



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
MANUEL J. JIMÉNEZ JR., MA, MFT, DIRECTOR

2000 Embarcadero Cove, Suite 400
Oakland, California 94606
(510) 567-8100 / TTY (510) 533-5018

Dear all,

Many of you have heard me speak of some upcoming changes to the four Wellness and Recovery Centers operated by Bay Area Community Services (BACS.) We will be implementing changes to both operations and service utilization in order to serve more consumers who need wellness and recovery skill building.

Before I outline the new model, let me take a moment to lay out how the Wellness Centers are currently being used.

- BACS' four Centers are currently used as a graduation/step down for consumers from the Service Teams, FSPs, ACT and Choices program.
- Once someone is stepped down from one of those programs they are allowed 3 months of utilization of both their referring service provider and the Wellness Center.
- After a certain amount of recovery skills are in place, the participant is discharged from the Wellness and Recovery Center and into the community where they will receive their behavioral health needs through an FQHC primary care clinic and thus have "graduated" from the County mental health system of care.

Since the Centers play such a vital role in the behavior health care of our consumers, combined with BACS' outstanding and long record of running this type of service, as of January 1st 2015 we will be opening to the Centers to a wider group of participants.

Outlined below is how the Centers will operate after January 1st, 2015.

- The four Wellness and Recovery Centers will be available for usage by any behavior health participant at any Level of Care (Level 1, 2, &3.)
- Consumers may attend the Centers while they are on a Service Team, an FSP, an ACT or Level II case management program, or any other level of behavioral health care.
- Consumers may keep their psychiatrist either on their Level 1 teams or primary care while attending the Centers at the same time.
- There will be no time restrictions in participating in the Centers.
- Consumers may partake of the services when they choose and for as long as they would like to participate.
- Referrals can come directly from another level care or the Centers can accept walk-ins.

- The Centers will continue to operate a full complement of wellness and recovery skill building tools through groups and one-on-one counseling and other Evidenced Based Practices.
- The Centers will increase their level of staffing with those who have lived experience, understanding the Wellness and Recovery Centers need a large staff presence from those who have had mental health struggles themselves.
- The Centers will keep a 90 person case management program open to assist participants who are severely and persistently mentally ill and are in need of short term targeted case management services to help stabilize their life.
- The Centers will employ both a psychiatrist and nursing staff who will offer medication support services.
- Consumers can receive psychiatry services either through the Wellness and Recovery Center case management program or through a medication only service,
- The Centers will be increasing their hours to provide some limited service on Saturdays and/or Sundays.
- BACS will begin after January 1st 2015 a quarterly utilization review meeting to determine who is attending the Centers from case management programs and whether both services are needed or the consumer can receive their services solely from the Wellness Centers. BACS will engage the provider in the review and make an assessment for the consumer that they are jointly serving in order that a dialogue and/or disposition plan can occur.

The overarching goal of redesigning the service utilization is to increase participation in the Centers by opening the Centers to a broader group of consumers. The Wellness and Recovery Centers under the new model will act as a touchstone for Alameda County Behavioral Health consumers and for those unknown to the behavior health system of care. The new model will serve as a community that is driven and determined by the participants needs, and serve as a community where our consumers are welcomed to attend and partake in recovery skill building regardless of where they are at with their own recovery.

If you have further questions or concerns about the new model that begins after January 1st, 2015 please attend the **Adult Provider meeting on Friday November 21st at 2000 Embarcadero Cover from 10am to 12pm in the 5th floor Gail Steele room.** We will address the model change at that meeting.

Warm regards



James Wagner LMFT

ACBHCS Adult System of Care Director