

Call Center Initiatives

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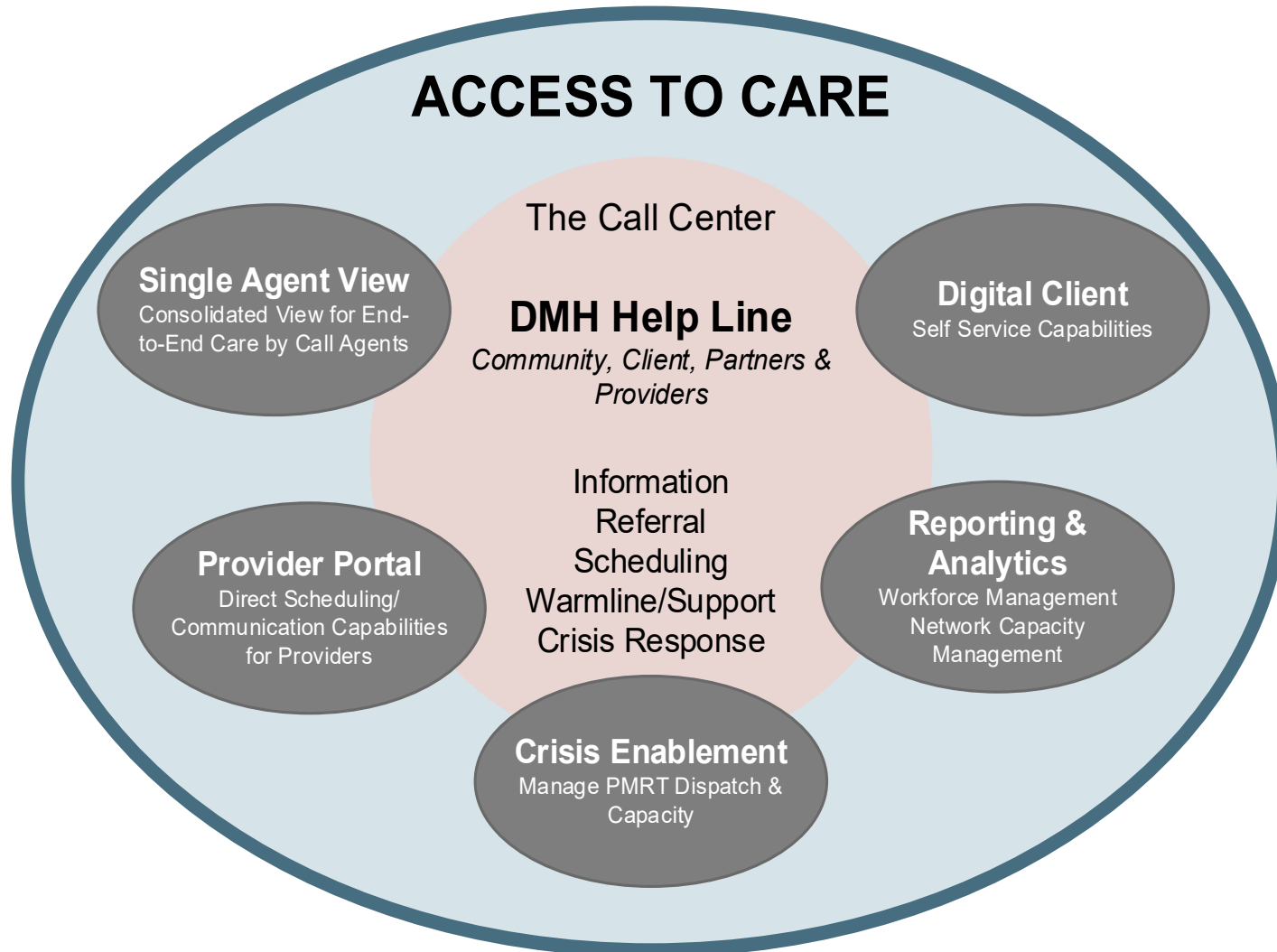
Quality Assurance Manager

Los Angeles County Department of Mental Health

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LACDMH Call Center Vision

A modern Call Center that serves as the hub to access services within the LACDMH system of care. The Call Center provides end-to-end assistance in an efficient and user-centered manner.



Purity of purpose:

- ✓ Information & Referral
- ✓ Centralized Appointment Scheduling
- ✓ Warmline/Emotional Support
- ✓ Hotline/Crisis Response

Streamline and Modernize the User Experience

- ✓ Chat, Call, & Video Interaction
- ✓ Minimize Delays & Confusing Choices
- ✓ Seamless Transfers of Call

Goals

- ✓ Streamline processes for crisis dispatch & linkage to services
- ✓ Modernize technology (e.g. chat, email/text notifications)
- ✓ Reduce time-to-care and coordination of services

Ongoing process that began in 2022 and will go forward into 2025

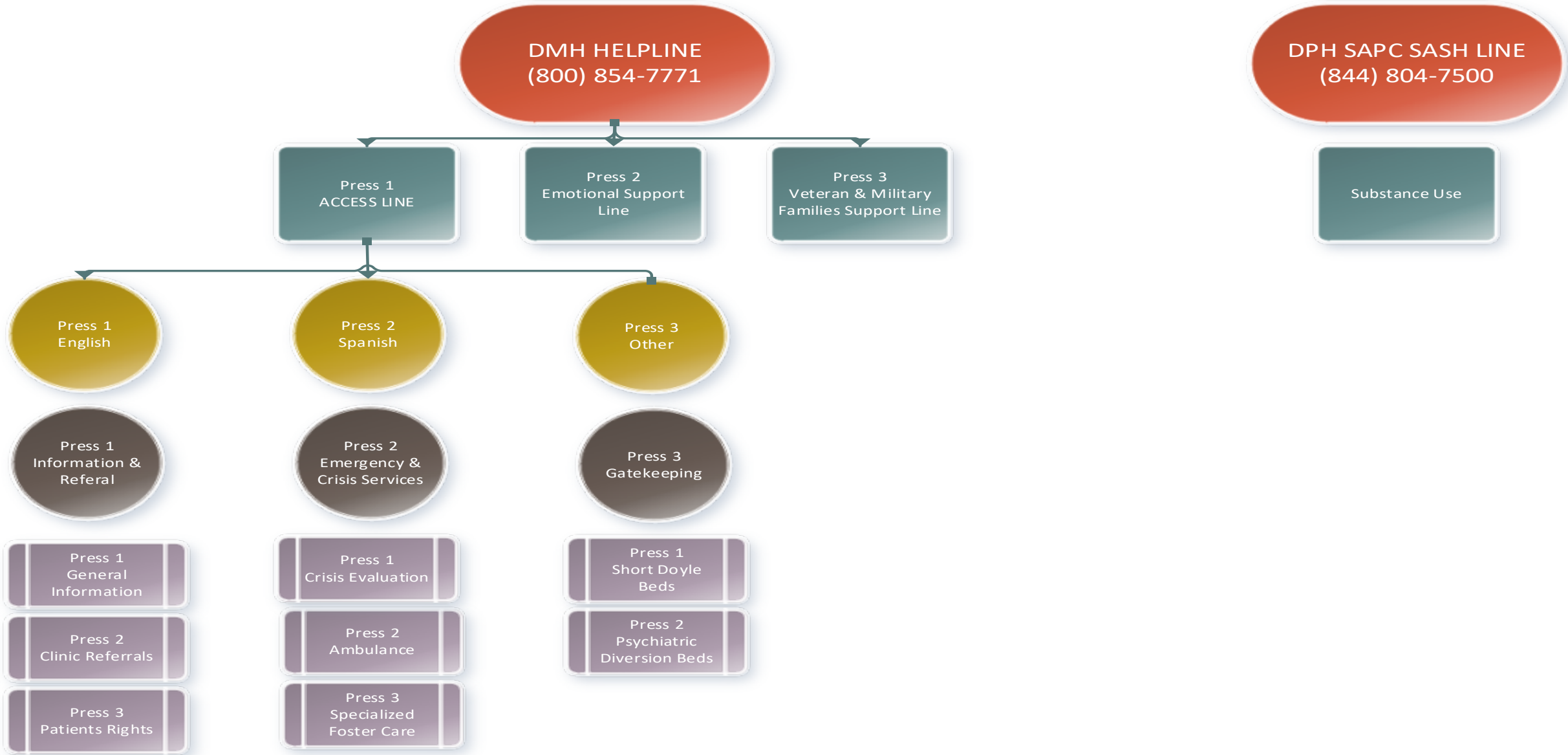
Behavioral Health Administration Integration

- Medi-Cal Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) treatment services are currently administered through separate, unique structures at the county level
- DHCS is proposing to combine the administration of SMH and SUD services into one, integrated specialty behavioral health program.
- One component of Behavioral Health Administration Integration is a single 24/7 Access Line

County-Operated 24/7 Access Line

- Counties with integrated contracts will be expected to operate a single 24-hour access line for all beneficiaries seeking behavioral health services.
- QA is working with ACCESS and DPH SAPC's SASH Line to have a single call center by July 1, 2024

Current State – Two Numbers



Future State – Single Number

Los Angeles County
Call Center
(800) 854-7771

Press 1 – English
Press 2 – Spanish
Press 3 – Chinese
Press 4 - Korean
Etc.
Options for all threshold languages

Press 1
Crisis or Mental
Health

Press 2
Substance Use

Press 3
Veteran & Military
Families Support
Line

Press 1
Crisis

Press 2
Information &
Referral

Press 3
Emotional
Support

WHAT SHOULD THE SINGLE NUMBER BE CALLED?

“You have reached the Los Angeles County [name].”

Some options include:

1. Mental Health and Substance Use Services Call Center
2. Mental Health and Substance Use Help Line
3. Behavioral Health Recovery Services
4. Caring Access for Recovery and Entry (CARE)
5. Helping Access to Recovery and Treatment (HART)
6. Crisis Access Recovery & Emotional Support (CARES)