages/Adult-Outpatient-Services-Transformation.aspx>

Census Blockgroups with Consumer Counts

Counts

- 0 to 8
- 9 to 18
- 19 to 34
- 35 to 71
- ≤297
- Highways
- ZIP_CODES



HEART COLLABORATION

BHS Full Service Partnerships (FSPs)



- Collaborate closely with homeless outreach teams. This includes:
 - Support the rapport building process by participating in a joint outreach session with homeless outreach teams in clients' homes, to be initially set up by the homeless outreach teams.
 - Engage with and provide behavioral health services to individuals experiencing homelessness in the places they call home, e.g. engagements, shelters, cars.
 - Support linkages by providing community based services, transport to office based services and training for clients living homeless to get to their own appointments.



HOW BHS HELPS PEOPLE EXPERIENCING HOMELESSNESS

- Medication Support
- Benefits Support (GA/SSI/SSD/Medi-Cal)
- Homelessness prevention
- Referrals to programs and resources for health and recovery
- Co-Occurring Disorder Groups/Supports
- Case Management
- Accessing education
- Supports with vocational resources and job readiness
- Psycho-Social Rehabilitation
- Community Integration
- Individual Therapy (children's and Higher Intensity Programs)
- Housing Search (Higher Intensity Programs)
- Rapid ReHousing
- Supportive Housing (Higher Intensity Programs)
- Help remove housing barriers



Program Types:	Low to Moderate/High		High Intensity <u>F</u> ull <u>S</u> ervice Partnerships and Wraparound	High Intensity Programs with Built Apartment Housing
<p>Housing Interventions</p> <p>All programs have flexible housing dollars to either prevent imminent risk of or help resolve homelessness</p>	<p>CORE Adult</p> <p>Children's FIT</p>		<p>Full Service Partnerships: SOAR, ARISE, ISA, SEWP, CJSP, Pathways, New Direction, Central Star, Asian Pacific Counseling Center, HeartLand*, New Adult FSP*</p> <p>Children's Wraparound</p>	<p>SOAR, ARISE, ISA, SEWP*, Pathways, New Direction, Central Star, HeartLand*, Adult FSP*</p>
<p>Prevention: Short-term financial support, which ends when the risk of homelessness is resolved.</p>	<p>Independent Search and Support</p>		<p>Semi-Supportive</p>	
<p>Rapid ReHousing: Short-term financial support up to 12 months. Room and Boards are often used.</p>	<p>Semi-Independent</p>		<p>Semi-Supportive</p>	
<p>Permanent Support Housing Non-Chronic: Client is literally homeless and linked to a high intensity mental health provider with intensive case management services.</p>			<p>Semi-Supportive</p>	
<p>Permanent Supportive Housing Chronic: Client has documentation verifying chronic homelessness and is linked to a high intensity mental health provider (FSP) with intensive case management services.</p>			<p>Semi-Supportive</p>	
	<p>Helps people with mental health issues maintain recovery from past episodes of significant impairment</p>	<p>Helps people with severe mental illness who need ongoing multi-disciplinary outpatient treatment but do not require intensive or frequent contact. Supports are used</p>	<p>Helps people with severe mental illness who need intensive support and treatment but need minimal support in the community</p>	

BHS HOUSING BUILT UNITS

382 Built Units in 13 projects

1. Ardenaire- 19 1 & 2 bedrooms, including families
2. YWCA- 11 single room occupancy, single women
3. MLK Village- 30 studio cottages, including small families
4. Boulevard Court- 25 studio and 1 bedrooms
5. Folsom Oaks- 5 2 & 3 bedrooms, including families
6. Mutual Housing- 33 studio cottages, including small families
7. Hotel Berry- 10 Studios
8. 7th and H- 37 studios and 1 bedrooms
9. Courtyard- 20 studios, 1 bedrooms and small families
9. La Mancha- 40 Studios
10. Pathways – 25 units, singles and families
11. Vista Nueva (Staybridge) 15 units, families only
12. Fairview and Bravado – 12 units, singles and families



Folsom Oaks

HOUSING UNITS – TENTATIVE PLANNING

Taking Referrals and Leasing Up in FY 22/23 – FY 23/24: 167 Units

- Mutual Housing on the Blvd – Late Summer 2023 (50 units, singles and families)
- Sunrise Pointe – Currently leasing (August 2023) (22 units, singles and families)
- Villa Jardin – Early 2023 (15 units, singles, families, and couples)
- Central Sac Studios (Sutter House) – Winter 2023 (25 units, singles)
- Capital Park (NPLH) – August 2023 (65 units, singles)

Upcoming Planned Projects in FY 23/24 – FY 25/26: 174 Units

- Donner Field – 17 units, seniors only
- On Broadway – 37 units, Type TBD
- Rodeway Inn – 30 units, singles only
- Arden Star – 60 units, type TBD
- Auburn Oaks – 30 units, seniors only

And more to come!



Sunrise Pointe



On Broadway

Coming Soon

*subject to change as projects develop

Walk In & Connect to Services
at local
CORE Community Wellness Center



Best Places for Individuals Experiencing Homeless to Access Mental Health Linkage?

- **Homeless Encampment and Response Team (HEART)** – Call 916-875-1720 or submit by secure email at BHS-HEARTReferrals@saccounty.gov
 - Outreach and engagement in shelters and in encampments
 - Staff include Counselors and Peers
- **Mental Health Access Team** - Call 916-875-1055 or submit [online](#)
 - Any of our outpatient programs if they meet eligibility criteria
- **Mobile Crisis Support Teams – In Community (through 911 only)**
- **Community Support Team – Call 916-874-6015**
- **Mental Health Urgent Care Clinic – Walk in Clinic**
 - **Phone:** (916) 520-2460
 - **Address:** 2130 Stockton Boulevard, Building 300, Sacramento, CA 95817
 - **Hours:** TEM... call the clinic ahead of yo... e to occasional emergency...
 - Monday-Friday, 10:00 AM — 7:00 PM (Last walk-in at 6:00 PM)
 - Saturdays, Sundays & Holidays, 10:00 AM — 6:00 PM (Last walk-in at 5:00 PM)

Now open 24/7



Mental Health Access Team

- ✓ Entry point for mental health services
- ✓ Over-the-phone triage and assessments
- ✓ Referrals to mental health service providers

Monday – Friday
8:00 A.M. – 5:00 P.M.

Local Phone (916) 875-1055
<https://mentalhealthservicerequest.saccounty.net/>
Toll Free (888) 881-4881
FAX (916) 875-1190