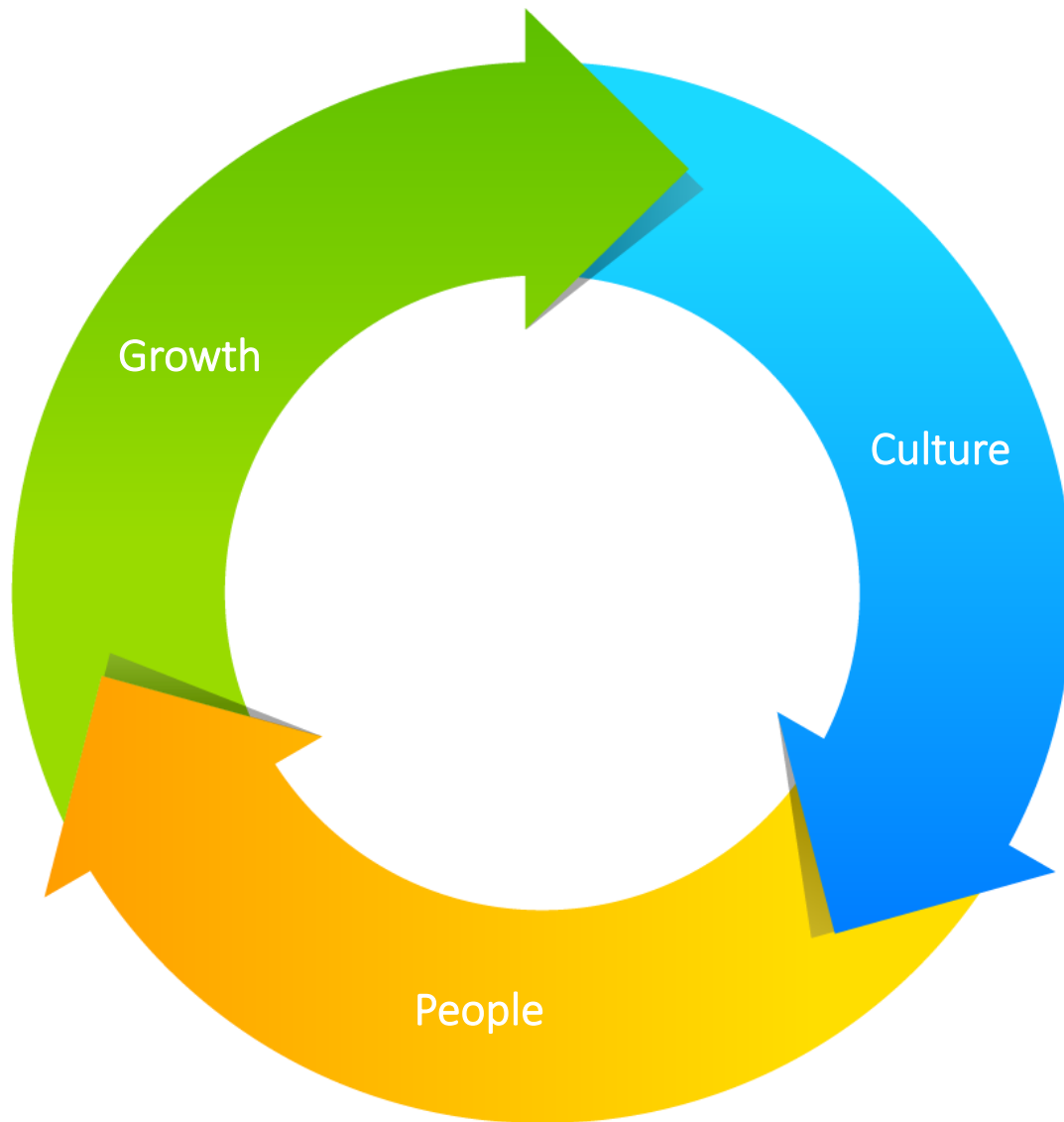


MENTAL HEALTH SYSTEMS



AGENCY STRATEGIES



Integrity



Diversity



Mentorship



Inclusion

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Turn to learn more

ABOUT MENTAL HEALTH SYSTEMS

Mental Health Systems is a 501(c)3 non-profit organization committed to delivering innovative mental health, substance abuse, supportive housing, veteran, and recovery services. MHS provides over 80 broad-ranging programs that offer safety-net services and employs over 900 dedicated individuals across 8 California counties: Contra Costa, Fresno, Kern, Kings, San Bernardino, San Diego, Santa Clara, and Visalia. At Mental Health Systems, our workforce is dedicated to unlocking the potential and improving the lives of every individual, family, and community struggling with mental health, substance use disorders, and lack of affordable housing. For 41 years, Mental Health System’s client-centered, strengths-based solutions have been designed to offer comprehensive, culturally competent programs that embody our core values of Excellence, Hope, Action, Innovation, Integrity, and Dignity. Our mission is to improve the lives of individuals, families, and communities impacted by behavioral health challenges. MHS has a commitment toward reducing stigma and improving access to care using the principle of “whatever it takes”. As an industry-leader, we never stop seeking innovative solutions, and we are prepared for whatever the future of behavioral health treatment holds. Delivering the possibilities of new beginnings takes dedication and a passion to constantly grow and evolve. With our expertise, we will continue to help those most in need to thrive and realize their full potential.

Leadership:

Mental Health Systems is led by a Board of Directors whose members serve a one- to three-year term and officers elected bi-annually. The Board of Directors meets regularly, no less than four times per year.

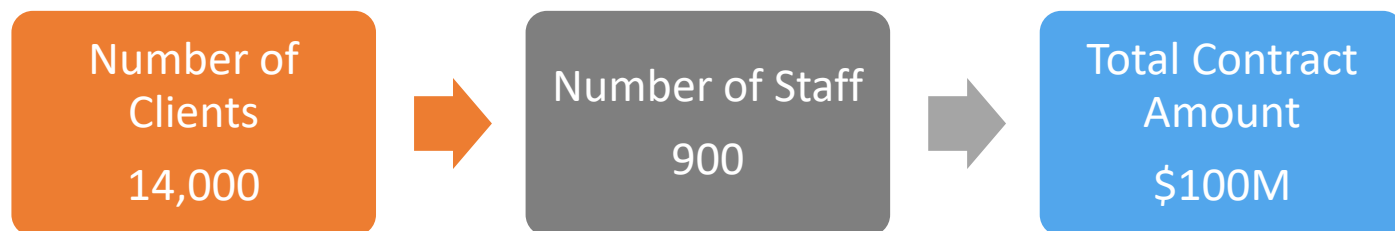
Board of Directors:

- Jeanette Sanchez, Chair*
- Ted Anasis, Vice Chair*
- Rita Monteiro, Ph.D., Secretary*
- Will Rivera, Treasurer*
- Kathryn Wage, Board Member*
- Abraham Ward, Board Member*
- Joshua P. Morgan Psy.D., Board Member*
- D. Duane Oswald, Board Member*

Agency Officers:

- James C. Callaghan, Jr., CEO and President*
- Wendy Broughton, Chief Operating Officer*
- Joelle Verbestel, Chief Financial Officer*

Impact:





BEHAVIORAL HEALTH INDUSTRY

An increased understanding and reduced stigma of mental illness and substance use disorders has fostered growth within the behavioral health sector. Services have benefited from increased coverage for outpatient mental health services under Medicare, and other plans. Over the next few years to 2022, the expanding economy is expected to sustain industry revenue growth. ¹

Various factors will impact a demand for services: 1) growing social acceptance of treatment for substance abuse and mental health issues, 2) the well-publicized alcohol and opioid addiction crisis, 3) political support for addressing mental illness, and 4) expanded reimbursement coverage.

MHS is one of the most established behavioral health service providers in California. We have a history of working collaboratively with agencies across the continuum of care to solve behavioral health challenges that have affected our communities. Strategic efforts will be a must as healthcare reform continues to unfold, altering everything from our medical systems to legal systems. MHS is a recognized leader, including the treatment community, addressing co-occurring disorders, ACA requirements, and integration of primary and behavioral health. ²

COMMUNITY OVERVIEW

County	Square Miles	Number of Cities	Number of Homeless ³	Number of Veterans ⁴	Crime Rate (Violent / Property) ⁵	Unemployment Rate ⁶	Median Household Income ⁴
Contra Costa	804	19	1627	51446	1.5/8.2	2.8%	\$88,456
Kern	8163	40	1330	40731	4.7/40.68	8.4%	\$50,826
Kings	1392	11	233	9958	4.6/13.9	8.4%	\$49,742
Fresno	5958	15	1152	38494	5.6/98.41	5.3%	\$48,730
San Bernardino	20105	31	2607	96196	12.9/38.68	5.0%	\$57,156
San Diego	4526	18	8102	240500	3.7/18.4	4.5%	\$70,588
Santa Clara	1304	18	1335	55763	1.6/28.4	2.1%	\$106,761
Tulare	4839	13	1069	14200	4.0/17.03	5.4%	\$44,871



INNOVATION

In January 2019, MHS partnered with Genoa Healthcare, a behavioral health pharmacy to enhance integrated care. Genoa has a full-service pharmacy located within the facility allowing clients to access their medications immediately following their appointment with the prescribing psychiatrist. They no longer must travel to another location and can get their physical health medications and their psychiatric medications in the same location. The pharmacist is available for consultation with the program staff as well as the client, making the pharmacist an important part of the care team serving the needs of the clients.



SUPPORTIVE HOUSING

Since 2007, MHS has been at the forefront of providing housing for our clients. As a Supportive Services pioneer in the understanding and implementation of the Housing First model, MHS has continuously improved access to safe, stable housing over the years. Our expertise has been developed by overcoming inherent barriers with securing housing in a difficult market, assisting our clients with landlord relationships, developing an inventory of master leased units where we serve as the landlord to our clients, and ensuring our clients are on appropriate Section 8 lists. MHS now manages more than 1700 client housing units through various Public Housing Authorities and Mental Health Service Act funds which are currently embedded in several MHS programs. MHS cultivates relationships with local continuum of care, housing providers, and property managers to secure housing opportunities in California to benefit clients.



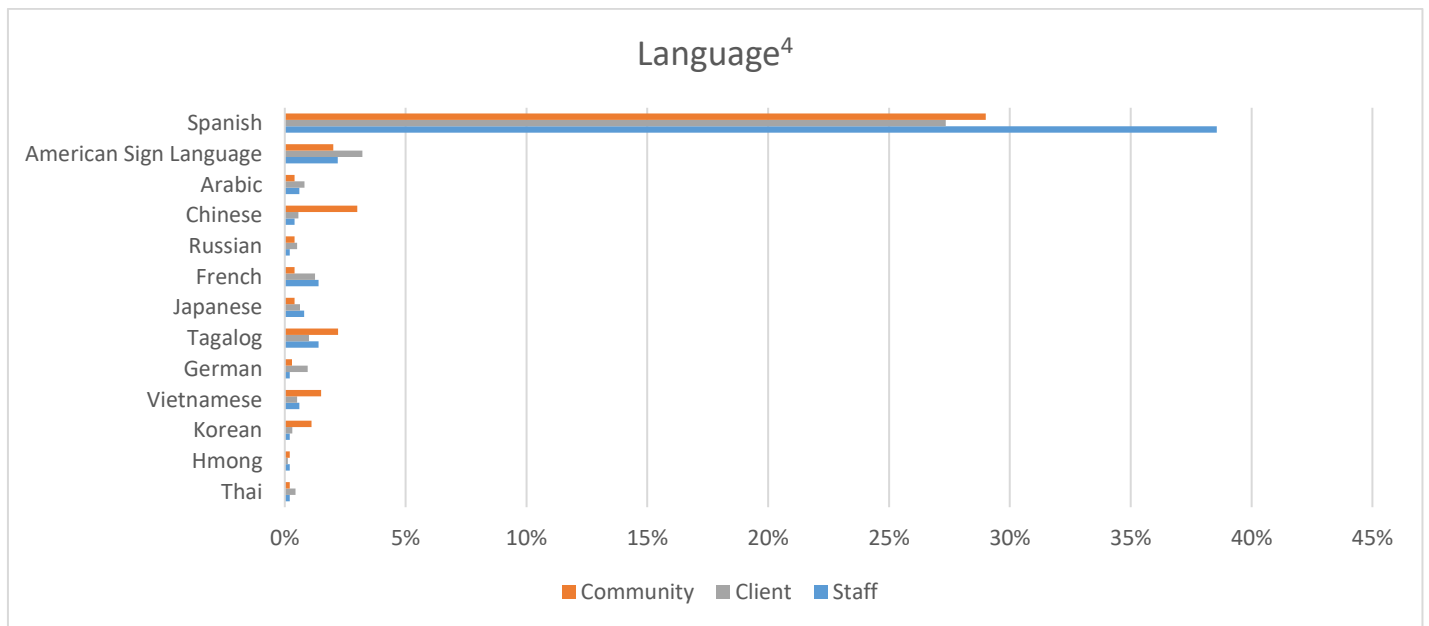
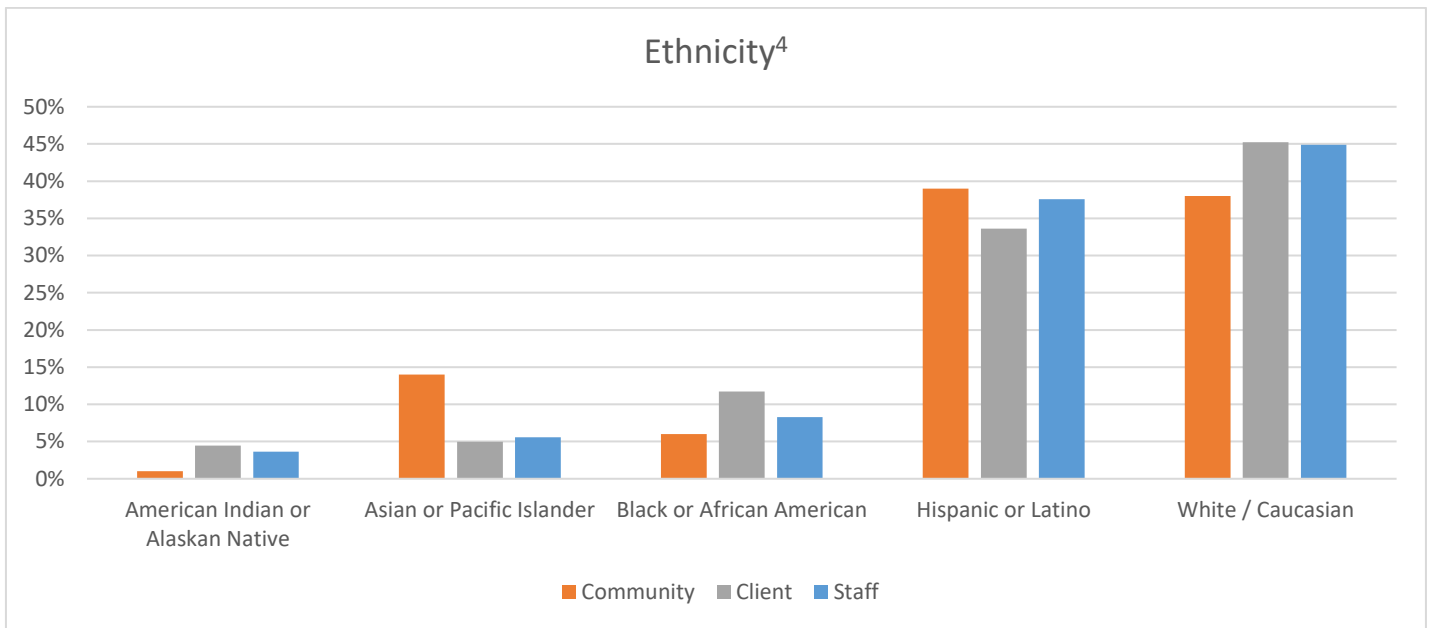
93% SUCCESS RATE

In a 2017 survey, MHS clients were asked, "Has your life improved since your involvement with MHS?" 93% of those surveyed reported improvements in their lives since attending an MHS program. Clients reported receiving the following resources:

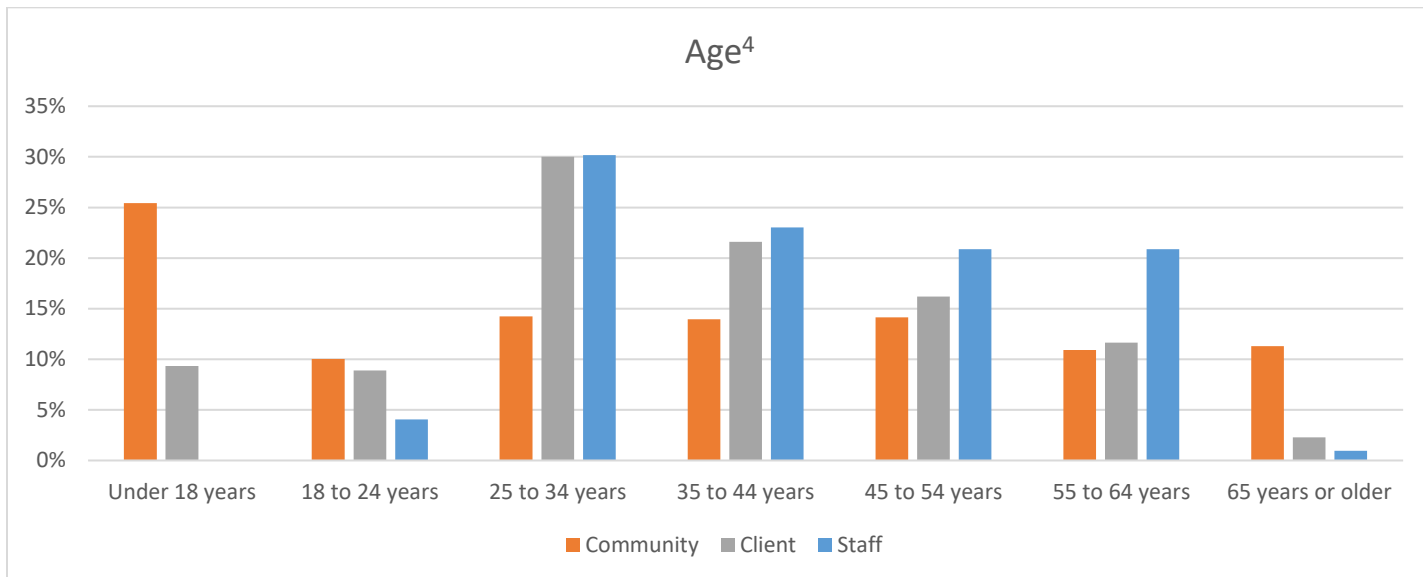


DEMOGRAPHICS

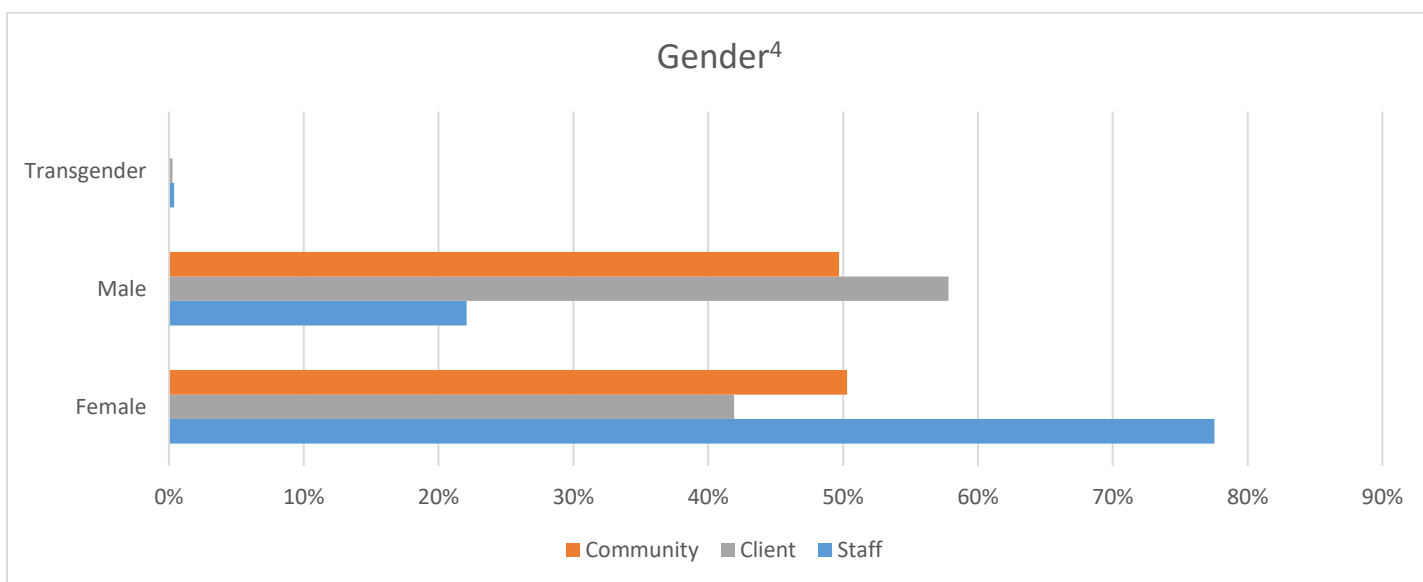
Since MHS' inception, we have been committed to creating a diverse workforce. MHS has always been committed to hiring individuals of diverse cultures. A recent survey of staff and client demographics revealed that the ethnic breakdown of MHS employees largely reflects the demographics of the communities we serve. MHS makes every attempt to hire staff that reflect the populations we serve. Further, MHS consistently maintains bilingual staff proficient in the threshold languages of California, including but not limited to Spanish, Vietnamese, Chinese, Japanese, Arabic, German, Tagalog, French, Korean, Thai, Russian, American Sign Language, and Hmong.



DEMOGRAPHICS

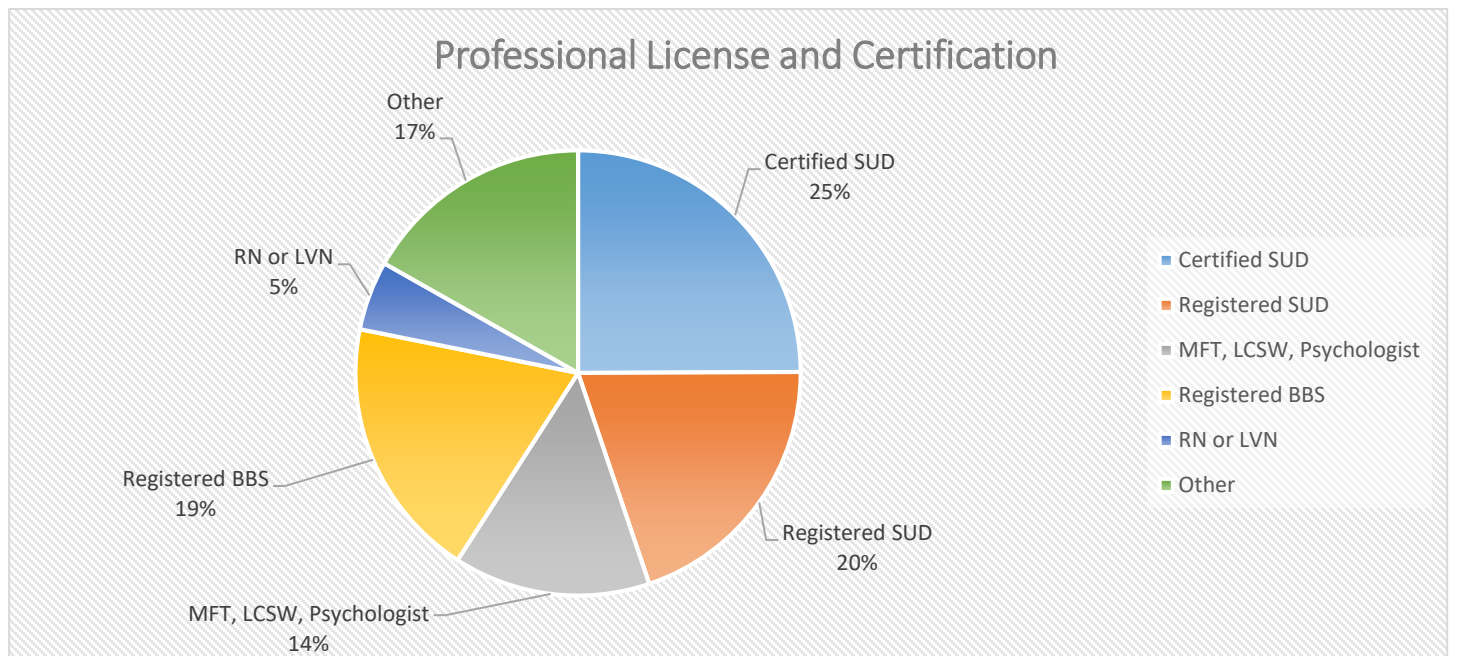
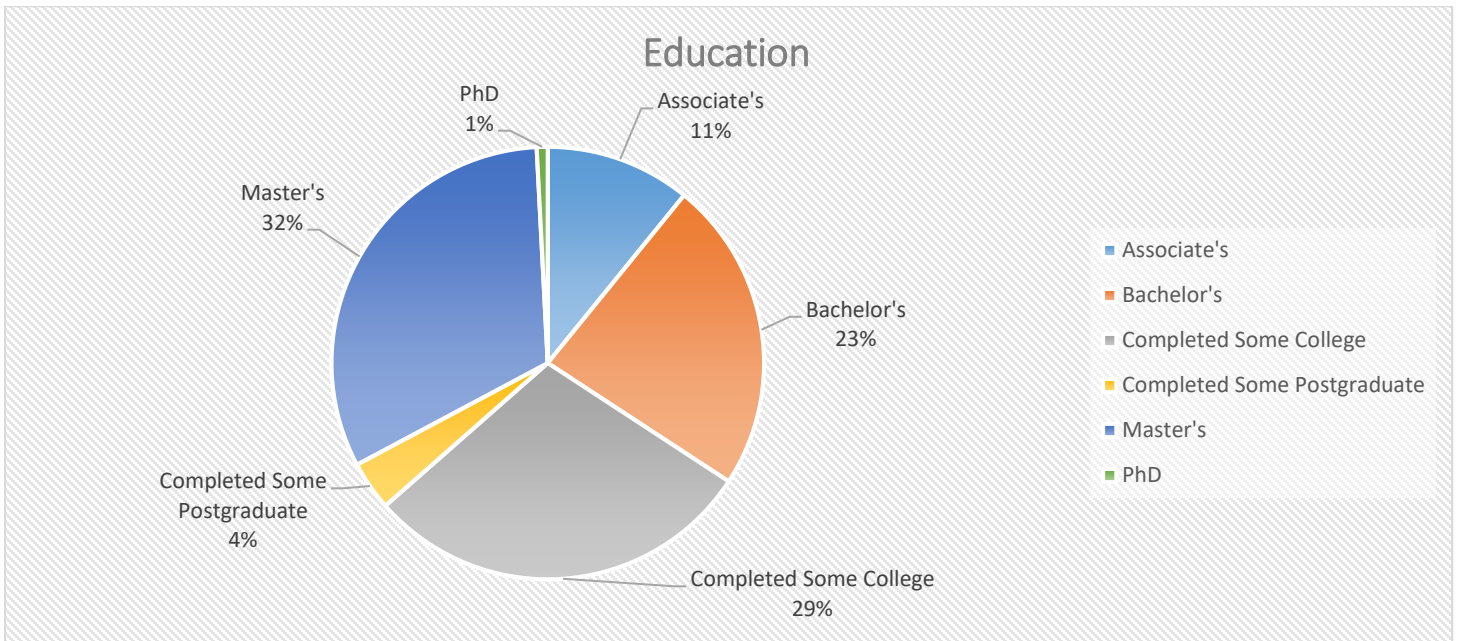


The mission of our agency encompasses caring for individuals, families, and communities, paying special attention to those who are most vulnerable. We recognize that differences in race, ethnicity, age, gender, sexual orientation, language, physical ability, socioeconomic status, and education, among other cultural factors, can affect how we relate to participants and each other.



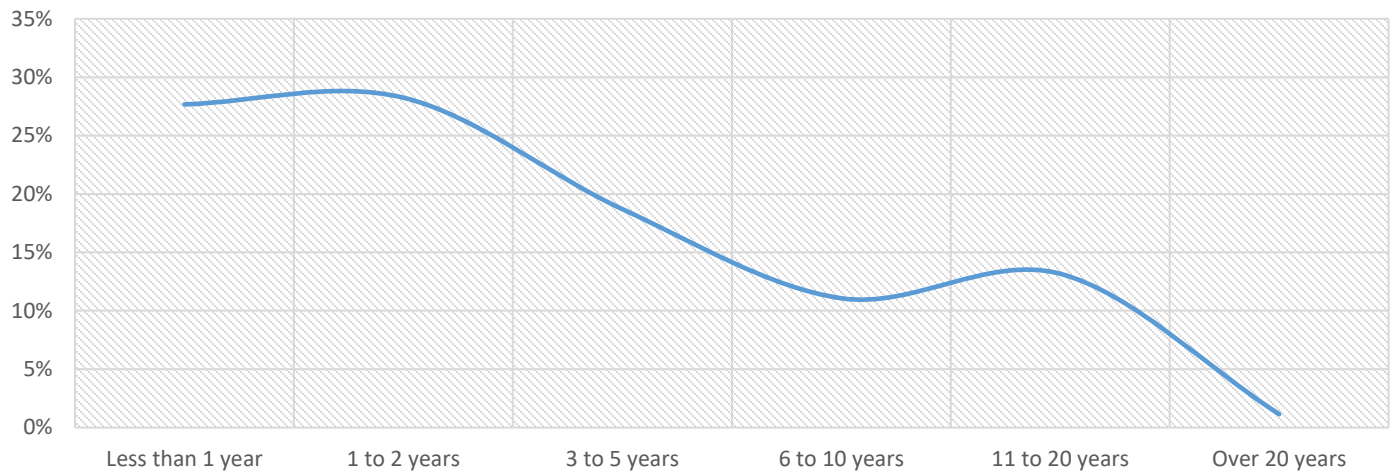
STAFF

MHS provides the highest quality mental health and substance use disorder services designed to improve lives and make a lasting difference. We seek exceptional individuals who desire meaningful opportunities in a mission driven, client centered environment. From their recruitment process to their professional development, MHS continuously invests in recruiting and retaining the best talent to maintain the best services.



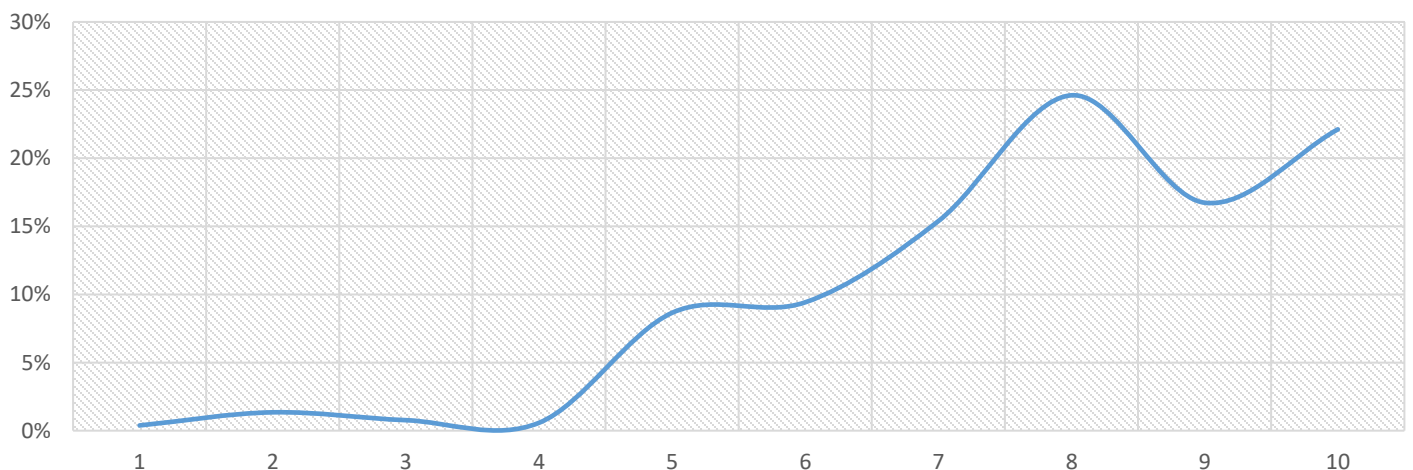
STAFF

Length of Employment



Employee job satisfaction surveys provide management with the feedback and data to build positive employee relations and a positive work environment. Employee attitudes, burnout tendencies, passion fatigue, loyalty, workplace climate, training opportunities, and competitive intelligence are key indicators for employee retention, satisfaction, and relations and a positive work environment. Below are the results of the 2017 MHS Employee Survey:

Employee Satisfaction



MHS PROGRAMS

Substance Use Disorder (SUD) Treatment

RESIDENTIAL SUD SERVICES

Our residential treatment programs offer gender responsive treatment and recovery services dedicated to helping women through the challenges of recovery from alcohol and drug addiction, as well as co-occurring mental health issues., while promoting healthy family reunification. We serve pregnant and parenting women and their children through the age of 10. Our programs provide a safe and nurturing environment that offers a holistic approach to recovery that includes addiction education and treatment, physical wellness, and meeting the psychiatric needs of our clients.

Family Recovery Center (FRC)

Residential SUD services to San Diego County residents
1100 Sportfisher Dr., Oceanside, CA 92054
(760) 439-6702

Fresno First

Residential SUD services to Fresno County residents
2550 W Clinton Ave, Fresno, CA 93705
(559) 341-6621

OUTPATIENT SUD SERVICES

MHS offers drug and alcohol treatment and prevention services, as well as a safe and sober environment for healthy socialization for the local recovering community. Our programs offer case management, treatment, and prevention services to those diagnosed with a substance use disorder. Services include screening and assessment, group/individual counseling, case management, housing support, employment preparation, and other services with the goal of achieving stability, recovery, and overall well-being. Services are gender responsive, culturally sensitive, and we offer services for clients with co-occurring disorders. Our prevention programs work to change conditions in a community that contribute to harmful alcohol and other drug use.

Big Bear Center for Change

Drug court, outpatient treatment, and driving under the influence program
41945 Big Bear Blvd. Suite 8, Big Bear Lake, CA 92315
(909) 878-0101

Central Valley Regional Recovery Center

Outpatient treatment and prevention

1076 Santo Antonio Drive, Ste. B, C, D & H, Colton, CA 92324

(909) 433-9824

East County Center for Change

Drug court

545 N. Magnolia Avenue, El Cajon, CA 92020

(619) 579-0947

Fontana Center for Change

Drug court

1076 Santo Antonio Drive, Ste. B, C, D & H, Colton, CA 92324

(909) 433-9824

Joshua Tree Center for Change

Drug court

61607 29 Palms Highway Suite C and D, Joshua Tree, CA 92252

(760) 366-8641

Needles Center for Change

Outpatient treatment, prevention, work readiness, and driving under the influence program

300 H Street, Needles, CA 92363

(760) 326-4590

North County Center for Change

Drug court

504 W. Vista Way, Vista, CA 92083

(760) 940-1836

North Inland Community Prevention

Environmental prevention services

12344 Oak Knoll Road, Ste. C-1 & G, Poway, CA 92064

(858) 391-9303

PRIDE

Drug court

1874 S. Business Center Drive, San Bernardino, CA 92408

(909) 386-0437

San Bernardino Center for Change

Drug court
1874 S. Business Center Drive, San Bernardino, CA 92408
(909) 386-0437

San Bernardino DUI Program

Driving under the influence program
2282 & 2284 N. Sierra Way, San Bernardino, CA 92405
(909) 881-1570

San Diego Center for Change

Drug court
3340 Kemper St, Ste. 103, San Diego, CA 92110
(619) 758-1433

Serial Inebriate Program (SIP)

Outpatient treatment with housing
3340 Kemper St. Ste.105, San Diego, CA 92110
(619) 523-8121

South County Center for Change

Drug court
1515 Palm Avenue, Ste. A, San Diego, CA 92154
(619) 429-4117

Teen Recovery Center (TRC)

Adolescent outpatient treatment
340 Rancheros Drive, Suite 166, San Marcos, CA 92069
(760) 744-3672

Victor Valley Center for Change

Drug court
15770 Mojave Drive, Ste. K & L, Victorville, CA 92392
(760) 843-7809

Yucca Center for Change

Outpatient treatment, work readiness, and driving under the influence program
58945 Business Center Dr. Suites J, N, P, Yucca Valley, CA 92284
P: (760) 369-1074

CRIMINAL JUSTICE PROGRAMS

MHS provides mental health and substance use disorder services that addresses criminogenic factors in many of our programs. We work collaboratively with Parole and Probation Officers, Pretrial Services Officers, and Bureau of Prisons staff to help our clients achieve success in living a productive life free of criminal activity. Our services focus each client's individual needs, as well as the whole person, and are designed to remove barriers and focus on strengths.

Casa Aurora

Gender responsive rehabilitative and treatment services for women
1932 Jessie Street, Bakersfield, CA 93305
(661) 321-9086

Federal Probation Program

Mental health counseling for federal probationers
1105 Broadway, Ste 7, Chula Vista, CA 91911
(619) 425-5609

Federal Probation Program

Drug abuse counseling and drug testing for federal probationers
504 W. Vista Way, Vista, CA 92083
(760) 940-1836

Federal Probation Program

Mental health counseling for federal probationers
1874 S. Business Center Drive, San Bernardino, CA 92408
(909) 386-0437

Juvenile Justice Center

Substance abuse treatment for youth incarcerated or post release in Fresno County
3333 E. American Ave, Fresno, CA 93725
(559) 600-4876
and
3122 N. Millbrook Avenue, Ste. A, Fresno, CA 93703
(559) 225-9117

LINKED

Case management services for incarcerated and post release adults in Santa Clara County
1180 Coleman Ave, Suite 101, San Jose, CA 95110
(909) 222-9826

Mental Health Services

ASSERTIVE COMMUNITY TREATMENT (ACT)

Our community-based high-fidelity ACT programs are a community-based intensive treatment high fidelity Assertive Community Treatment for individuals diagnosed with severe and persistent mental illness that has caused impairments in functioning such as self-care, employment, and social/interpersonal relationships. A multidisciplinary team of psychiatrists, nurses, case managers, dual recovery counselors, and employment/peer specialists deliver highly individualized services. MHS provides a safe environment in which clients can address all their treatment needs. In addition, supportive housing services including short-term and permanent housing are provided.

ACTION Central

ACT and SUD with permanent supportive housing
6244 El Cajon Blvd, Ste 15, San Diego, CA 92115
(619) 287-8225

ACTION East

ACT and SUD with permanent supportive housing
10201 Mission Gorge Suite O, Santee, CA 92071
(619) 383-6868

Center Star ACT

ACT and permanent supportive housing for criminally justice involved
4283 El Cajon Boulevard, Ste. 115, San Diego, CA 92105
(619) 521-1743

City Star ACT

ACT and permanent supportive housing for Central and North Central San Diego residents
8775 Aero Drive, San Diego, CA 92123
(858) 609-8742

Contra Costa ACTiOn Team

ACT, Assisted Outpatient Tx. (AOT), and supportive housing for Contra Costa County residents
2280 Diamond Blvd, Ste. 500, Concord, CA 94520
(925) 483-2223

Fresno IMPACT

ACT and housing for Fresno residents that access emergency line at higher rate than normal
2550 W Clinton Ave, Fresno, CA 93705
(559) 341-6621

Kern ACTion

ACT for Kern County AB109 residents
5121 Stockdale Hwy. Ste. 200, Bakersfield, CA 93309
(661) 473-1500

Kings County ACT

ACT and permanent supportive housing for Kings County residents
530 Kings County Drive, Suite 102, Hanford, CA 93203
(559) 415-6737

North Coastal ACT

ACT and permanent supportive housing for North Coastal San Diego residents
2122 El Camino Real, Suite 10, Oceanside, CA 92056
(760) 290-8170

North Star ACT

ACT and permanent supportive housing for North Inland San Diego residents
474 W. Vermont Avenue, Ste. 104, Escondido, CA 92025
(760) 432-9884

San Bernardino ACTION

ACT and permanent supportive housing for San Bernardino residents
1738 N. Waterman Avenue Suite 1 & 2, San Bernardino, CA 92404
(909) 693-3302

Santa Clara ACTION

ACT and permanent supportive housing for Santa Clara residents
2 North Market Street, Suite 300
(510) 210-3233

OUTPATIENT MENTAL HEALTH SERVICES

MHS serves adults, older adults, and transition age youth living with severe and persistent mental illness. Treatment plans include stabilizing symptoms, enhancing emotional and social functioning, vocational readiness, improving family relationships and promoting self-sufficiency to name a few. We offer high quality; gender responsive and culturally sensitive services designed to increase the functioning of our clients and improve their quality of life. Our goal is to promote each client's integration into his or her community.

Alianza Wellness Center

Outpatient mental health services for adults and Latino population in San Diego County
5555 Reservoir Dr. Suite 204 A, San Diego, CA 92120
(619) 822-1800

BPSR Kinesis Clinic

Outpatient mental health services for adults and TAY in San Diego North County
474 W. Vermont Ave., Ste. 101, Escondido, CA 92025
(760) 480-2255

BPSR Vista Clinic

Outpatient mental health services for adults and TAY in San Diego North County
550 W. Vista Way, Ste. 407, Vista, CA 92083
(760) 758-1092

Homeless Outreach and Case Management

Outreach and case management services for homeless in Kern County
5121 Stockdale Hwy. Ste., 200, Bakersfield, CA 93309
(661) 473-1500

IHOT North

In-home outreach and engagement services to San Diego North County residents
365 S. Rancho Santa Fe Rd., Ste. 100, San Marcos, CA 92078
(760) 591-0100

MHS FSP Central

Outpatient mental health services for adults in Contra Costa County
2975 Treat Blvd., Suite C-5, Concord, CA 94518
(925) 219-9009

Next Steps

Integrated care, peer, and family support services
3851 Rosecrans Street, San Diego, CA 92110
(619) 542-4166

North Coastal Mental Health Center

Outpatient mental health services for adults San Diego North County residents
1701 Mission Ave., Suite #210, Oceanside, CA 92058
(760) 967-4475

North Inland Mental Health Center

Outpatient mental health services for adults San Diego North County residents
125 W. Mission Avenue, Ste. 103, Escondido, CA 92025
(760) 747-3424

Strengths-Based Case Management

Adult mental health case management services
474 W. Vermont Ave., Ste. 105, Escondido, CA 92025
(760) 480-2255

EMPLOYMENT SERVICES

MHS programs provide vocational assessment, employment preparation training, and non-supported job coaching services. Services include benefit planning, one-on-one counseling, group facilitation addressing issues of stigma, interviewing skills, and assistance with self-directed job search activities for clients who do not want to disclose their disability. Each employment program follows employment best-practice models.

Employment Services

Employment services for adults with mental illness in San Diego County
12 Morena Boulevard, Ste. 1 & 2, San Diego, CA 92110
(619) 276-8071

MHS Vocational Program

Employment services for adults with mental illness in Contra Costa County
2280 Diamond Blvd, Ste. 500, Concord, CA 94520
(925) 483-2223

San Diego Employment Solutions

Employment services for adults with mental illness in San Diego County
10981 San Diego Mission Road, Ste. 110, San Diego, CA 92108
(619) 521-9569

BIOPSYCHOSOCIAL REHABILITATION (BPSR) CLUBHOUSE:

MHS BPSR Clubhouses are member-operated clubhouse that assists members living with serious mental illness or dual diagnosis in increasing their wellness and social skills, reducing social isolation, identifying areas of interest, increasing independent functioning, increasing employment and educational goals, and improving their quality of life. Members and staff work side-by-side to provide services such as food preparation and nutrition activities, physical health activities, peer/social support, life skills, education support, help securing paid employment, volunteer opportunities and community involvement and many more.

Escondido Clubhouse

Member-run clubhouse
474 W. Vermont Avenue, Suite 105, Escondido, CA 92025
(760) 737-7125

Mariposa Clubhouse

Member-run clubhouse
1701 Mission Ave, Oceanside, CA 92054
(760) 439-2785

Youth and Family Services

YOUTH AND FAMILY SERVICES

MHS provides help and support to children, youth, young adults, and their families who have challenging behaviors, substance use disorders, and mental health diagnosis's. we offer at home and community based, short-term, intensive service, that focus on client strengths and offers a very non-judgmental approach that helps bring awareness and build coping skills. We help children and their families achieve greater success in their homes, communities and schools by developing their strengths and communication skills. Our programs help our clients reach their potential and achieve success in school, at home and in the community.

Community and School Based Counseling

Mental health services for children, youth, and their families in San Diego County
4660 Viewridge Avenue, San Diego, CA 93212
(858) 278-3292

Community Assessment Team (CAT)

Family support for youth at risk of entering the justice system in San Diego County
940 E. Valley Parkway, Ste. D, Escondido, CA 92025
(760) 747-0505

Families Forward Central

Mental health services for children, youth and their families in San Diego County
9445 Farnham Street, Ste. 100, San Diego, CA 92123
(858) 380-4676

Families Forward North

Mental health services for children, youth and their families in San Diego County
330 Rancheros Drive. Suite 106, San Marcos, CA 92069
(760) 740-5576

Families Forward South

Mental health services for children, youth and their families in San Diego County
3322 Sweetwater Springs Blvd, Suite 102, San Diego, CA 92123
(619) 670-0040

Helping Hands Kinship

Supportive services for extended caregivers of children in San Bernardino County
316 East E Street, Ontario, CA 91764
(909) 986-9710

One Stop TAY

Mental health services for transitional aged youth in San Bernardino County
316 East E Street, Ontario, CA 91764
(805) 884-1600

STEPS Adolescent Day Treatment

Day treatment and outpatient services for children and youth with sexually abusive behaviors
4660 Viewridge Avenue, San Diego, CA 92123
(858) 565-2510

Success First Wraparound Program

Mental health services for children, youth, and their families in San Bernardino County
9540 Center Ave., Ste. 100, Rancho Cucamonga, CA 91730
(909) 980-2789

Therapeutic Behavioral Services

Mental health services for children, youth, and their families in San Bernardino County
790 S. Via Lata, Ste. 300, Colton, CA 92324
(909) 433-0445

Veteran's Services

BY VETERANS FOR VETERANS

MHS operates a veteran-run, peer-to-peer support program. Services are offered at no cost to active and former military members, their families and loved ones and connects clients to former members of the military who understand the rigors of military life and who have already made the transition to civilian life. Other services include prevention and early intervention to those at risk for developing mental illness, a 24/7 helpline to access resources and support, as well as workshops for skill building.

Courage to Call

Veteran peer support services for active duty, Veteran, Guard, Reservist, and their families
9445 Farnham Street, Ste. 100, San Diego, CA 92123
(858) 380-4676

Supportive Housing Services

SUPPORTIVE HOUSING

MHS coordinates rents, leases, and works with housing services and landlords on behalf of unserved and underserved individuals who are homeless. Our expertise has been developed by overcoming the barriers that derive from locating housing in a difficult market, assisting our clients with landlord relationships, developing an inventory of master leased units where we serve as the landlord to our clients, and ensuring our clients are on appropriate Section 8 lists.

ACTION Central Housing

Sponsor based subsidy
6244 El Cajon Blvd, Ste 15, San Diego, CA 92115
(619) 287-8225

ACTION East Housing

Tenant based rental assistance
10201 Mission Gorge Suite O, Santee, CA 92071
(619) 383-6868

Center Star ACT Housing

Sponsor based subsidy and rental assistance
4283 El Cajon Boulevard, Ste. 115, San Diego, CA 92105
(619) 521-1743

City Star ACT Housing

Sponsor based subsidy
8775 Aero Drive, San Diego, CA 92123
(858) 609-8742

Contra Costa ACTiOn Housing

Supportive housing
2280 Diamond Blvd, Ste. 500, Concord, CA 94520
(925) 483-2223

Family Recovery Center (FRC) Next Steps

Shelter plus care
1100 Sportfisher Dr., Oceanside, CA 92054
(760) 439-6702

Fresno HOME

Supportive Bridge and Triage housing
2550 W Clinton Ave, Fresno, CA 93705
(559) 264-7521

Fresno IMPACT Housing

Supportive housing
2550 W Clinton Ave, Fresno, CA 93705
(559) 341-6621

Fresno New Starts

Supportive housing
2550 W Clinton Ave, Fresno, CA 93705
(559) 341-6621

Hacienda Housing Program

Supportive housing
2550 W Clinton Ave, Fresno, CA 93705
(559) 341-6621

Kings County ACT Housing

Supportive housing
530 Kings County Drive, Suite 102, Hanford, CA 93203
(559) 415-6737

North Coastal ACT Housing

Supportive housing
2122 El Camino Real, Suite 10, Oceanside, CA 92056
(760) 290-8170

North Star ACT Housing

Sponsor based subsidy and rental assistance
474 W. Vermont Avenue, Ste. 104, Escondido, CA 92025
(760) 432-9884

One Stop TAY Housing

Supportive housing
316 East E Street, Ontario, CA 91764
(805) 884-1600

San Bernardino Action Housing

ACT and permanent supportive housing for San Bernardino residents
1738 N. Waterman Avenue Suite 1 & 2, San Bernardino, CA 92404
(909) 693-3302

Serial Inebriate Program (SIP) Housing

Sponsor based vouchers and transitional housing
3340 Kemper St. Ste.105, San Diego, CA 92110
(619) 523-8121

Storage Connect Center

Storage service for homeless individuals in San Diego County
116 S 20th St., San Diego, CA 92113
(619) 894-8894

Storage Connect Center II

Storage service for homeless individuals in San Diego County
5453 Lea Street, San Diego, CA 92105
(619) 800-7972

Tulare HOME

Coming soon!

Visalia Garden Street Bridge Housing

Coming soon!

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3. Medina, J. (2017, December 21). California Today: State's Homeless Population Drives National Increase. Retrieved May 21, 2018, from <https://www.nytimes.com/2017/12/21/us/california-today-states-homeless-population-drives-national-increase.html>
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6. California Economy at a Glance. (n.d.). Retrieved May 21, 2018, from <https://www.bls.gov/eag/eag.ca.htm>