



# BEHAVIORAL HEALTH SERVICES HOMELESS SUPPORT SERVICES AT THE CONVENTION CENTER

---

Piedad Garcia, Ed.D., LCSW  
Deputy Director, Behavioral Health Services



# Counseling Corner



# Behavioral Health Support Services



- Four Counseling Corner Pop-Ups established
- Behavioral Health Screening & Assessment
- Psychiatric screening and medication management
- Medication delivery and coordination
- Crisis intervention
- Counseling services – individual and group counseling (Art group, Women’s group, AA group, Leadership Transformation group, Relaxation group)
- Case management and linkage to community-based support services
- Care coordination and linkage to behavioral health services

# Funding Source and Hours



LIVE WELL  
SAN DIEGO

- The Mental Health Systems, Inc. Counseling Corner is a contract of the County of San Diego Health & Human Services Agency, Behavioral Health Services using CARES ACT Funding
- Behavioral Health services are provided 7 days a week, 8:30 a.m.- 6:30 p.m.
- Crisis response after hours 24/7 via phone

# Behavioral Health Staffing



LIVE WELL  
SAN DIEGO

- Substance Use Counselors
- BA Level Counselors
- Mental Health Clinicians
- Licensed Clinical Program Manager
- Nurse Practitioners
- Administrative Support

# Partners and Other Services



LIVE WELL  
SAN DIEGO

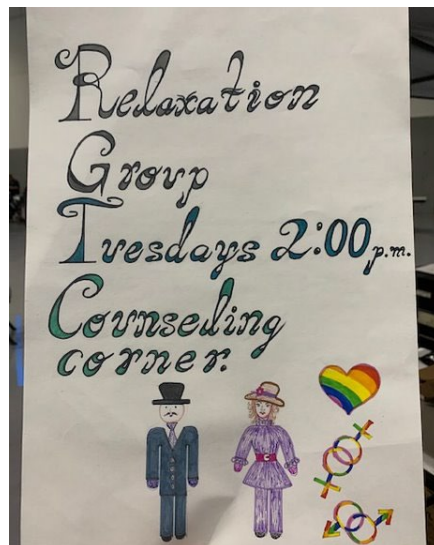
- BHS integrated with public health, medical, and homeless providers
- Alpha Project, Father Joe's Village & Veterans Village of San Diego (VVSD)
- San Diego Housing Commission – Housing Navigation/Placement
- American Medical Response (AMR) teams – 24/7
- Convention Center staff – cleaning staff, kitchen staff, Convention Center Execs
- Telecare ACT
- San Diego Youth Services – Housing for TAY
- SD LGBT Community Center
- Medical teams - La Maestra, Father Jose's Street Team
- City Staff - librarians assisting as security guards and housing navigators; lifeguards assisting with oversight and safety
- HHSA Eligibility



# Number of Services Provided



- Since **April 1, 2020**, the Counseling Corners have provided:
  - **9,092** behavioral health contacts for support services
  - **353** medication management services
  - **800** referrals and linkages to mental health (MH) and Substance Use (SU) programs.
  - **139** referrals and linkages to ACT and Strength Based Management Programs



# COVID-19 Testing



LIVE WELL  
SAN DIEGO

The Counseling Corner staff conduct a brief Behavioral Health screening on all residents who are symptomatic and/or who have tested positive for COVID-19 and are transitioning to a hotel to ensure safety during isolation.





# What's Worked



LIVE WELL  
SAN DIEGO

- Staff provide comprehensive and collaborative care in coordination with our partners at the Convention Center = One-Stop Shop
- Residents have access to “whole-person” services
- Nurse Practitioners prescribe medication management and residents can have meds delivered to their shelter the same day
- Staff provide warm hand-offs to other service providers – literal warm hand-offs
- Staff can follow-up with residents efficiently since they reside there

# Resident Feedback



LIVE WELL  
SAN DIEGO

10-3-20

To Whom it May Concern,

The MHS counseling program at the San Diego Convention center has been amazing. I don't know how I would have been able to endure being homeless for the first time without the help of Karen, Markenia, & Elsa, specifically. These ladies are very professional at all times. They are very knowledgeable and caring. They are empathetic and

caring. I also would like to mention that I am so pleased and relieved that they are available 7 days a week for a full shift.

Thank you for being here at the con-vention center. Please continue to have this program here every day of the week.

Sincerely,

Olmy Williams



LIVE WELL  
SAN DIEGO

