

Who do we serve?

Admission Requirements/Eligibility

We serve adults at least 18 years of age or older (including Transition Age Youth and Older Adults) who are eligible for, but not currently engaged in mental health services. We also provide support and education to family members and/or caretakers of IHOT North participants. Our mobile teams serve the North Central, North Inland, and North Coastal regions of the County of San Diego. Eligible participants must be residents of or identify as homeless within one of the three North County regions.

Referrals

We accept referrals from a variety of community agencies and individuals, including families and friends, emergency response services, hospitals, jails, and recovery and advocacy organizations.

Referrals to other community resources are provided to those who are ineligible for the IHOT North Program.

IHOT North is led by Mental Health Systems in a collaborative partnership with the National Alliance on Mental Illness, San Diego (NAMI-SD) and the Union of Pan Asian Communities, San Diego (UPAC-SD).

The program provides guidance, support, information, linkages, and referral services to adults and families residing in North San Diego County.

Our business office hours are Monday through Friday 8:00am – 5:00pm.

After hours and weekend appointments are available and on-call phone support is provided .



Business Office:

365 S Rancho Santa Fe Road, Suite 100

San Marcos, CA 92078

Phone (760) 591-0100 | Fax (760) 591-0101

A collaborative partnership with:



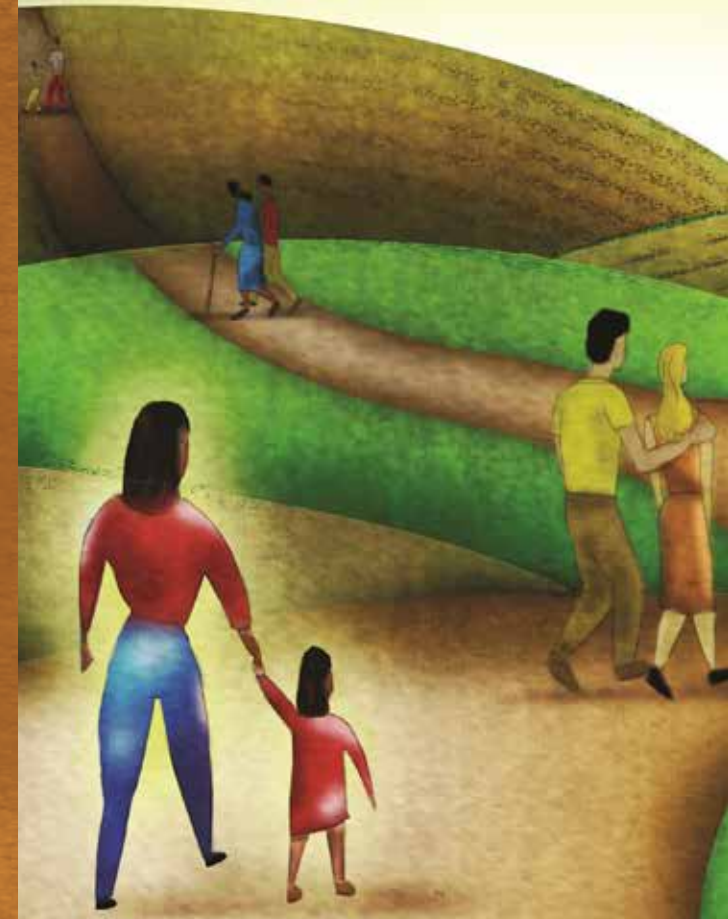
Funded by the County of San Diego, HHSA Behavioral Health Services under the Mental Health Services Act.

MHS is a 501(c)(3) non-profit corporation.

IHOT North

In-Home Outreach Team

Serving North San Diego County Regions



How Can IHOT Help?

The IHOT North Program provides outreach and engagement including support and education, screening of needs, transitional case management, referrals to community services and crisis intervention as needed.

We offer a wide range of services to assist with needs, supports, or desired services. The IHOT North Program believes in strengthening the voices of our participants and instilling hope and resiliency using a strong peer model. Given this, we meet each person and family where the person is at—encouraging questions to actively problem-solve with IHOT North team members. We provide quality care while respecting the value and dignity of each individual and family we serve.

The IHOT North Program provides support, needs assessment, and assistance in problem-solving for:

- Initial engagement of services
- Learning to access the support you need from San Diego County clinics and other community services
- Changes in living situations
- Becoming employed or returning to employment



What are our services?

Guided by peer and family support staff, our services are developed with each participant and their significant others. Individualized goals are created to help participants identify and achieve their hopes and dreams. The length of services with us is based on our participant's level of need. The IHOT North team members include men and women of varied ages, ethnicities and racial backgrounds, who are trained peer and family specialists. They share their own personal, lived experiences with IHOT North participants and families. Our services practice cultural responsiveness, creativity, and the highest ethical standards.

We provide the following IHOT North Services:

Needs Assessment: We meet each participant where he or she feels most comfortable and discuss his or her needs, strengths, goals, and medical concerns.

Outreach and Engagement: If the participant is currently in jail or the hospital, we will meet there to help determine next steps. We strive to develop relationships based on teamwork, collaboration, trust, and support, and facilitate needed or desired referrals.

Transitional Case Management: Case management services are typically short-term in nature, and will link to longer-term case management services as needed. IHOT North team members provide side-by-side coaching and linkages to desired supports as necessary.



Support and Education: We provide information and education about managing symptoms, how to speak with the doctor, and how to access support, services, and community resources.

Crisis Management: The IHOT North team members assist with accessing the right help to stabilize a crisis situation and walk you through the next steps. We are available after hours and on weekends with in-person services scheduled by appointment. We partner with family members and/or others involved, if needed.