



## San Mateo County Behavioral Health and Recovery Services (BHRS) Overview of Services Provided to NPLH Tenants

### Overview of Services

San Mateo County Behavioral Health and Recovery Services (BHRS) is committed to providing the services noted below to all tenants who are served as part of the No Place Like Home (NPLH) Program. As outlined by the Program, BHRS will coordinate with local service providers to ensure all required services are offered to NPLH clients. The services are voluntary on the part of the tenant and are not a requirement of tenancy. BHRS and the contracted providers will outreach and work to engage clients on an ongoing basis, beginning with the first direct contact with the client. Services are individualized and client centered. BHRS and/or the contracted providers will coordinate with the resident services coordinator and property management on a consistent basis to ensure tenants have access to services and supports that assist them to be good tenants.

### Required Services for NPLH Households

***Case Management Services:*** Each NPLH household will be assigned to a case manager. The case manager will work with the NPLH tenant using a flexible, strength-based, individualized approach. Services may include assessment, referral and linkage, supportive counseling, skill building, and advocacy.

***Peer Support Activities:*** BHRS and the service providers will offer a range of peer support activities. Each NPLH household will have access to a peer support worker who may come on site to meet with clients several times per week, depending on the voluntary interest of tenants in receiving peer support.

In addition, in the community, there are several options for peer support activities. Those include friendship centers, peer-run activity-oriented organizations, peer-involved supported employment programs, and peer-run wellness and recovery programs. The variety of peer activities take place throughout the County and up to six days per week. Certified peer facilitators are available to assist tenants to develop Wellness Recovery Action Plans (WRAP).

***Mental Health Care:*** All NPLH tenants will be assigned a mental health clinician and/or a community mental health nurse and a psychiatrist either from a BHRS- operated Regional Clinic or BHRS-contracted community service provider. The range of mental health services includes assessment, crisis counseling, medication monitoring, psycho-social education and rehabilitation, therapy, and peer support. Participation is voluntary and the frequency would be based on assessed need and with mutual agreement by the NPLH tenant and the treatment team. Services are provided by either the contracted provider who can deliver services on site or by BHRS at its regional clinics.

***Substance Use Services:*** BHRS contracts with several substance use providers who offer residential and outpatient treatment. In addition, two of the full-service partnership (FSP) provider organization have extensive experience in substance use. Staff members of one FSP has been trained in the Screening, Brief Intervention, and Referral to Treatment (SBIRT) model, an evidence-based practice that can be delivered on a one-to-one basis. The second provider recently merged with a substance abuse provider. All County

substance use programs have co-occurring capable and trauma-informed services. All providers are trained in motivational interviewing and stages of change. BHRS will work closely with these providers to facilitate entry into substance abuse treatment should the NPLH tenant so choose to participate.

***Physical Health Care:*** For NPLH households not already linked to a primary care provider, the behavioral health case manager will assist with linkage to physical health care. BHRS works closely with the San Mateo Medical Center and its community-based primary care clinics. They offer outpatient health care and dental services. The service providers have nursing and medical staff as part of their teams. BHRS and its service providers will work with the NPLH population to insure they have a health home. Medication prompts can be provided on site if needed.

***Benefits Counseling:*** All tenants will be offered an assessment of their current income and benefits. BHRS and the service providers will assist those who need to obtain benefits or who need advocacy in clarifying their benefits. BHRS has a team that coordinates benefits applications and the follow up process.

***Housing Retention Skills:*** The NPLH tenants will be offered the services of an occupational therapist who will focus on daily living skills that promote good tenancy and housing retention. These services will include an assessment of housing skills and knowledge and the development of an individualized skill-building plan. Money management and representative payee services can be offered, if needed.

#### **Additional Services that will be Offered by BHRS**

***Employment Services:*** BHRS contracts with Vocational Rehabilitation Services (VRS) for work assessments, employment skill development, and job coaching and counseling and supported employment opportunities. These services are available on a voluntary basis. Service providers, such as Caminar offer supported employment through Jobs Plus, while California Clubhouse offers both transitional and supported employment opportunities.

***Recreational and Social Activities:*** In addition to the social and recreational activities offered by the peer-run organizations, case managers and peer support workers will work with tenants to identify interests and local community activities that support client engagement and socialization. Depending on the number of NPLH tenants and other BHRS clients in the community, some social activities can be planned on site.

***Educational Activities:*** Supported education opportunities are offered by BHRS and its community partners. Case managers will work with tenants to determine their interests and desires in participating in educational opportunities, both formal and informal.

***Obtaining Other Services:*** Case managers will assess with the NPLH household for the need for additional services, such as civil legal services and will help interested individuals connect with the appropriate legal services. Food resources are available through the food bank food distribution programs and the local core service agency. Case managers will work with tenants to connect them to their nearest resources. Case managers will also provide or link clients to transportation, as needed.