

PMHP QUARTERLY

FALL 2025

## Sidewalk Stories Podcast

We're excited to share **Sidewalk Stories**, a new narrative podcast series inspired by the stories of those in service to people experiencing homelessness in Los Angeles. Homeless service providers, such as outreach workers, clinicians, and interim housing staff, witness extraordinary moments of transformation, connection, and redemption with their clients and we at PMHP wanted to find a way to bring these inspiring stories to the public and spotlight the vital, often unseen work of homeless service providers.



Our team interviewed LA County Department of Mental Health HOME providers and each conversation was as moving as the last. From the very start, we could hear the passion for their work in their voices. Using these interviews as inspiration, writers created monologues that were then performed by talented voiceover artists and paired with thoughtful sound design. The episodes are the product of a remarkable collaboration among homeless service providers, writers, artists, actors, and administrators, all committed to bringing these stories forward to raise awareness and reduce stigma for people experiencing homelessness and the providers who walk alongside them.

Episode 1, "Soup Cans and 7-Eleven", launched this week and new episodes will be published on Tuesdays. Follow our podcast channel on either Spotify or Apple Podcasts.

### Listen to Episode 1: Soup Cans and 7-Eleven

Listen on  
Spotify

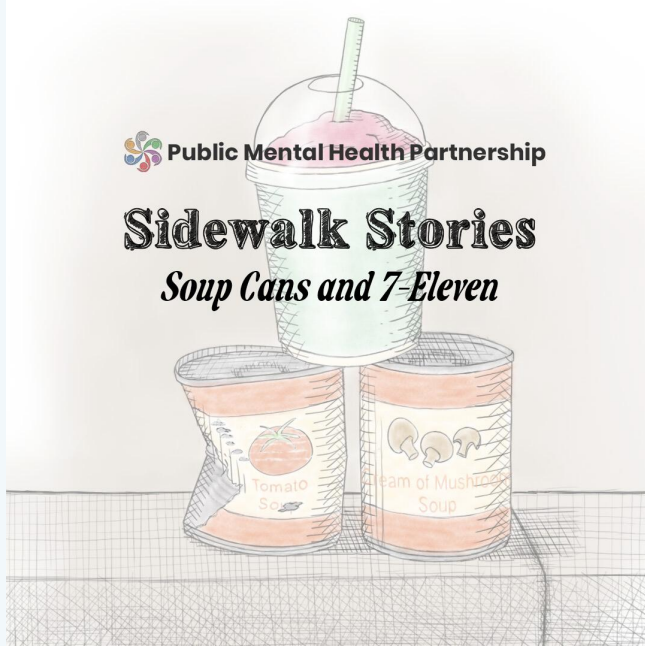
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Podcasts

Excerpt from Episode 1:

*Panic immediately set in. May had*

## Sidewalk Stories

### *Soup Cans and 7-Eleven*



vanished. I should have known it would be too overwhelming for her—even I could hardly tolerate the sterile, tedious courtroom proceedings I'd been through with my other clients. But at this point, all I cared about was making sure May was safe.

*I immediately jumped in my car and began driving around the courthouse, searching for May. She had made so much progress over the last year, and I didn't want to see it undone. May began marching off down the street toward the bus stop. I chased after her, begging her not to go, but my voice was merely drowned in the*

*surrounding traffic.*

*My pulse thudded mercilessly in my ears as the bus slowly rumbled and eventually hissed to a stop in front of us. I knew I was running out of options as passengers began filing onto the bus, and May was only seconds from leaving for good.*

*I looked around desperately, willing a solution to materialize in front of me, but all my eyes caught was the gleaming fluorescent lights of the 7-Eleven across the street. Hardly thinking, I merely crossed my fingers, yelled May's name, and the moment she turned to look at me, I blurted out the only thing I could think of: "Have you ever had a slurpee?"*

## Practicing Cultural Humility with Your Clients



The process of Cultural Humility is lifelong and repetitive. It's infused in every conversation we have with clients, colleagues, or ourselves as we plan and conceptualize their case. In addition to clinical approaches and frameworks, there are also softer skills and general guiding principles to use when thinking about your clients and speaking directly to them and their families:

- Avoid assumptions and stereotyping
- Understand how clients identify and what those identities mean to them (historically and currently)
- Search for resiliency factors within their personal identity
- Believe their lived experiences and put in cultural context

- Use a trauma-informed perspective to consider the purpose of behaviors that clients who are labeled as “challenging” or “resistant” exhibit
- Gather background knowledge about the systems with which they are involved and/or you are referring to

For further training on Cultural Humility, view our [Utilizing Cultural Humility to Enhance Safety, Trust, and Engagement With Clients Anytime Session](#) on the DMH + UCLA Wellbeing for LA Learning Center.

## New Anytime Trainings



### Recognizing and Treating OCD in Community Mental Health

[View Training](#)

### Infestations and Mental Health: Bed Bugs, Human Head Lice, Scabies, and Human Body Lice

[View Training](#)

## Introduction to Assertive Community Treatment (ACT)



PMHP is proud to serve as a **Center of Excellence (COE)** for the implementation of the ACT and FACT evidence-based practices (EBP) as part of California's effort to expand access to and strengthen the continuum of community-based behavioral health services for individuals living with significant behavioral health needs. We would like to share our Introduction to ACT trainings as a great resource to

learn more about the ACT model.

### Core Components of the ACT Service Model: Setting the Foundation for Fidelity

This video explains the service model features that are foundational for ACT teams to adopt in the initial

stages of ACT/FACT implementation as well as describes the key structural and clinical elements of ACT that are essential to put in place early in the implementation process as teams move toward delivering the full ACT model in accordance with evidence-based guidelines. It also reviews the processes and resources that will be used by California's ACT/FACT Center of Excellence, the Public Mental Health Partnership at UCLA, to support counties in building and sustaining effective ACT/FACT teams.

[View Video](#)

### **Organizational Readiness for Assertive Community Treatment (ACT): Predictors of Implementation Success**

Using various implementation theories and frameworks, this training defines organizational readiness for change within the context of implementing Assertive Community Treatment. Relevant factors that predict successful program implementation will be discussed, such as organizational culture, teamwork, communication, and leadership support. This training will highlight tangible strategies organizations can use to improve functioning and maximize these readiness factors. Gaining an understanding of these factors and strategies will help participants lay the groundwork to put Assertive Community Treatment (ACT) programs in place within their service systems.

[View Training](#)

### **Assertive Community Treatment: Outpatient Management of Psychosis in the Era of Deinstitutionalization**

This training reviews the history of ACT as well as discusses the origin of the ACT approach, describes key findings from studies that have examined its effectiveness, and explores its impact in different contexts. The training provides an overview of fidelity scales used to assess whether ACT programs are operating as intended, focusing on the relevance of ACT adaptations, like Full Service Partnerships, in serving clients who can benefit from interventions like ACT that are assertive, intensive, and multidisciplinary.

[View Training](#)

## **Self-Care Corner**

### **Supporting Your Mental Health During the Holidays**



① Pay attention to your feelings: Remember that it is okay to feel unhappy during the holidays. Recognizing your feelings is the first step to addressing and nurturing them.

② Develop a plan for when you are feeling stressed, sad, or lonely: This plan may include calling a friend or family member, going for a walk, engaging in an activity that brings joy, or watching a favorite movie. Having a plan ahead of time can help ensure the difficult moments are more manageable.

③ Practice self-care: It is important to schedule time for yourself and activities that recharge your mind and body. This may include reading a good book, working out, spending time in nature, and practicing stress management skills, such as deep breathing, meditation, and mindfulness. It is also important to remember to prioritize necessities, including eating a balanced diet, getting plenty of sleep, and finding time for exercise.

④ Connect with community: If you can't be near loved ones during the holidays, finding a supportive community through clubs, support groups, community centers, local meetups, and faith communities can help reduce feelings of loneliness and isolation. Consider scheduling a regular phone call with family and friends as well.

⑤ Support others: During this time of year feelings of grief and loss can amplify. Check in on loved ones who may be alone or struggling during the holiday season. Helping a friend or neighbor not only gives joy to others, but it can improve your own happiness and well-being.

Source: SAMHSA



**Thank you for reading the Fall Edition of PMHP Quarterly!**

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