



Dear Colleagues,

Transitions-Mental Health Association (TMHA) has been actively monitoring the Coronavirus situation and has developed response plans for our programs. The situation continues to evolve rapidly and we will adjust our plans as new information becomes available.

TMHA is taking steps to help protect its staff, clients, volunteers, and community members. We are starting with the CDC guidelines for handwashing, social distancing and keeping sick staff and clients home. TMHA is putting in place a “social distancing” plan to limit person-to-person contact; this plan will help reduce the number of people potentially exposed to the virus and therefore slow community spread.

Beginning Monday, March 16, 2020 through April 15, 2020 at a minimum, TMHA will work to ensure continuity of care by reducing and modifying our programs. TMHA’s programs will shift as much as possible from in-office and in-person to phone and teleconference appointments. TMHA’s community events, meetings, and gatherings will be suspended through this period and future events will be assessed.

TMHA’s main office will remain open during this period but closed to the general public and non-essential appointments. All satellite offices will be closed to visitors. TMHA staff will be available to answer phone calls and we will keep the operation moving as smoothly as possible.

As this is a rapidly evolving situation, it is unknown if these measures will be extended beyond April 15th or altered to address new issues. TMHA will continue to monitor the situation and the response plan will be adjusted accordingly.

It is our hope that through these service changes we will continue to meet the needs of the community while also doing our part to stem the tide of the Coronavirus. We encourage other agencies, businesses, and organizations in our community to consider the importance of social distancing as is recommended by the SLO and SB County Public Health Departments. Collectively, our efforts will have a significant and meaningful impact.

For questions on this matter, please contact our office at 805-540-6500.

The following information relates to specific programs and contact information in San Luis Obispo:

Adult Transitions Program

ATP will maintain one empty room in order to isolate residents should a resident become ill. This includes limiting new referrals at this time. ATP is following CCL and CDC guidelines and refraining from receiving non-essential visitors, to be determined on a case-by-case basis.

Family Services

We are temporarily postponing our Family Support Groups, Family Orientation Classes, and Families and the Judicial System Classes. Family Services Staff are very available by phone for one on one support, education and resource connection particularly during these challenging times. Please feel free to make contact with any of our staff. *Bilingual staff indicated by asterisk and available by phone as well.

Family Support Specialists, Adult Services – San Luis Obispo County

*Fernando Vasquez: 805-540-6574

Vivian Soul: 805-540-6572

Family Support Specialists, Youth Services – San Luis Obispo County

*Mayra Valencia, Southern SLO County: 805-458-6388

*Jorge Huerta, Northern SLO County: 805-458-2596

*Melanie Davenport, SLO & North Coast: 805-503-0009

Family Support Specialists, Youth and Adult Services – Northern Santa Barbara County

*Maria Perez: 805-441-3325

*Zandra Alfaro-Olea: 805-458-5487

Family Services Program Manager

Shawn Ison: 805-540-6571

Wellness Centers

Wellness Centers will provide support to members via phone until further notice. All groups and services at the center are suspended at this time. The Wellness Center staff are available for members by phone daily and we will be reaching out to all current members.

For referrals and new member interest, please have folks call the centers directly. We will work with new members to have them fill out Member Info packets on their own. Once filled out we can work to support them by phone until groups resume.

Friendly reminder to also let folks know of the Peer Support Warm Line available 855-845-7415 as well as our SLO Hotline 800.783.0607

If you have any further questions please contact Meghan Madsen, mmadsen@t-mha.org or 805/503-0350.

Behavioral Health Navigation

Behavioral Health Navigators are available to connect with clients over the phone. All non-critical in-person appointments have been cancelled. Critical appointments are being determined on a case-by-case basis. For more information, contact Trista Ochoa at 805.540.6576

Education, Outreach and Community Presentations

All Peer to Peer, WRAP, Mental Health First Aid, and Family to Family classes have been postponed until further notice. Outreach and community presentations have also been cancelled or postponed.

All Housing Programs

Case management will continue to be provided to all our residents. Most in-person contact will be limited or converted to telephone case management services. Transportation services for residents will be reduced; and when it occurs, staff and residents will utilize PPE (personal protective equipment) or vans that can accommodate 6 foot social distancing during the transportation. Rent paid to the TMHA main office can be dropped off at the drop box near the kitchen entrance. For all other rent payments, they will remain the same.

Property Management Services

Repairs and maintenance will continue on all TMHA houses. Repair projects and on-going maintenance issues will be prioritized according to health and safety needs.

Forensic Services

Forensic services have been temporarily suspended at the SLO County jail. All community presentations have been suspended. Case management services will be conducted primarily via telephone contact with clients. In-person contacts will be greatly reduced during this time period. When possible, services will be conducted outside of a facility, and follow the 6 foot distancing guideline.

Bishop Street Studios

Our Bishop Street case management staff will continue to provide support on the site. Groups will be cancelled until further notice. One-on-one interactions with residents will be limited due to the social distancing recommendations of 6 feet apart to limit exposure to the virus. Mail and property management services will continue to be delivered.

We will be assessing the safety of our facilities and services, and operating at limited capacity on an ongoing basis with the guidance of local health officials. We are committed to joining our community partners with containing the spread of this virus. We hope to resume full services as soon as it is safe to do so.

Full Service Partnerships

Staff will maintain regular contact with clients via telephone and when necessary, in person appointments using precautionary best practices. Outreach to clients will be conducted using safety precautions of social distancing, not meeting with clients who are sick and directing clients to primary care when necessary.