



Be Well

ORANGE COUNTY



LEAGUE OF
**CALIFORNIA
CITIES**

◆ Orange County Division

| August 22, 2024

Historic Public-Private Partnership



A person wearing a blue and white checkered shirt is holding a white sign. The sign contains the following text: "JOURNEY-COMMUNITY", "BELONGING-FAITH", "HOPE" (in large letters), "happens here" (in cursive), "TRUST-CONNECTION", and "HEALTH-EMPATHY".

JOURNEY-COMMUNITY
BELONGING-FAITH
HOPE
happens here
TRUST-CONNECTION
HEALTH-EMPATHY

Who We Are

Our Vision

By 2030, the Be Well OC will be the model for community behavioral health care in California.

Our Mission

The mission of the Be Well OC is to enhance the behavioral health care system for all Orange County residents through a transformational public private partnership.

Our Values

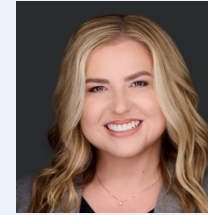
- Innovation
- Dignity
- Equity
- Collaboration
- Kindness

Executive Leadership Team



Phillip Franks MBA, MAS
Chief Executive Officer

Phil has more than 25 years of experience in healthcare and military leadership. He most recently built and opened Aliso Ridge Behavioral Health and Anaheim Community Hospitals, adding 217 inpatient beds to Orange County for adolescents and adults.



Desiree Thomas, MBA, MSN, R, NEA-BC, FACHE
Chief Operating Officer

Desiree has more than 20 years experience in not-for-profit hospitals and health systems, overseeing large clinical operations teams. She most recently served as the Executive Director of Emergency Services, Critical Care, and Behavioral Health Services at Providence St. Joseph Hospital Orange.



Blair Contratto, MPH
Chief Strategy Officer

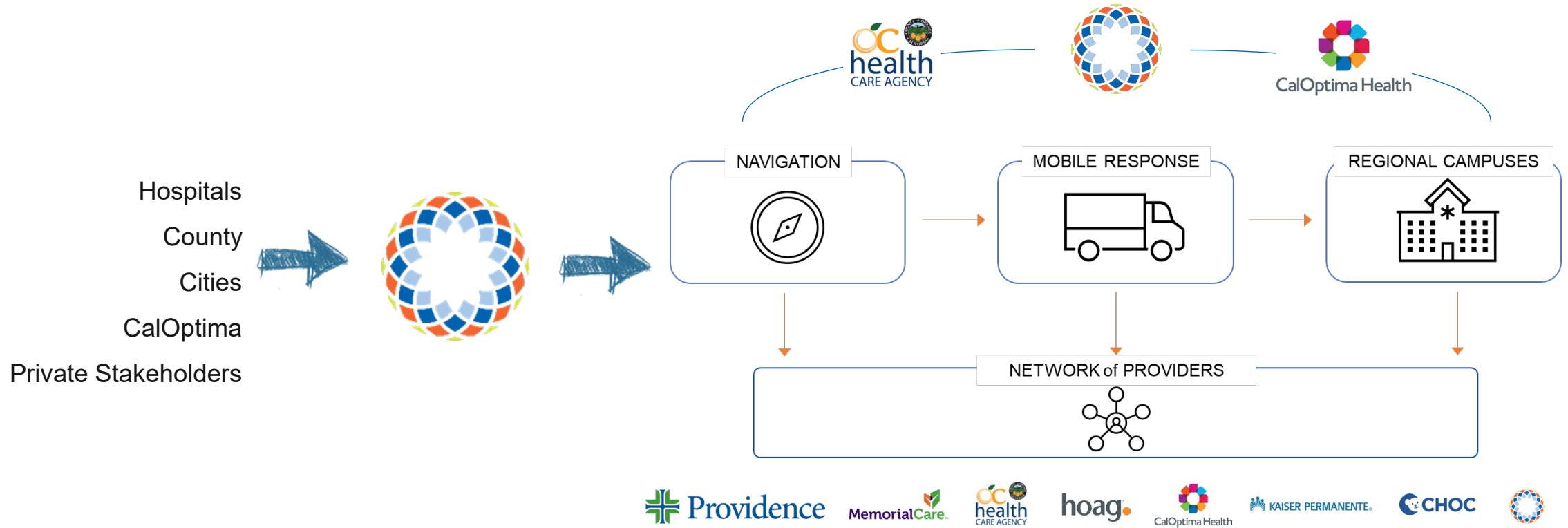
Blair recently held the position of President and CEO at Mount Carmel Health Ministries in Duarte. Prior to this, she spent seven years as CEO of Providence Health System's Little Company of Mary. With 15 years of experience as a healthcare consultant, Blair continues to contribute her expertise as a member of the CalOptima Health Board.



Victor Jordan, MBA
Chief Financial Officer

Victor has more than 30 years experience as a healthcare leader. He was responsible for regional and market operations, financial services and strategy for non-profit, faith-based integrated healthcare delivery systems, for-profit healthcare organizations and community hospitals.

2020-2030 Focus: Enhance the System of Care



Commitment to serve all community members regardless of payor status

Orange Campus

Opened January 2021



Be Well
ORANGE COUNTY



**Sobering
Center (12 beds)**

**Crisis Residential
Program (15 beds)**

**SUD Women's
Residential
(15 beds)**

**SUD Men's
Residential
(15 beds)**

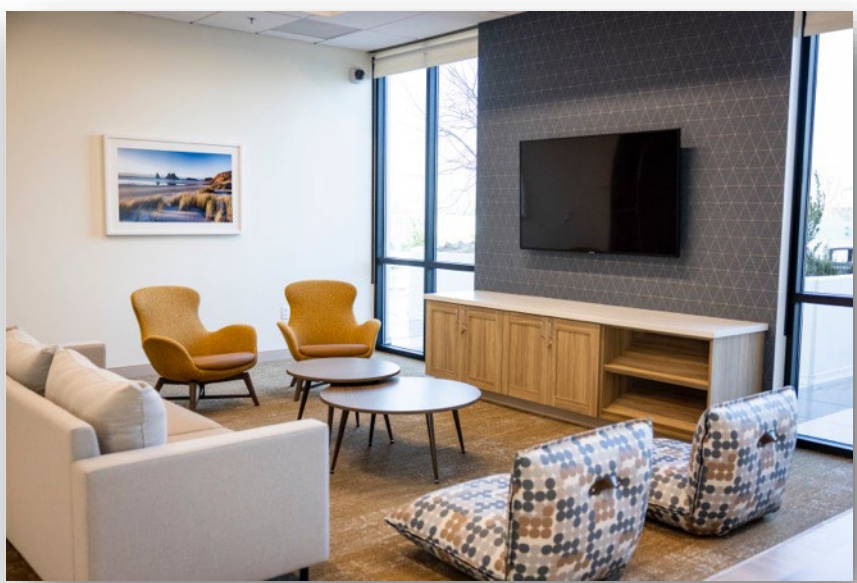
**Withdrawal
Management
(12 beds)**

**CSU Adult (14 beds)
CSU Adol (8 beds)**

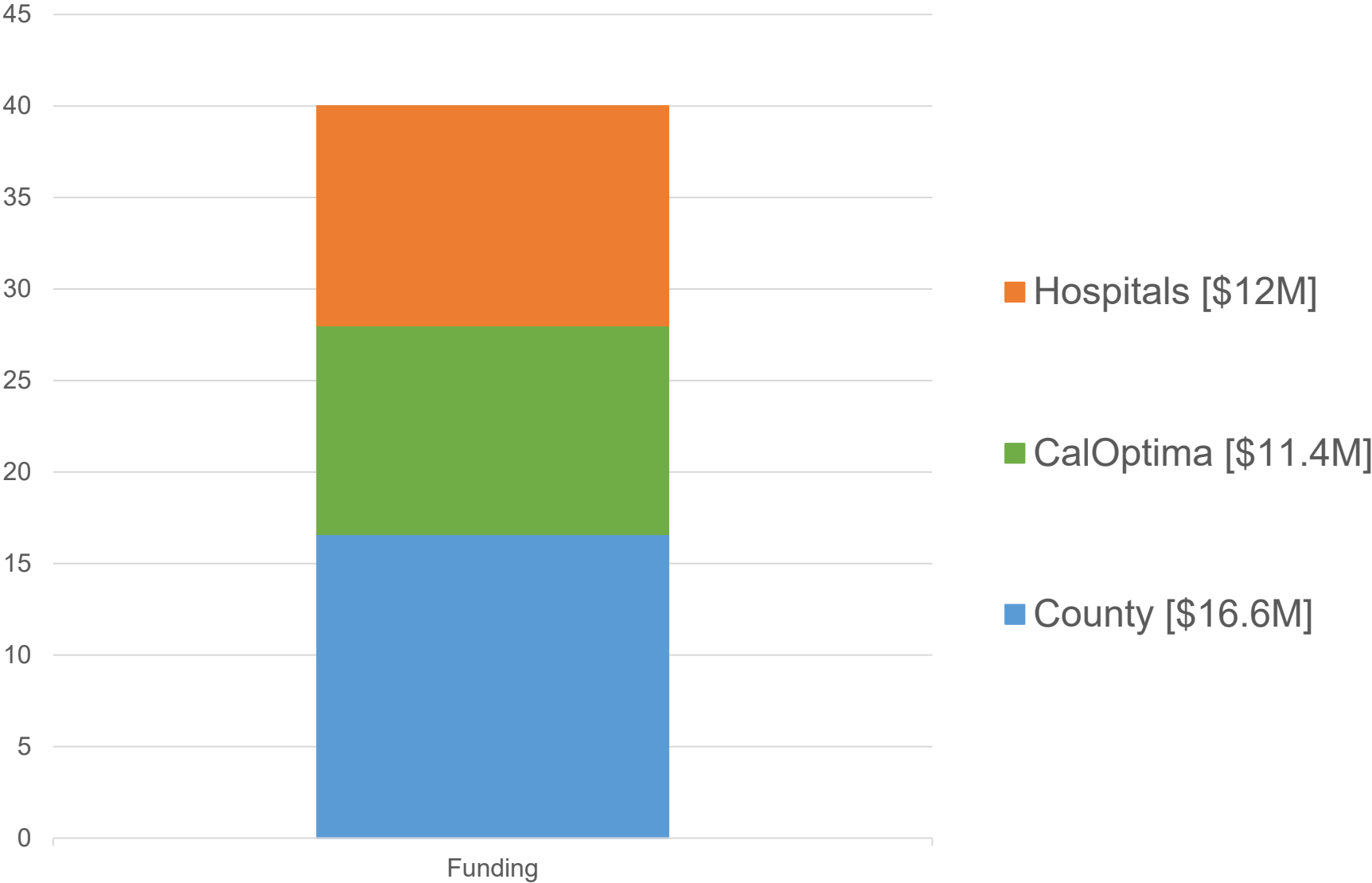
Walk-ins Welcome!



Residential Treatment Space



Be Well Orange Campus: Capital Funding Sources \$40M Construction Project



Adult Crisis Stablization Unit

14 Beds

Number of
Admissions

1,272

Average Daily
Census

18.1

Average Daily
Admissions

7.03

Referral Breakdown

Self / Family	315
Be Well Mobile	240
Law Enforcement	238
Crisis Services	177
Emergency Dept.	130
Be Well Intracampus	129
Other*	43

Other Referral Descriptions

*City Net	(10)
*Mental Health Outpatient	(13)
*MHRS SUD Residential Tx	(7)
Other*	(13)

Adolescent Crisis Stabilization Unit

8 Beds

Number of
Admissions

313

Average Daily
Census

3.64

Average Daily
Admissions

1.73

Referral Breakdown

Crisis Services	78
Emergency Dept.	69
Self / Family	63
Be Well Mobile	35
Law Enforcement	30
School	27
Other*	11

Other Referral Descriptions

*Mental Health Outpatient	(8)
*Board and Care	(1)
*Community MH Provider	(1)
*Private Therapist	(1)

Crisis Residential Program

15 Beds

Number of
Admissions

149

Average Daily
Census

13.5

Average Daily
Admissions

0.82

Referral Breakdown

Be Well CSU

73

HCA CSU

28

College CSU

17

Other*

12

Emergency Dept.

10

MHRS Full Service
Partnership

7

Be Well
Mobile

2

Other Referral Descriptions

*CAT / PERT (3)

*Self (3)

*MHRS SUD
Residential Tx (3)

*Be Well
Sobering Center (2)

*Community MH
Provider (1)

Sobering Center

12 Beds

Number of
Admissions

821

Average Daily
Census

9.26

Average Daily
Admissions

4.54

Referral Breakdown

Self / Family

429

Be Well Mobile

276

Law Enforcement

46

Mental Health
Outpatient

31

City Net

21

Hospital...

12

Other*

6

Other Referral Descriptions

*Be Well Crisis
Residential (2)

*CAT / PERT (2)

*HR360 Withdrawal
Management (1)

*Homeless Multi
Service Center (1)

SUD Men's and Women's Residential Units

15 Female Beds
15 Male Beds

Number of Admissions

48 Men**20** Women

Number of Discharges

40 Men**15** Women

Admission Referral Breakdown

Assessment for Residential Treatment (ART) Team

58

HR360 Withdrawal Management

6

College Hospital

3

Project Kinship

1

Discharge Breakdown

Declined to complete TX* - no Linkage

28

Completed Tx - no Confirmed Linkage

14

Completed Tx - Confirmed Linkage

11

Linked to Higher LOC

2

*TX = Treatment

Withdrawal Management

12 Beds

Number of
Admissions

13 Men
7 Women

Average Daily
Census

4.4

Number of
Discharges

9 Men
5 Women

Admission Referral Breakdown

Be Well OC Sobering Center

16

Self Referral

3

Family Referral

1

Discharge Breakdown

Declined Linkage to further treatment

7

Linked to SUD Residential Program

6

Linked to Mental
Health Program

1

Be Well OC Irvine Campus

Area 1 opening May 2025



JOURNEY
COMMUNITY
HEALTH
EMPATHY
HOPE *happens here*
BELONGING
TRUST
CONNECTION
FAITH



Marine Way





Wellness Campus Guiding Principles



Commitment to serve all community members regardless of payor status



De-stigmatizing mental health: warm, welcoming, respectful – an exceptional experience



Collaborative of public/private partners to provide new models of care



A place that provides hope; a trusted support



Supporting an integrated continuum of care and seamless connections to services



Outdoor connectivity; nature as a vital part of health & wellness



Crisis Care Center
Sobering (12 beds)
CSU Adult (16 beds)
CSU Adol (8 beds)

Transitional Care (30 units)

**SUD Women's
Residential
(15 beds)**

**SUD Men's
Residential
(15 beds)**

**SUD Adolescent
(30 beds)**

**SUD Mother/Child
(24 rooms)**

**Crisis Residential
(15 beds)**

**Withdrawal
Management
(15 beds)**

Adult/Senior IOP

Child/Youth IOP

**Outpatient Care
Center**

Irvine Campus – Area 1

Proposed Services

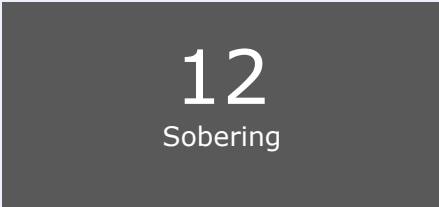
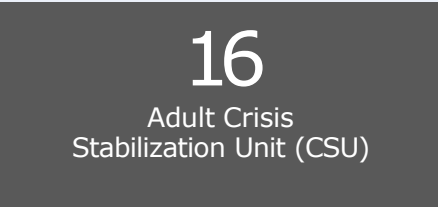
Be Well is a critical part of the County's continuum of care and delivery model. The Irvine campus will offer coordinated care, access and improved outcomes for Orange County residents with substance use and mental health challenges.



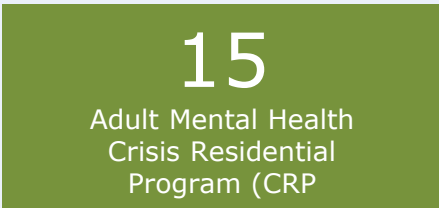
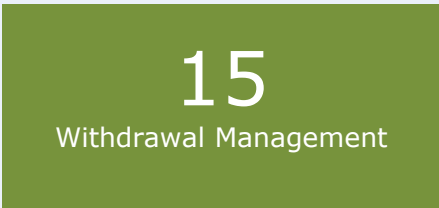
Total Beds in Area 1

Opening May 2025

Crisis Care Center



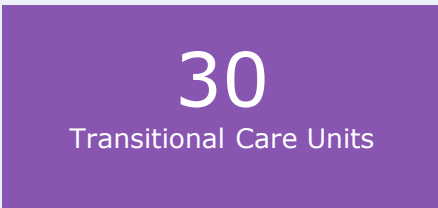
Adult Residential Treatment



Outpatient & Welcome Center



Transitional Care



Irvine Campus – Area 2

Proposed Services

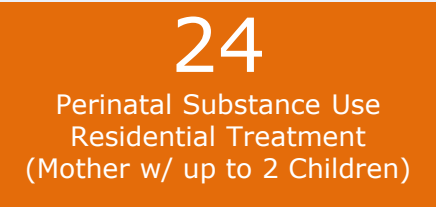
Be Well is a critical part of the County's continuum of care and delivery model. The Irvine campus will offer coordinated care, access and improved outcomes for Orange County residents with substance use and mental health challenges.



Total Beds in Area 2

**Potential Opening Q1-Q2 of 2026*

Adolescent & Perinatal Residential Treatment



Outpatient Care Center



Irvine Campus

Future / Potential Services

Be Well is a critical part of the County's continuum of care and delivery model. The Irvine campus will offer coordinated care, access and improved outcomes for Orange County residents with substance use and mental health challenges.

Senior Care

PACE

Adult
Daycare

Recuperative
Care

Veteran Care

Integrated Pain
Management

Women's
Health

Geriatric
Primary Care

Hospice
Outpatient

Building the Continuum

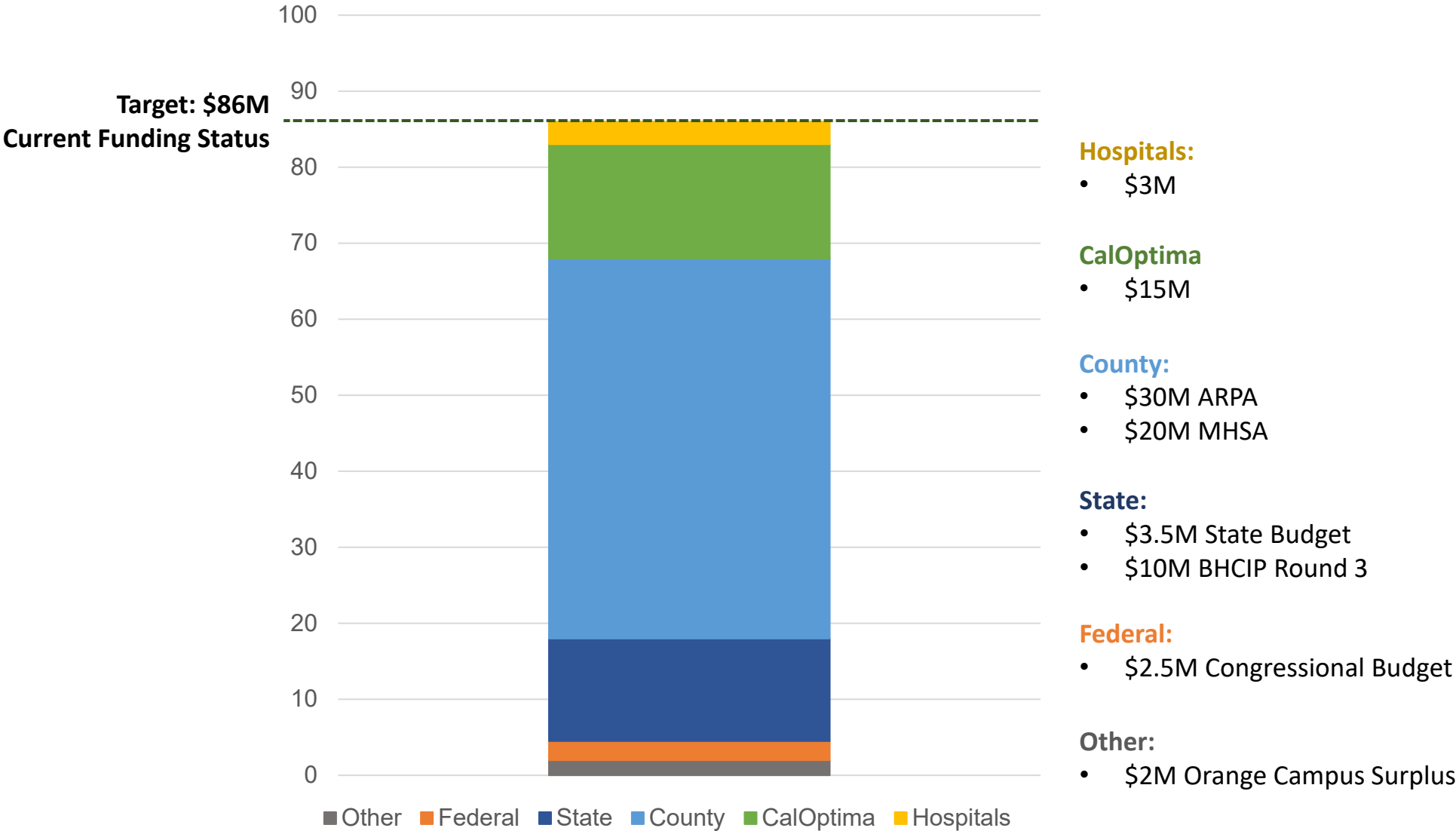
FQHC

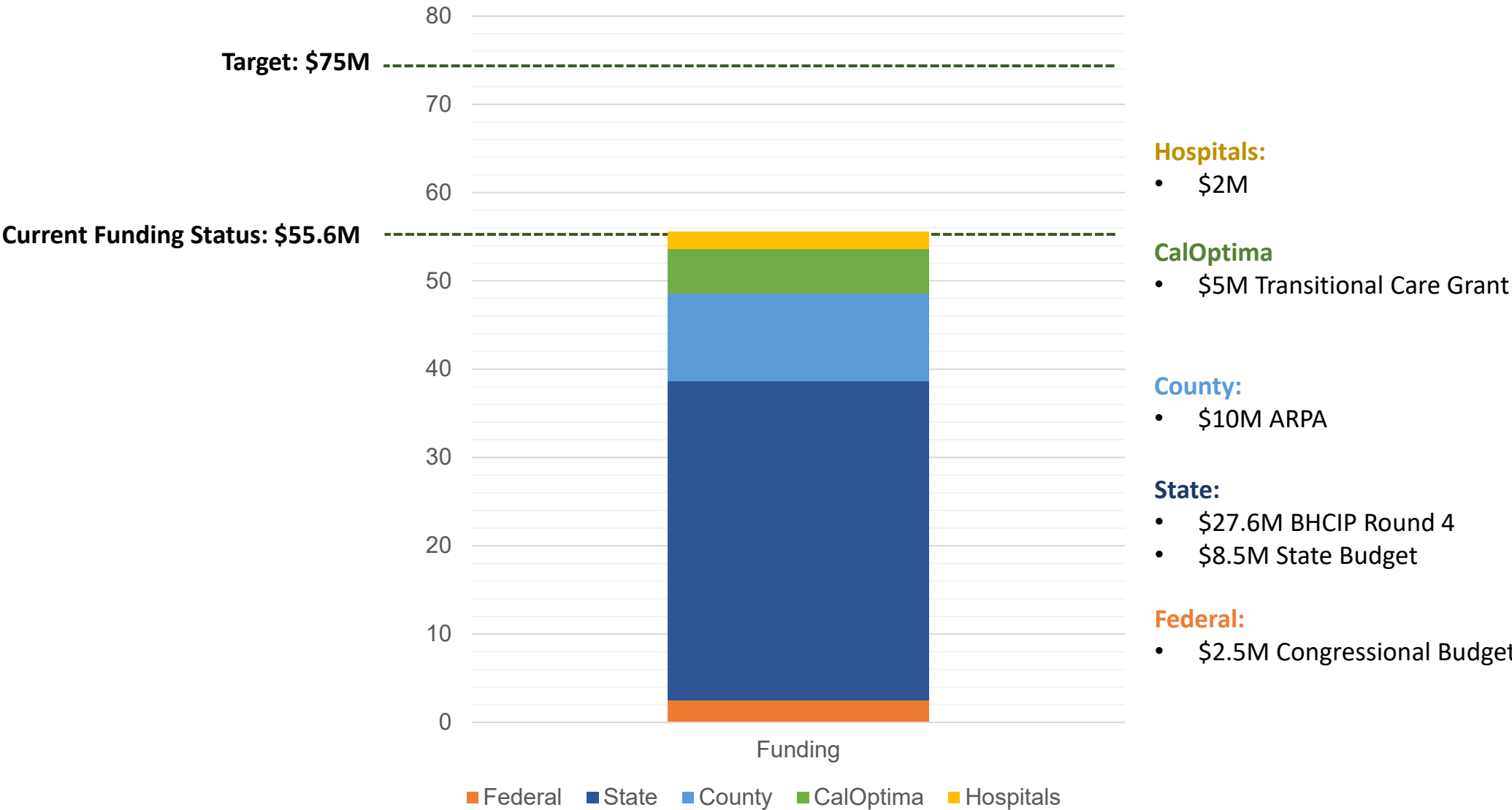
Addiction
Medicine

Navigation
Center

HCA
Child/Adolescent
Outpatient

*Program of All-Inclusive Care for the Elderly (PACE) is a Medicare and Medicaid program that helps people meet their health care needs in the community instead of going to a nursing home or other care facility.





Design & Renderings



Phase 1 Construction



















Be Well OC Mobile Response Team

- Two crisis intervention specialists
- In-community assessment and stabilization services
- Mental health or substance use challenges
- Case Management

Where we operate:

1. Anaheim
2. Garden Grove
3. Huntington Beach
4. Irvine
5. Newport Beach
6. Laguna Beach
7. Westminster
8. UCI – Irvine Campus

Non-emergency, non-medical situations

- Non-Medical transportation
- Suicidal ideation
- Public assistance
- Welfare checks
- Death notifications
- Non-domestic violence family issues and disputes

January 2024 - June 2024

Transports to Further Care / Programs Breakdown

Be Well Sobering
Center

276

Be Well Crisis
Stabilization Units

275

Emergency Dept.

217

Shelter /
Housing Service

189

College Crisis
Stabilization Unit

102

Private Residence

37



Other Transports*

235

*Hotel / Motel (33)

*Food Resource (31)

*SUD Facility (27)

*Bus / Train Station (25)

*DMV (22)

*OC Social Services (18)

*Share Our Selves (17)

*Mental Health Clinic (10)

*Church (9)

*Pharmacy (9) Other (34)

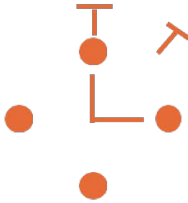
Dispatch Breakdown

Total Dispatch Calls

5,045

% of Total Dispatch Calls not
Requiring Co-Response

64%



Time Spent on Dispatch Calls*

5,063 Hours

*Includes Response Time

of Dispatch Calls Responded
to at Private Residences

1,119

of Dispatch Calls Responded
to at Businesses

1,172



Hope Central 949-749-2500

At Be Well, individuals can receive targeted **behavioral health or substance use disorder urgent care and/or residential treatment** with the addition of community-based social support services. Be Well is a community resource that is supporting Orange County residents regardless of their ability to pay.

Call 949-749-2500 to speak with a member of the **Hope Central** team who will **facilitate access** to Be Well's **continuum of care** and help ensure your client is connected to the appropriate services and programs.