

Accessing Mental Health Resources in a Time of Crisis

Questions & Answers

Funding

Q1: *How are state funds divided among the counties?*

A: State funds are allocated to counties according to realignment and Mental Health Services Act (MHSA) distribution formulas. The allocations are not based on caseload or need.

Family Urgent Response System (FURS) and Other Resources

Q2: *Is FURS run through a state hotline?*

A: The Family Urgent Response System (FURS) was created in law in 2019 and is still in the implementation phase. Once launched, FURS is intended to provide immediate support for current and former foster children, youth and caregivers by establishing a statewide hotline available 24 hours a day, 7 days a week, for those youth and caregivers who are experiencing emotional, behavioral or other difficulties and need immediate help. The hotline will be staffed with operators who are trained in conflict resolution and de-escalation and can provide immediate assistance to preserve the family unit and determine whether county level intervention is necessary. County FURS programs also intend to establish county mobile response teams available on a 24/7 basis to provide in person support when needed to help stabilize the living situation, assess the caregiver's and child's needs, and develop a plan of action.

Q3: *Where can caregivers and youth find hotlines and resources? Does each county have a resource directory or other central location for resources?*

A: All county mental health departments have 24/7 hotlines for local residents seeking assistance in a crisis and to access local mental health programs. To view mental health department information for all counties, click [here](#).

In Los Angeles County, call [800-854-7771](tel:800-854-7771). Callers have the option of dialing the following:

- 1) Crisis/Mental Health Referrals;
- 2) Emotional Support;
- 3) Vet/Military Families.

COVID-19 Mental Health Resources in Los Angeles County are available at the following link:

<https://dmh.lacounty.gov/covid-19-information/>

Los Angeles County Department of Mental Health has also started to collect a variety of resources about Race and Racial Equity which can be found: <https://dmh.lacounty.gov/resources/>

Therapeutic Services

Q4: *If a child lives on their own and does not have responsible adults to remind them to seek therapy or remind them to continue their treatment, are their services canceled if they fail to participate?*

A: Services should not be canceled. In some circumstances, providers are having more challenges engaging youth, so counties have been providing coaching for providers around engaging youth in telehealth and preparing youth for telehealth.

Counties have also been working with providers to address concerns about limiting intakes or reducing intakes. If there are concerns with certain providers cancelling services, the youth, family or advocate can reach out to the county Department of Mental Health (DMH) for assistance. For Los Angeles, the Deputy of the DMH Child Welfare Division, Anabel Rodriguez, can be reached at ANRodriguez@dmh.lacounty.gov

Q5: *What best practices are available to ensure placement stability?*

A: The placing worker should be advocating for the youth. And the county Behavioral Health Department/Mental Health Department that is responsible to ensure the services occur should be contacted. Each county has a 1 (800) access line that youth or caregivers can call 24/7. [Visit the DHCS website for phone numbers.](#)

Q6: *I am a resource parent interested in attending mental health trainings. How can I get involved?*

A: If Los Angeles County caregivers are interested in the virtual trainings for resource parents/families, they can email the Department of Mental Health (DMH) to ask to be added to the distribution list at: CCRTTraining@dmh.lacounty.gov.

Q7: *What source can I cite for the state requirement for trauma-informed practices/care?*

A: The Department of Health Care Services (DHCS) Mental Health Program Approval Protocol and the California Department of Social Services Community Care Licensing (CDSS CCL) Interim Licensing Standards for Short Term Residential Treatment Programs (STRTPs) both outline the requirements for Trauma Informed Care training of staff. CDSS CCL also requires Trauma Informed Care training for resource parents prior to becoming licensed.

Additional resources include:

The Medi-Cal Manual Third Edition:

https://www.dhcs.ca.gov/Documents/ChildrensMHContentFlaggedForRemoval/Manuals/Medi-Cal_Manual_Third_Edition.pdf

AB 403 (Stone):

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201520160AB403

DHCS Mental Health Program Approval STRTP Regulations:

<https://www.dhcs.ca.gov/Documents/STRTP-Regulations-version-II.pdf>

CDSS Interim Licensing Standards for STRTPs:

https://www.cdss.ca.gov/Portals/9/CCL/Childrens-Residential-Licensing/ILS/STRTP_ILS_V3_01_11_2019Web.pdf?ver=2019-11-21-092550-947

Q8: *Can treatment plans include services for transgender children? If so, how do resource parents request them?*

A: The Child and Family Team (CFT) is the best venue for discussing the unique and individualized services and supports to address the needs of a youth. The county social worker should be the main contact for organizing the CFT, however the resource parent and youth can also have this discussion with the clinician. Part of the CFT process will be to check in with the youth and formal supports to prepare them for the CFT and how to lead the meeting with their needs.

Q9: *How does substance abuse treatment differ in a Short Term Residential Treatment Program (STRTP) for a nonminor dependent (NMD) from a treatment center for adults?*

A: STRTPs are not required to provide substance use disorder services, but to arrange for any Medi-Cal Specialty Mental Health Services and substance use disorder services the youth needs that the STRTP does not directly provide. Because substance use disorder services are not included in the presumptive transfer requirements, the original jurisdiction County Behavioral Health Department is responsible for the provision of services, and request should be made to that county. It is also important to discuss this need during the Child and Family Team Meeting.