

Your Privacy Matters to Us

Below outlines the personal information we collect through the referral process, why we collect it and your Privacy Rights.

What kind of information do we collect?

We may collect some or all of the following information about you: your name, address, birth date, some financial information and information about your health. We may also ask you for your medical history, medications you may be taking and any health problems you may have, for the purpose of providing quality health care services.

What do we do with this information?

We use information about you to determine if you are eligible to participate in this program. It may also help us in making an appropriate referral and assist us in your treatment. Safeguarding your health information is important to us.

Who else can see your information?

We may disclose information about you only as permitted by law.

If you have questions or concerns about your privacy rights, please contact:

Natalie Majors-Stewart
Tri-City Privacy Officer

Privacy Grievance Hotline
(909) 784-3298

Contact Us

If you have questions about the Full Service Partnership program or the referral process, please contact:

(909) 623-6131



Full Service Partnership (FSP) is funded by Proposition 63, the Mental Health Services Act



Claremont | La Verne | Pomona

Adult Services

2008 N. Garey Ave
Pomona, CA 91767

(909) 623-6131

Toll Free (888) 623-9500

Please visit www.tricitymhs.org
to download an FSP referral application

Full Service Partnership (FSP) for Older Adults

Ages 60+



What is the Full-Service Partnership (FSP) Program for Older Adults?

The FSP Program is designed for **older adults, ages 60 and older**, who would benefit from and are interested in participating in a partnership with their family, surrounding support persons and community, as well as a service provider team to create and address their total physical, emotional and living situation needs.

What is different about FSP for Older Adults compared to services offered in a mental health clinic?

FSP programs provide an array of services beyond the scope of traditional clinic-based mental health outpatient services.

The FSP program is a partnership program designed to support individuals, families and communities. In order for individuals to succeed, the FSP program requires the collaboration and commitment of families, significant others, and surrounding support persons to encourage our consumers throughout their treatment process.

Those participating in the FSP program have services available to them 24 hours a day, 7 days a week for crisis support.



FSPs provide comprehensive, intensive mental health services for older adults in their homes and communities. Providers are committed to do “whatever it takes” within the resources available.

FSP Program Services

For individuals in need of these services, the following are examples of services that you may receive if you were participating in FSP:

- + Mental health counseling
- + Case management
- + Individual and group therapy
- + Crisis intervention
- + Mental health, co-occurring and substance use support
- + Psychiatric medication support
- + Linkage and referral to community resources, such as supportive housing, transportation, financial and health care assistance

Together, the consumer and treatment team determine the type and frequency of services provided based on the client’s recovery goals. Because services provided are unique to each individual consumer, not all persons will require all the services listed.

Our team is committed to your success and to support you in achieving goals that are important to you and your wellness and recovery.

Who is eligible to receive FSP Services?

Older adults, ages 60 and older, with a serious and persistent mental illness that results in difficulty functioning and who have experienced at least one the following:

- Homelessness or at serious risk of becoming homeless
- In jail or has frequent contact with the criminal justice system
- Frequent psychiatric hospitalizations or psychiatric emergency services
- At risk of abuse, neglect, harm or placement in a higher level of care, such as a skilled nursing facility
- Co-occurring medical or substance use disorders
- Living with family members and at risk of any of the above circumstances

Interested in FSP Services?

To be considered for the FSP program, a referral must be submitted and screened for eligibility. Our team will review your referral and you will be notified within 72 hours.

If you are accepted into the FSP program, you will be contacted by one of our assigned service providers. If you are not accepted into the FSP program, we will help link you to other services and supports that may be helpful to you.