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# ORANGE COUNTY REFERRAL SOURCES FOR HEALTH HOMES PROGRAM

*January 2020*

A Guide to  
Local  
Directories &  
Specialized  
Organizations

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# Introduction and General Instructions for Use

## Organization

This informational guide has been organized to assist Health Homes Program (HHP) providers in quickly identifying relevant resource directories and specialized organizations that may be contacted as the “go-to” sources for information on local services targeting specific HHP-related conditions or populations.

This guide is organized by HHP-related conditions and populations.

- Section 1: Providers of broad resource directories that may be relevant to all HHP participants and their families/personal supports.
- Section 2: Providers of resource directories containing services relevant to the chronic conditions set forth in the Department of Health Care Services (DHCS) eligibility criteria for HHP. Also, specialized organizations focusing on one or more of those chronic conditions.
- Section 3: Providers of resource directories containing services relevant to the HHP target populations, as established by the DHCS’ acuity/complexity criteria.

## Selection

The resource directories and specialized organizations in this directory were selected because they offer comprehensive or targeted service referrals for HHP-related conditions and populations. This guide is not intended to serve as a complete list of all resource directories or all services available for HHP-related populations. Rather, this guide may be used as a starting point for identifying appropriate resources for each participant.

## Disclaimer

Inclusion in the guide does not imply endorsement, and omission does not indicate disapproval. CalOptima neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in this guide. CalOptima disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the directory. CalOptima reserves the right to edit information to meet DHCS and other guidelines, and for format, and space requirements.

## More Information

For more information about this guide and/or updates to its contents, please contact CalOptima’s Provider Relations Department at (714) 246-8600.

*CalOptima thanks Upswing Group for their support in developing this directory.*

# Section 1: Broad Resource Directories

The resource directories on this page may be useful to a variety of participants and their families/personal supports.

## 2-1-1 Orange County (211OC)

**Maintains various resources for patients and their caregivers.**

**Tips:** Keyword search or ask specialist for resources based on participants' conditions or specific needs (see Chronic Conditions section below for more information), or search for "caregiver" resources, or the specific service for which you would like to search (such as "caregiver consultation and support", "caregiver counseling", etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## Aging and Disability Resource Connection of Orange County (ADRCOC)

**Types of Listings:** Information and resources for older adults, people with disabilities, family members, caregivers, and those seeking options counseling for long-term care/support.

**Toll Free:** (800) 510-2020 (*phone assistance from ADRC specialists recommended*)

**Resource Directories URL:** <http://www.navigateresources.net/adrcoc>

**General URL:** <http://adrcoc.org>

## Family Caregiver Resource Center Orange County

**Types of Listings:** Support groups, self-care resources, respite assistance, family consultations, counseling, elder law, fact sheets, education, general information related to caregiving, etc.

**Toll Free:** (800) 543-8312 or **Local:** (714) 446-5030

**General URL:** <http://www.caregiveroc.org>

*This guide continues with Section 2 on the next page.*

## Section 2: Chronic Conditions

The next several pages contain resource directories and specialized organizations, organized alphabetically by the chronic conditions listed in the Department of Health Care Services eligibility criteria for the Health Homes Program.

### Asthma

#### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “asthma” resources or the specific service for which you would like to search (such as “chronic disease self-management programs”, “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### Bipolar Disorder

#### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “bipolar” resources or the specific service for which you would like to search (such as “mental health related support groups”, “individual counseling”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

#### Depression and Bipolar Support Alliance – Orange County Chapter (DBSA-OC)

**Types of Listings:** Support group meetings

**Local:** (714) 744-8718

**General URL:** <http://dbsaoc.org> (Click “Meeting List” for support group meetings)

*Section 2 continues with additional resource directories for bipolar disorder on the next page.*

## National Alliance on Mental Illness, Orange County (NAMI OC)

**Types of Listings:** Resources for people with mental illness and their families/personal supports including support groups, legal resources, education programs, treatment resources, and other resources.

**OC WarmLine:** (714) 991-6412

**Live Chat:** <https://m2.icarol.com/ConsumerRegistration.aspx?org=2178&pid=80&cc=en-US>

**General URL:** [www.namioc.org](http://www.namioc.org)

## Mental Health Association of Orange County (MHA OC)

**Types of Listings:** Focuses on adults with severe and persistent psychiatric disorders. Support groups, emergency/crisis, evaluation & treatment, mental health phone assistance, local nonprofit and government services, housing and homelessness services, substance abuse services, and hoarding.

**Local:** (714) 547-7559

**Resource Directories URL:** <https://mentalhealthca.wordpress.com/>

**General URL:** [www.mhaoc.org](http://www.mhaoc.org)

## Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency's Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>

## Chronic Liver Disease

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search ("search all fields") or ask specialist for: "liver" resources or the specific service for which you would like to search (such as "chronic disease self-management programs", "Health/Disability Related Support Groups", etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

*Section 2 continues on the next page.*

## Chronic Obstructive Pulmonary Disease (COPD)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search (“search all fields”) or ask specialist for: “lung” resources or the specific service for which you would like to search (such as “chronic disease self-management programs”, “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## Congestive Heart Failure (CHF)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “heart disease” resources or the specific service for which you would like to search (such as “friendly telephoning”, “chronic disease self-management programs”, “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** [Community Service Directory-- Attestation 13.G.msg](#)

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## Coronary Artery Disease (CAD)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “heart disease” resources or the specific service for which you would like to search (such as “friendly telephoning”, “chronic disease self-management programs”, “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

*Section 2 continues on the next page.*

## Dementia

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “dementia” resources or the specific service for which you would like to search (such as “friendly visiting”, “case/care management”, “dementia management”, “caregiver/care receiver support groups”, “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### Alzheimer’s Orange County

**Types of Listings:** Housing options (assisted living, skilled nursing, etc.), elder law resources, hospice, transportation, home health care, adult daycare medical services, elder transportation resources, community services, education, support, social engagement, etc.

**24/7 Helpline:** (800) 272-3900

**Resource Directories URL:** [https://www.alz.org/we\\_can\\_help\\_we\\_can\\_help.asp](https://www.alz.org/we_can_help_we_can_help.asp)

**General URL:** [www.alzoc.org](http://www.alzoc.org)

## Diabetes (or Risk of Diabetes)

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “diabetes” resources or the specific service for which you would like to search (such as “chronic disease self-management programs”, “diabetes management clinics” “health/disability related support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

*Section 2 continues on the next page.*



## Hypertension

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “hypertension” or the specific service for which you would like to search (such as “chronic disease self-management programs”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## Major Depression (or Risk of Depression)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “depression” resources or the specific service for which you would like to search (such as “mental health related support groups”, “individual counseling”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### Depression and Bipolar Support Alliance – Orange County Chapter (DBSA-OC)

**Types of Listings:** Support group meetings

**Local:** (714) 744-8718

**General URL:** <http://dbsaoc.org> (Click “Meeting List” for support group meetings)

### National Alliance on Mental Illness, Orange County (NAMI OC)

**Types of Listings:** Support groups, legal resources, education programs, treatment resources, and other resources for people with mental illness and their families/personal supports.

**OC WarmLine:** (714) 991-6412

**Live Chat:** <https://m2.icarol.com/ConsumerRegistration.aspx?org=2178&pid=80&cc=en-US>

**General URL:** [www.namioc.org](http://www.namioc.org)

*Section 2 continues with additional resource directories for depression on the next page.*

## Mental Health Association of Orange County (MHA OC)

**Types of Listings:** Focuses on adults with severe and persistent psychiatric disorders. Support groups, emergency, crisis, evaluation & treatment, mental health phone assistance, local nonprofit and government services, housing and homelessness services, substance abuse services, and hoarding.

**Local:** (714) 547-7559

**Resource Directories URL:** <https://mentalhealthca.wordpress.com/>

**General URL:** [www.mhaoc.org](http://www.mhaoc.org)

## Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency's Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>

## Obesity (or Risk of Obesity)

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: "obesity", "weight", "weight loss", "weight related support groups", "overeating/food addiction" resources

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

*Section 2 continues on the next page.*

## Psychotic Disorder

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search (set to “Search All Fields”) or ask specialist for: “psychosis” resources or the specific service for which you would like to search (such as “mental health related support groups”, “individual counseling”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### National Alliance on Mental Illness, Orange County (NAMI OC)

**Types of Listings:** Support groups, legal resources, education programs, treatment resources, and other resources for people with mental illness and their families/personal supports.

**OC WarmLine:** (714) 991-6412

**Live Chat:** <https://m2.icarol.com/ConsumerRegistration.aspx?org=2178&pid=80&cc=en-US>

**General URL:** [www.namiooc.org](http://www.namiooc.org)

### Mental Health Association of Orange County (MHA OC)

**Types of Listings:** Focuses on adults with severe and persistent psychiatric disorders. Support groups, emergency, crisis, evaluation and treatment, mental health phone assistance, local nonprofit and government services, housing and homelessness services, substance abuse services, and hoarding.

**Local:** (714) 547-7559

**Resource Directories URL:** <https://mentalhealthca.wordpress.com/>

**General URL:** [www.mhaoc.org](http://www.mhaoc.org)

### Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency’s Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>

*Section 2 continues on the next page.*

## Serious Mental Illness

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “mental illness” resources or the specific service for which you would like to search (such as “mental health related support groups”, “individual counseling”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### National Alliance on Mental Illness, Orange County (NAMI OC)

**Types of Listings:** Support groups, legal resources, education programs, treatment resources, and other resources for people with mental illness and their families/personal supports.

**OC WarmLine:** (714) 991-6412

**Live Chat:** <https://m2.icarol.com/ConsumerRegistration.aspx?org=2178&pid=80&cc=en-US>

**General URL:** [www.namioc.org](http://www.namioc.org)

### Mental Health Association of Orange County (MHA OC)

**Types of Listings:** Focuses on adults with severe and persistent psychiatric disorders. Support groups, emergency, crisis, evaluation and treatment, mental health phone assistance, local nonprofit and government services, housing and homelessness services, substance abuse services, and hoarding.

**Local:** (714) 547-7559

**Resource Directories URL:** <https://mentalhealthca.wordpress.com/>

**General URL:** [www.mhaoc.org](http://www.mhaoc.org)

### Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency’s Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>

*Section 2 continues on the next page.*

## Substance Use Disorder (or Risk of SUD)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “substance use disorder” resources or the specific service for which you would like to search (such as “detox”, “residential treatment”, “drug use disorder support groups”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

### Orange County Alcoholics Anonymous (AA)

**Types of Listings:** Peer support meetings and clubs/fellowship halls for people recovering from alcohol addiction

**General URL:** <http://www.oc-aa.org/>

**24/7 Office Line:** (714) 556-4555

### Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency’s Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>

### Orange County Narcotics Anonymous (NA)

**Types of Listings:** Peer support meetings and activities for people recovering from drug addiction

**General URL:** <https://www.orangecountyna.org>

**24/7 Helpline:** (714) 590-2388

## Traumatic Brain Injury (TBI)

### 2-1-1 Orange County (211OC)

*Maintains various resources for this condition.*

**Tips:** Keyword search or ask specialist for: “brain injury” resources or the specific service for which you would like to search (such as “brain injury rehabilitation”, “health/disability related support groups”, “speech and language pathology”, “individual advocacy”, “case/care management”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## St. Jude Brain Injury Network

**Types of Listings:** Support groups, rehabilitation, colleges with brain injury programs, veteran resources, government resources, local community resources, other brain injury organizations.

**Toll Free:** (866) 785-8332 or Local: (714) 446-5626

**Resource Directory URL:** <http://tbioc.org/resources/>

**Support Groups URL:** [tbioc.org/supportgroups/](http://tbioc.org/supportgroups/)

**General URL:** [www.tbioc.org](http://www.tbioc.org)

*This guide continues with Section 3 on the next page.*

# Section 3: Target Populations

The directories on this page are organized by the criteria for establishing acuity/complexity listed in the Department of Health Care Services (DCHS) Eligibility Criteria for the Health Homes Program.

## Chronic Homelessness

### 2-1-1 Orange County (211OC)

**Maintains various resources for this condition.**

**Tips:** Keyword search or ask specialist for: “homeless” resources or the specific service for which you would like to search (such as “transitional housing”, “housing search assistance”, “homeless permanent supportive housing”, “case/care management”, “homeless motel vouchers”, etc.)

**Types of Listings:** Comprehensive directory of nonprofit and government health and human services resources serving Orange County.

**Resource Directories URL:** <https://www.211oc.org/get-help.html>

**24/7 Helpline:** 2-1-1 or (888) 600-HELP (4357)

**Online Help Request:** <http://www.211oc.org/get-help/online-help-request.html>

## Other Acuity/Complexity Criteria

*Participants with three of the eligible conditions, or one inpatient stay in the last 12 months, or three Emergency Department visits in the last 12 months.*

### Aging and Disability Resource Connection of Orange County (ADRCOC)

**Types of Listings:** Information and resources for older adults, people with disabilities, family members, caregivers, and those seeking options counseling for long-term care/support.

**Toll Free:** (800) 510-2020 (*phone assistance from ADRC specialists recommended*)

**Resource Directories URL:** <http://www.navigateresources.net/adrcoc>

**General URL:** <http://adrcoc.org>

### Orange County Behavioral Health Information & Referrals (OC Links)

**Types of Listings:** Information and linkage to Orange County Health Care Agency’s Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services.

**Toll Free:** (855) OC-LINKS (625-4657)

**Resource Directory and Online Help Request (request for a specialist to contact you with resources):** <http://www.ochealthinfo.com/oclinks>