

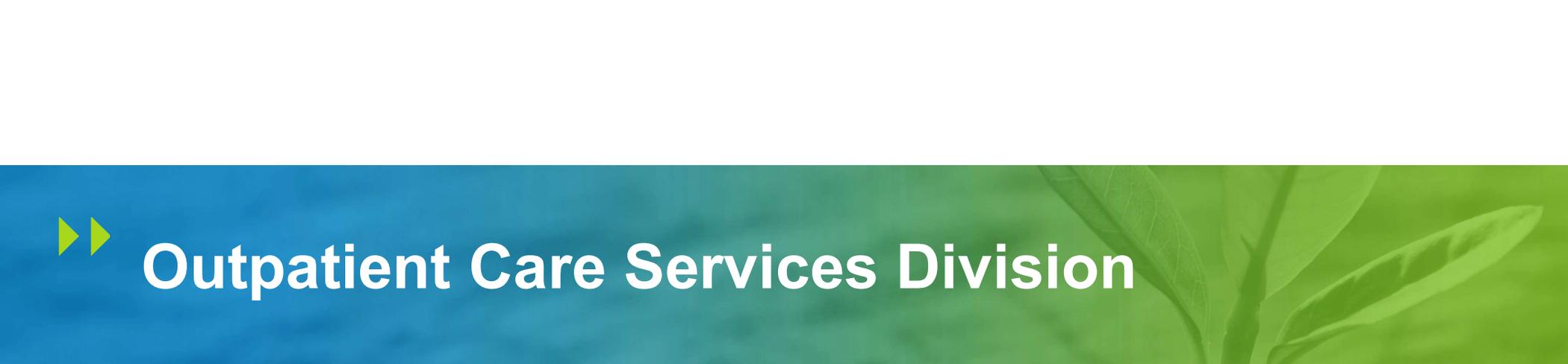
▶▶ Outpatient Care Services Division Overview

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LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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▶▶ Outpatient Care Services Division

- Our Division offers specialized mental health treatment for individuals with serious mental health conditions such as schizophrenia, bipolar disorder, major depression, and chronic anxiety.
 - Focused on long-term care and recovery, our aim is to help stabilize symptoms, improve functioning, and prevent hospitalization while supporting individuals in their active recovery.
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▶▶ Outpatient Care Services Division

Services include therapy, medication management, case management, rehabilitation, and peer support—delivered by multidisciplinary teams in both clinics and community settings.

▶▶ Target Population

- Children, transition-age youth (TAY), adults, and older adults with serious mental illness (SMI) or individuals who meet criteria to access specialty mental health services
- Individuals with co-occurring disorders (mental health and substance use)
- Underserved or high-risk populations, including unhoused individuals, foster youth, justice-involved individuals, and communities facing systemic barriers

▶▶ Outpatient Care Services

Outpatient Care Services include, but are not limited to, the following:

- **Assessment and Evaluation**

- ◁ Comprehensive mental health evaluations
- ◁ Diagnosis of mental health disorders

- **Treatment Planning**

- ◁ Development and maintenance of individualized treatment plans
- ◁ Collaborative planning with clients and family/support systems

▶▶ Outpatient Care Services

- **Individual and Group Therapy**
 - ◁ Evidence-based therapeutic interventions
 - ◁ Trauma-informed care models
- **Case Management / Intensive Care Coordination**
 - ◁ Linkages to community supports (housing, employment, education)
 - ◁ Coordination with physical health, substance use, and social services

▶▶ Outpatient Care Services

- **Medication Support Services**

- ◁ Psychiatric evaluation and medication management
- ◁ Psychoeducation on medication adherence and side effects

- **Crisis Intervention Services**

- ◁ Immediate mental health support during crisis episodes
- ◁ Coordination with emergency psychiatric services when necessary

▶▶ Outpatient Care Services

- **Psychoeducation and Wellness Support**
 - ◁ Skill-building groups (e.g., coping, social, parenting).
 - ◁ Support for family members and caregivers.
- **Co-occurring Disorders**
 - Under BSHA, OCS is poised to start treating Substance Use Disorders (SUD), integrating mental health and substance use disorder (SUD) services across the system to ensure that SUD treatment and services are accessible to all clients.

▶▶ Service Delivery Requirements

- **Hours of Operation:**

- ◁ Monday through Friday, minimum 8:00 AM – 5:00 PM, with some evening and weekend availability based on community needs.

- **Staffing:**

- ◁ Multidisciplinary team including licensed clinicians, case managers, peer support specialists, psychiatrists, and administrative staff.

- ◁ Culturally and linguistically appropriate staffing to meet the needs of diverse populations.

▶▶ Service Delivery Requirements

- **Documentation:**

- ◁ Use of LACDMH-approved electronic health record (EHR) systems.
- ◁ Compliance with all DMH documentation standards, including timely entry of progress notes, treatment plans, and outcome measures.

- **Quality Assurance:**

- ◁ Participation in LACDMH audits, quality improvement activities, and client satisfaction surveys.
- ◁ Regular staff training in compliance, cultural competency, HIPAA, and clinical best practices.

▶▶ Performance Measures

Service Providers will be evaluated based on:

1. Timeliness of service delivery (e.g., initial appointment within 10 days of referral).
2. Client engagement and retention rates.
3. Reduction in psychiatric hospitalizations and crisis service utilization.
4. Client-reported outcome measures (e.g., improvement in functioning, satisfaction).
5. Documentation accuracy and compliance rate (goal: $\geq 90\%$).

▶▶ Reporting Requirements

Providers shall submit monthly and quarterly reports including:

- Service utilization data
- Staffing updates and vacancies
- Critical incidents and corrective actions (if applicable)
- Progress toward performance metrics

▶▶ Reimbursement and Billing

- Services must be billed in accordance with Medi-Cal, MHSA, and other applicable funding streams.
- Contractors must ensure eligibility verification and proper documentation for all billable services.
- Reimbursement shall be contingent upon compliance with LACDMH billing policies and procedures.

▶▶ Compliance and Regulations

Contractors shall comply with all applicable federal, state, and local regulations including:

- HIPAA and 42 CFR Part 2 (Confidentiality of Substance Use Disorder Records)
- California Department of Health Care Services (DHCS) regulations
- LACDMH policies and guidelines
- Mandatory reporting laws

Questions?



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