COUNTY OF SAN DIEGO

Integrating Mental Health-Related Services Into Licensed DUI Programs

Linda Bridgeman Smith, County DUI Program Coordinator
Health & Human Services Agency, Behavioral Health Services

Linda Richardson, NEXT STEPS Program Director
National Alliance on Mental Illness (NAMI) San Diego

Substance Use Disorders Statewide Conference, August 22, 2017
1) Promote and improve inter-agency collaboration and service delivery for DUI program participants.

2) Use Mental Health Services Act funding to provide needed services to an under-served population.

3) Describe mental health resources to DUI program participants.
BUILDING BETTER HEALTH

3 BEHAVIORS
NO EXERCISE
POOR DIET
Alcohol, tobacco & other drug use

4 DISEASES
CANCER
HEART DISEASE
TYPE 2 DIABETES
LUNG DISEASE

That Result in
PERCENT OF DEATHS IN SAN DIEGO

COUNTY VISION

LIVE WELL
SAN DIEGO

Building Better Health
- Utilize prudent alcohol policy to improve health

Living Safely
- Alcohol policy supports businesses operating properly & contributes to the tax base

Thriving
NOT TRAFFIC SCHOOL

COMEDY TRAFFIC SCHOOL
by IMPROV®

Club

Our CA Traffic School was created in California in partnership with the World Famous Improv Comedy Club to make it Fun Fast and Effective. Improv Traffic School’s unique edutainment courses have won copious accolades from students and the media resulting in our being named Best Traffic School year after year.

☑ $29.95 $19.95
☑ Only 6 Chapters / No Timers Required
☑ 25 q. multiple-choice exit quiz
☑ Certificate in 30 Minutes
☑ FREE BONUS – 4 Tickets to the Improv Comedy Club ($60 Value)
☑ Free mobile app

Improv Traffic School is pleased to be licensed by the State of
DUI PROGRAMS ARE...

State Licensed Education & Counseling Programs

State certified AOD Staff

Only program recognized by DMV for DUI convictions

- Requires court or DMV referral
  - Program length is *charge-based*

Self-supporting H&S 11837.4(2)(A)

- Cost of program is paid by individual (no public funds)
- Payment plans
- Minimum fee, based on state criteria
Over 90 DUI specific pieces of legislation* since 1975

- CCR, Title 8. Certification of Alcohol and Other Drug Counselors, Sec 13000 – 13075
- CCR, Title 9. Rehabilitative & Developmental Services, Div 4, CH 3. Programs for Alcohol/Drug Impaired Drivers, Sec 9800-9886 (86 pages)
- CA Health and Safety Code 11836 – 11838.11
- Federal Confidentiality Regulations for AOD (42 CFR part 2)
- Federal Health Insurance Portability/Accountability Act (HIPAA) (45 CFR)

*DMV Annual Report of the CA DUI Management Information System
DUI PROGRAM GOALS

Help to recognize SUD and assist participant in their recovery.  H&S 11837.4(3)(D)(5)

✓ Explore SUD use in high-risk situations including driving.
✓ Reduce recidivism
✓ Explore life-style changes including abstinence as a lifestyle choice
✓ Provide education & counseling services
✓ Provide voluntary ancillary referrals
  - DUIP can NOT compel the referral to be acted on

Issue DL 101, Proof of Completion
11,201 Enrolled Participants

♦ 3% Wet Reckless
  • Under .08 BAC

♦ 75% 1st Offenders
  • 3, 6, 9 month programs

♦ 25% Multiple Offenders
  • 18 months
Licensed DUI programs are available in all California counties and focus on both alcohol and drug impaired driving. All DUI programs adhere to the same regulatory requirements, with localized program design and implementation. The following applies to San Diego County.

### San Diego County DUI Program Requirements

<table>
<thead>
<tr>
<th>Program Length</th>
<th>12HR</th>
<th>3MO</th>
<th>6MO</th>
<th>9MO</th>
<th>12MO</th>
<th>18MO/SB-38</th>
</tr>
</thead>
</table>
| VC Offenses    | 23103.5  
BAC under .08  
“wet reckless” | 23152 (all sections); 231531st offense, BAC .08 - .14 | 23152 (all sections); 23153 1st offense, BAC .15+ | 23152 (all sections); 23153 1st offense, BAC .20+ | 2315(all sections); 23153 2nd offense occurred prior to 1999 | 23152(all sections); 23153 2nd offense, 3rd, 4th ... |
| Program Fee    | $243 | $528 | $961 | $1293 | $1540 | $1710 |
| Effective 4-14-14 | 12 Hours  
6 Weeks | 35.5 Hours  
12 Weeks | 74 Hours  
24 Weeks | 97 Hours  
36 Weeks | 125 Hours  
52 Weeks | 157 Hours  
73 Weeks |
| Required       | 12 Hours  
6 Weeks | 35.5 Hours  
12 Weeks | 74 Hours  
24 Weeks | 97 Hours  
36 Weeks | 125 Hours  
52 Weeks | 157 Hours  
73 Weeks |
| Participation Time  | 1 per month | 1 per week | 1 per week | 1 per week | 1 per week | 1 per week |
| Hours/Weeks     | Additional county reqmt, CCR§ 9860 | N/A | 1 per month | 1 per week | 1 per week | 1 per week |
| Self-Help       | 1 per month | 1 per week | 1 per week | 1 per week | 1 per week | 1 per week |
| Attendance      | 1 per week | 1 per week | 1 per week | 1 per week | 1 per week | 1 per week |
Prevention/Early Intervention (PEI)

- ...designed to prevent mental illness from becoming severe & disabling.
- ...emphasize improving timely access to services for underserved populations.
- Outreach…to recognize the early signs of potentially severe & disabling mental illnesses.

Innovative Programs

- Promote inter-agency collaboration.
- Increase access to services.
- By introducing new mental health practices or adapting existing mental health approaches for a new setting or community.
WHAT

NEXT STEPS, via contract with NAMI San Diego

MOA between DUIPs and NAMI

- Provide onsite space, allow staff consultation, in-service/meetings
- Peer-based care coordination & health-system navigation
  - Improve participant mental health
  - “Mobile outreach services…shall provide…DUI programs and other sites…”
Enrolled DUI Participants that…

1. Staff believe could benefit from additional services

2. Disclosure of a mental health issue and are not receiving treatment

3. Disclosure of a recent suicide attempt

4. Excessive anger, sadness or other extreme behaviors

5. Staff believes something is ‘off’
Because it’s the right thing to do.

1 in 5 people experience mental illness annually.

Suicide was the 10th leading cause of death in the United States in 2016.

There is clear evidence that intoxication and chronic, heavy drinking are often associated with suicide. While alcohol policies are known to be effective in reducing excessive drinking, this review undertakes a critical look at the literature on the relationship between alcohol policies and suicide. Strong Alcohol Policies Can Help Prevent Suicide, Article ID: 660513, Released: 9-Sep-2016, Research Society on Alcoholism
In a three year period, SDSU DUI program conducted MH screenings of 854 program participants.

- Of those, 96 (11%) were apprised of services available through NAMI Next Steps program
- Those 96 participants were primarily uninsured.
- In addition to DUI related stressors, those participants presented with various psychosocial stressors
- 51% presented symptoms of depression or anxiety

<table>
<thead>
<tr>
<th>Presenting problem for Participants referred NAMI Next Steps Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol or other drug withdrawal</td>
</tr>
<tr>
<td>Chemical dependency treatment</td>
</tr>
<tr>
<td>Decompensating mental health condition</td>
</tr>
<tr>
<td><strong>Depression, Anxiety, or untreated depression or anxiety</strong></td>
</tr>
<tr>
<td>Depression and suicidal ideation/attempt</td>
</tr>
<tr>
<td>Discontinued psychotropic medication/self-medicating</td>
</tr>
<tr>
<td>Domestic Violence</td>
</tr>
<tr>
<td>Drinking while taking prescribed psychotropic medication</td>
</tr>
<tr>
<td>Drinking with other prescribed medication</td>
</tr>
<tr>
<td>Extremely heavy alcohol/drug use &amp; child protective issue</td>
</tr>
<tr>
<td>Grief and loss issues</td>
</tr>
<tr>
<td>Homelessness</td>
</tr>
<tr>
<td>Of those, 1 presented with severe alcohol use disorder; 1 with suicidal ideation; and 1 with untreated PTSD</td>
</tr>
<tr>
<td>Lack of access to health care</td>
</tr>
<tr>
<td><strong>PTSD</strong></td>
</tr>
<tr>
<td><strong>Recent suicidal ideation/attempts</strong></td>
</tr>
<tr>
<td>Severe alcohol use disorder</td>
</tr>
<tr>
<td>Survivor of suicide loss</td>
</tr>
<tr>
<td>Trauma</td>
</tr>
<tr>
<td>Of those, 1 presented with CPS involvement</td>
</tr>
<tr>
<td>Untreated ADHD</td>
</tr>
<tr>
<td>Other untreated mental health condition</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
</tr>
</tbody>
</table>
§9862 Referral to Ancillary Services

- Voluntary, no cost & documented in participant file
- Is **not** a DUI program activity
- Signed consent
- On site, NAMI site or by phone
4.2 Geographical/Regional Service Areas and Location(s): (pg. 4)

4.2.5: Four (4) County-funded Driving Under the Influence (DUI) programs

6.2 Outreach Sites: (pg.14)

6.2.1. Staffing at the Outreach Sites shall be provided as follows:

6.2.1.1. Five (5) teams, consisting of one (1) AOD Counselor and one (1) Peer Specialist per team shall be designated as mobile outreach teams and shall provide services at Outpatient Mental Health Clinics, AOD Treatment Centers, Primary Care, DUI programs and other sites as available.
NAMI SD PROVIDES...

- Recovery-oriented peer and family support program
- Goal to reduce psychiatric emergency room visits & hospitalizations
- Staff are individuals with lived experience who provide support, education, resources and linkage to community services
- Whole health focus: mental health, physical health and substance use
- The Next Steps Program is based at San Diego County Psychiatric Hospital
- **Reduce** psychiatric hospitalizations and emergency room visits
- **Decrease stigma** associated with mental illness and SUD
- **Link** to community services
- **Foster independence** and self-sufficiency
- **Empowerment** to take charge of one’s own recovery
- **Teach** health navigation skills
- **Educate and support** participants and their families
Staff introduce recovery, provide peer-coaching and mentoring using a variety of techniques including motivational interviewing, all within a recovery frame.

- Use recovery language.
- Emphasize empowerment, self-care, personal responsibility.

Staff model that recovery is possible.
Peer Specialists
Family Specialists
Health Navigators
Certified AOD/SUD Counselors
Behavioral Health Clinicians
Registered Nurses (RN)
BENEFITS OF LIVED EXPERIENCE

- Engage readily because they have “been there”
- Share own lived experience as appropriate
- Educate on recovery and community services
- Helps decrease the stigma of behavioral health services
- Advocate for participants
- Bring compassion and dedication
- Provide hope
- Model successful recovery
KEY SERVICES

- **Support & education to participants and their families**
- **Resources for a wide variety of community services**
- **Service linkages for participants & families based on their self-identified needs**
- **Model recovery**
- **Offer hope that recovery is possible**
Hospital staff include teams of SUD Counselors and Peer/Family Specialists.

Coverage from 8:30am - 9:00pm 365 days a year.

Hospital staff introduce recovery, provide information, support, peer coaching and mentoring.

- Staff work to engage individuals and family members.

Services provided individually and in groups include peer support and SUD recovery.
REASONS TO REFER

Individuals *struggling with MI and/or SUD* & who need:

- Residential treatment
- Connections & linkage to healthcare system
- Family members who could benefit from education and support
Next Steps provides mental health assessment, consultation and brief counseling to persons enrolled in County DUI programs. The process of asking and answering questions about your health is called an assessment. By understanding your needs, the clinician will develop a plan of care with you. We invite you to partner with us to improve your health and wellness to create a healthy, safe and thriving life.

Consent for Services means you understand the kinds of services available to you from this clinician. Services authorized by this Consent will be based on your needs and what you say is important. You will help decide what services you will receive. Services can be provided in person (face to face) or by phone.

I agree to meet with a licensed clinician from Next Steps for the purpose of mental health assessment and consultation and brief counseling to assist me with my needs. In addition, Next Steps staff can offer me assistance with navigating the health care system and linkage to community services. Next Steps, a County funded program, is a partnership of four agencies, NAMI San Diego, Mental Health Systems, Union of Pan Asian Communities and Family Health Centers of San Diego.

I understand that my meetings with a Next Steps clinician will be limited to 3 sessions. If additional sessions are needed, the clinician may refer me to a provider in the community. I understand that my participation is voluntary.

I understand that I have the right to:
- Have questions and answers explained about the assessment and care I receive, and any referrals I am given.
- Get a copy of this Consent.
- End this Consent at any time.
- File a complaint or grievance without negative consequences.

Important Information:
The law requires this staff member to notify the individual and the authorities if you have the intention to harm another individual.
The law requires this staff member to report any suspected child abuse, neglect or molestation to protect minors. Suspected cases of dependent adult and elder abuse are also reported. The staff member will make every effort to help you understand your situation and explain why he is required to make these reports.
The law requires that if you become unable to care for yourself or there are serious concerns of death by suicide, the staff member will tell the authorities to prepare for hospitalization. The staff member will make every effort to do this with you to understand your situation and why he is required to make a report.

I have read this form or had this form read or explained to me. I understand the information and I agree to accept services. This consent will end when I state it should end and/or when my services end.

DUI Participant Name: ________________________  Signature: ________________________  Date: ________________________

Clinician Name: ________________________  Signature: ________________________  Date: ________________________

Next Steps/Agency Name: ________________________
Referral: Next Steps – DUI Mental Health Consultation

Staff:
Tina Ailes, LMFT 619-542-4189, 858-987-3815 (cell), cailes@mhsinc.org
Sibelia Chaiyahat, LCSW: 619-542-4166, 858-264-8037 (cell), schaiyahat@upacsd.com
Elisa Helm, LMFT: 619-542-4166, elisahelm@namisd.org

Next Steps Office: 619.542.4166       Fax: 619.542.4168

Next Steps is an integrated care program providing free brief mental health consultation to participants of the San Diego County DUI Programs. Licensed clinicians can provide brief mental health consultation or counseling, health navigation assistance, brief case management, and linkage to other services to DUI program participants either in person or on the phone.

Please check criteria that apply when making a referral:

___ Participant reports a mental health diagnosis and/or a variety of needs that could benefit from additional mental health support.

___ Participant has previously attempted suicide and is currently suicidal.

___ Participant has demonstrated behaviors that could lead to DUI program dismissal.

<table>
<thead>
<tr>
<th>Name of Client:</th>
<th></th>
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<tbody>
<tr>
<td>Client Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Reason for Referring:</td>
<td></td>
</tr>
<tr>
<td>Safety or risk issues:</td>
<td></td>
</tr>
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</table>

Referred by: ____________________________
ROI obtained: ___________________________
Date: ________________________________
Individuals recently in the ER and/or SD San Diego County Psychiatric Hospital

Those served by a County operated specialty mental health clinic, and

DUI Program Participants
Community staff provide a **warm hand-off** when possible in the ER or on the Inpatient Units and follow them into the community.

**Referrals contacted within 72 hours.**

**Services provided Mon - Fri 8:30am - 5:00pm for up to 90 days.**

**Clients and families linked to a variety of community resources according to their self identified needs.**
◆ Assist with the transition from specialty MH care to primary care for behavioral health needs

◆ Link everyone served to primary care provider

◆ Assistance with complex medical needs to obtain needed health services
SUD consultation services to the downtown crisis walk-in mental health clinic

Health navigation services to designated specialty mental health clinics throughout the County

Weekday walk-in hours from 9:00am to 4:00pm serving new and existing participants

Mental health consultation services to the County DUI programs
SUPPORTING PARTICIPANTS & FAMILIES ON THEIR RECOVERY JOURNEY
### REFERRALS FROM OUTSIDE SDCPH

<table>
<thead>
<tr>
<th>COUNTY CLINICS</th>
<th>DUI PROGRAMS</th>
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<tbody>
<tr>
<td>101</td>
<td>135</td>
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### CONTACTS (NOT ENROLLED)

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<tr>
<th></th>
<th>INDIVIDUAL</th>
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<td>EPU</td>
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<td>COMMUNITY</td>
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<td>2206</td>
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<td>126 *</td>
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<td></td>
<td>142</td>
<td>105</td>
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<td></td>
<td></td>
<td>315 **</td>
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### REASONS NOT ENROLLED *

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<tr>
<th>IN SYMPTOMS</th>
<th>UNINTERESTED</th>
<th>NO CONTACT INFO</th>
<th>INELIGIBLE</th>
<th>RESOURCES ONLY</th>
<th>OTHER</th>
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<td>42</td>
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<td></td>
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### NEWLY ENROLLED

<table>
<thead>
<tr>
<th>INDIVIDUALS</th>
<th>FAMILY MEMBERS</th>
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<tbody>
<tr>
<td>681</td>
<td>68</td>
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</table>

### WALK Ins

<table>
<thead>
<tr>
<th>EPU REFERRALS</th>
<th>ENROLLED/ NO APPT</th>
<th>NEW CONTACTS</th>
<th>NEW - ENROLLED DURING WALK-IN</th>
<th>TOTAL WALKINS</th>
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<tbody>
<tr>
<td>7</td>
<td>527</td>
<td>588</td>
<td>33</td>
<td>1117</td>
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</table>

### HOSPITAL GROUPS

<table>
<thead>
<tr>
<th>TOTAL GROUPS</th>
<th>ATTENDEES</th>
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</thead>
<tbody>
<tr>
<td>769</td>
<td>1917</td>
</tr>
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</table>
### Next Steps Linkage Tracker Report

**Date Range:** 7/1/2016 through 6/23/2017

#### Linkage and Referral Tracker Summary for 1841 Unique Clients

<table>
<thead>
<tr>
<th>Dimension of Wellness</th>
<th>Discussed</th>
<th>Referred</th>
<th>Linked</th>
<th>Successfully Connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Health</td>
<td>2165</td>
<td>631</td>
<td>404</td>
<td>544</td>
</tr>
<tr>
<td>Social Health</td>
<td>3966</td>
<td>1393</td>
<td>412</td>
<td>1033</td>
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<tr>
<td>Mental Health</td>
<td>5525</td>
<td>1643</td>
<td>514</td>
<td>581</td>
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<tr>
<td>Substance Abuse</td>
<td>3291</td>
<td>1331</td>
<td>372</td>
<td>529</td>
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<tr>
<td>Housing</td>
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<td>938</td>
<td>292</td>
<td>202</td>
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<td>Occupation/Education</td>
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<td>366</td>
<td>89</td>
<td>96</td>
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<tr>
<td>Financial Assistance/Benefits</td>
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<td>789</td>
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<td>431</td>
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<tr>
<td>Transportation</td>
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<td>71</td>
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<tr>
<td>Identification</td>
<td>353</td>
<td>110</td>
<td>65</td>
<td>71</td>
</tr>
<tr>
<td>Basic Needs</td>
<td>860</td>
<td>367</td>
<td>94</td>
<td>463</td>
</tr>
</tbody>
</table>
NEXT STEPS Provides

- A *licensed mental health clinician* assigned to each DUI program
- Services include *mental health assessment, brief counseling and referrals to community resources*
- *Consultation* to DUI program staff
- Referrals to *Next Steps* receive:
  - *Individualized case management services from-*
    - Peer Specialists, Family Specialists, AOD Counselors and Health Navigators
## SERVICES

### NEXT STEPS

<table>
<thead>
<tr>
<th>Month/Year</th>
<th>Face to Face</th>
<th>Phone</th>
<th>Staff Consult</th>
</tr>
</thead>
<tbody>
<tr>
<td>JULY 2016</td>
<td>9</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>AUG 2016</td>
<td>15</td>
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<td>14</td>
</tr>
<tr>
<td>SEPT 2016</td>
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<tr>
<td>OCT 2016</td>
<td>14</td>
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<td>NOV 2016</td>
<td>22</td>
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<td>DEC 2016</td>
<td>12</td>
<td>16</td>
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<tr>
<td>JAN 2017</td>
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<tr>
<td>FEB 2017</td>
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</tr>
<tr>
<td>MAR 2017</td>
<td>10</td>
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</tr>
<tr>
<td>APRIL 2017</td>
<td>10</td>
<td>18</td>
<td>11</td>
</tr>
<tr>
<td>MAY 2017</td>
<td>11</td>
<td>19</td>
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</tr>
<tr>
<td>JUNE 2017</td>
<td>8</td>
<td>13</td>
<td>26</td>
</tr>
<tr>
<td>TOTAL</td>
<td>151</td>
<td>218</td>
<td>172</td>
</tr>
</tbody>
</table>

### SERVICE DESCRIPTION

- **F-F:** Met with individual for at least 15 min
- **Phone:** spoke w/ individual on the phone
- **Staff Consultation** regarding participant

**TOTAL:** 11,201
Most have never been in counseling or therapy.

After meeting with a clinician, feel relief there is someone with whom they can confide and share.

Have lost their driver’s license which creates transportation & employment problems.

Are in debt which creates stress.

A DUI conviction & referral to a DUIP is a wake up call.

A time of crisis is a key moment for significant change.
**DUI STAFF CONSULTATION**

- **Discuss** participants DUIP staff are concerned about
- **Provide** resources for MH and other services
- **Offer suggestions about** how to engage challenging individuals
- **Assist** staff in emergency situations
- **Connect staff to additional resources for non-English speaking participants**
CHALLENGES

- High "No Show" rates
- Can not drive
- Limited funds for alternate transportation
- Unable to take time off from work
- SUD and/or depression may interferes with attending appts
- Forgotten appointments due to memory problems
  
  • Reminder calls may improve show rates
SUCCESS STORY #1

PRESENTING SITUATION

- 30 year old homeless male
- Living in his car
- History of alcohol abuse, depression, trauma
- Negative history with VA services

OUTCOME

- Brief counseling with clinician
- Referred to Next Steps
- Connected with food, clothing
- Re-engaged VA Services
SUCCESS STORY #2

24 year old male who was self-employed and had no health insurance

Complained of depression in part due to decline in work

Outcome

Clinician screened client by phone

Connected client with clinic for physical and mental health care

Discussed treatment options including co-occurring disorders program

Client able to follow up with services on his own and mood brightened
SUCCESS STORY #3

PRESENTING SITUATION

- Young woman
- Untreated anxiety & depression
- No health insurance

OUTCOME

- Clinician called her same day, screened for safety
- Ruled out symptoms of severe mental illness
- Established rapport
- Discussed MH concerns and stressors associated with DUI
- Referred to FQHC in her area for MH & physical health care
- Listened, offered empathy & providing resources made a difference
SUCCESSFUL PARTICIPANT #4

- Middle aged transgender female to male homeless participant living in his office
- Multiple health problems

Clinician was able to:

- Link to health navigator and benefits specialist
- Assisted with housing
SUCCESSFUL STORY #5

Presenting Situation

- 27 year old female who is working and in school
- Unresolved grief over the death of a parent
- Difficulty managing her recovery from substance use

Outcome

- Referred to an AOD Counselor of same gender and age who connected her with SMART Recovery
- Brief counseling with clinician
- Connected to a therapist on her health insurance panel
SUCCESSFUL STORY # 6

PRESENTING SITUATION

- Employed male
- Used alcohol to handle trauma

OUTCOME

- Connected to clinician, Peer Specialist and AOD Counselor
- Brief counseling with clinician then referred to clinic for physical health & mental health care
- Did not like AA so connected to SMART recovery
- Referred to DBSA groups and Warm Line for supports
- Clinician reported to the court that he was successfully participating in his recovery
1) Promote and improve inter-agency collaboration and service delivery for DUI program participants.

2) Use Mental Health Services Act funding to provide needed services to an under-served population.

3) Describe mental health resources to DUI program participants.
THANK YOU

CONTACT INFORMATION

Linda Richardson, NEXT STEPS Program Director
National Alliance on Mental Illness (NAMI) San Diego
LindaRichardson@namisd.org

Linda Bridgeman Smith, DUI Program Coordinator
County of San Diego, Health & Human Services Agency,
Behavioral Health Services
Linda.Bridgeman@sdcounty.ca.gov