



# GUIDE TO CALIFORNIA BEHAVIORAL HEALTH INFORMATION AND REFERRAL LINES

DEVELOPED BY ORANGE COUNTY HEALTH CARE AGENCY  
BEHAVIORAL HEALTH SERVICES

MARCH 2015



## INTRODUCTION

The Orange County Health Care Agency launched its Behavioral Health Services Navigation Department in October 2013 to improve access for its residents seeking behavioral health services. These services include County-operated and County-contracted behavioral health programs: children and adult mental health, alcohol and drug inpatient and outpatient, crisis, and prevention/early intervention. A key part of the Navigation Department is the OC Links Information and Referral Line that has assisted thousands of callers from across the County in its first year of operation. OC Links helps callers navigate Orange County's behavioral health system and links people and their family members directly to the program that best meets their needs.

OC Links has received calls from all over Southern California. Based on the community response, this guide was created to assist all residents throughout the state in finding behavioral health services available in their communities. Every attempt has been made to provide the most accurate and up-to-date information at the time of publication. Questions or comments about this guide can be emailed to Jason Austin at [JAustin@ochca.com](mailto:JAustin@ochca.com).

## TABLE OF CONTENTS

### HIGH DENSITY POPULATION COUNTIES (>500,000)

ALAMEDA COUNTY .....	4
CONTRA COSTA COUNTY .....	5
FRESNO COUNTY .....	6
KERN COUNTY .....	7
LOS ANGELES COUNTY .....	8
ORANGE COUNTY .....	9
RIVERSIDE COUNTY .....	10
SACRAMENTO COUNTY .....	11
SAN BERNARDINO COUNTY .....	12
SAN DIEGO COUNTY .....	13
SAN FRANCISCO COUNTY .....	14
SAN JOAQUIN COUNTY .....	15
SAN MATEO COUNTY .....	16
SANTA CLARA COUNTY .....	17
STANISLAUS COUNTY .....	18
VENTURA COUNTY .....	19

### MEDIUM DENSITY POPULATION COUNTIES (>100,000)

BUTTE COUNTY .....	20
EL DORADO COUNTY .....	21
HUMBOLDT COUNTY .....	22
IMPERIAL COUNTY .....	23
KINGS COUNTY .....	24
MADERA COUNTY .....	25
MARIN COUNTY .....	26
MERCED COUNTY .....	27
MONTEREY COUNTY .....	28
NAPA COUNTY .....	29
PLACER COUNTY .....	30
SAN LUIS OBISPO COUNTY .....	31
SANTA BARBARA COUNTY .....	32

SANTA CRUZ COUNTY ..... 33  
SHASTA COUNTY ..... 34  
SOLANO COUNTY ..... 35  
SONOMA COUNTY ..... 36  
TULARE COUNTY ..... 37  
YOLO COUNTY ..... 38

**LOW DENSITY POPULATION COUNTIES (<100,000)**

ALPINE COUNTY ..... 39  
AMADOR COUNTY ..... 40  
CALAVERAS COUNTY ..... 41  
COLUSA COUNTY ..... 42  
DEL NORTE COUNTY ..... 43  
GLENN COUNTY ..... 44  
INYO COUNTY ..... 45  
LAKE COUNTY ..... 46  
LASSEN COUNTY ..... 47  
MARIPOSA COUNTY ..... 48  
MENDOCINO COUNTY ..... 49  
MODOC COUNTY ..... 50  
MONO COUNTY ..... 51  
NEVADA COUNTY ..... 52  
PLUMAS COUNTY ..... 53  
SAN BENITO COUNTY ..... 54  
SIERRA COUNTY ..... 55  
SISKIYOU COUNTY ..... 56  
SUTTER COUNTY ..... 57  
TEHAMA COUNTY ..... 58  
TRINITY COUNTY ..... 59  
TUOLUMNE COUNTY ..... 60  
YUBA COUNTY ..... 61



**ACCESS PROGRAM**  
ALAMEDA COUNTY  
HEALTH CARE SERVICES  
BEHAVIORAL HEALTH CARE SERVICES

The Alameda County Access Program provides referrals for mental health, alcohol/drug, and crisis services. Additional services include verification of Behavioral Health Plan and Medi-Cal eligibility and screening of clinical service needs. The Access Program is staffed by 15 county personnel who are licensed clinicians including MFTs, LCSWs, and Psychologists. Business hours are 8:30 a.m. to 5 p.m., Monday through Friday. After-hours and weekend calls are answered by the contracted provider, Crisis Support of Alameda County. The program answers an average of 2,000 calls a month.

[www.acbhcs.org](http://www.acbhcs.org)

**Access Program Phone Number:  
(800) 491-9099**



## **ACCESS LINE**

**CONTRA COSTA COUNTY**

**HEALTH SERVICES**

**BEHAVIORAL HEALTH SERVICES**

The Contra Costa County Access Line is a point of authorization and referral for Medi-Cal mental health services. Unfunded callers can be referred to regional clinics for medication management and limited counseling services. The Access Line is available 24 hours a day, 7 days a week. It is staffed Monday through Friday from 8 a.m. to 5 p.m. with four to eight licensed clinicians who are County employees. They perform eligibility screening and crisis screening. After hours, calls are forwarded to the county's evaluation and treatment services department. The Access Line answers approximately 200 calls a day.

<http://cchealth.org/>

**Access Line Phone Number:  
(888) 678-7277**



## **CONSUMER ACCESS LINE**

FRESNO COUNTY

DEPARTMENT OF BEHAVIORAL HEALTH

The Fresno County Consumer Access Line is the access point for mental health and substance abuse services. Services available for adults and children include assessments and evaluations, case management, support and therapy, and medication services within a wellness and recovery model. The county employs contracted staff that are available to answer calls 24 hours a day, 7 days a week. Crisis calls are

forwarded to the county's clinical staff that can assess for medical necessity of mental health services.

<http://www.co.fresno.ca.us>

**Consumer Access Line Phone Number:  
(800) 654-3937**



## **CRISIS LINE**

### **KERN COUNTY**

### **MENTAL HEALTH DEPARTMENT**

The Kern County Crisis Line is managed by the Mary K. Shell Mental Health Center. Services include linkage to resources, assessment and referral, crisis intervention, case management, and support of families and significant others. These services are available for adults and children. The Crisis Line is supervised by a licensed clinician, and the staff are trained, county professionals as well as volunteers.

There are one to three staff members who answer approximately 50 calls a day. The Crisis Line is available 24 hours a day, 7 days a week.

<http://www.co.kern.ca.us>

**Crisis Line Phone Number:**

**(800) 991-5272**

**TTY Number for the Hearing Impaired:**

**(661) 868-8142**





**ACCESS HOTLINE**  
LOS ANGELES COUNTY  
DEPARTMENT OF MENTAL HEALTH

The Los Angeles County Access Hotline provides free confidential mental health information, referrals to service providers, crisis counseling, and mental health services to disaster victims. The Access Hotline employs 80 county phone workers and is staffed by 10 to 15 workers at any given time. The background of the phone workers includes psychiatrists and nurses, social workers, and community workers. The staff works in shifts to cover the 24 hours a day, 7 days a-week availability. The Access Hotline answers over 25,000 calls a month.

<http://dmh.lacounty.gov/wps/portal/dmh>

**Access Hotline Phone Number:  
(800) 854-7771**



**OC LINKS**  
**ORANGE COUNTY**  
**HEALTH CARE AGENCY**  
**BEHAVIORAL HEALTH SERVICES**

The OC Links Information and Referral Line provides telephone and online-chat support for anyone seeking information or linkage to the county's behavioral health programs. Services include children and adult mental health programs, alcohol and drug inpatient and outpatient services, crisis programs, and prevention and early intervention services. OC Links is staffed by four master's level clinical Navigators employed directly by the county. The Navigators assess callers' needs, and link them directly to the appropriate program while still on the call. OC Links is available Monday through Friday from 8 a.m. to 6 p.m., and answers over 800 calls and live-chats per month. After hours, callers can leave messages by telephone or online via the website.

<http://ochealthinfo.com/bhs/oclinks>

**OC Links Phone Number:**  
**(855) OC-LINKS (625-4657)**  
**TDD Phone Number for the Hearing Impaired:**  
**(714) 834-2332**



**CARES LINE**  
**RIVERSIDE COUNTY**  
**DEPARTMENT OF MENTAL HEALTH**

The Riverside County CARES Line (Community Access, Referral, Evaluation and Support Line) provides information and referrals for Medi-Cal beneficiaries seeking mental health services. The CARES Line functions as a managed care model that mainly screens callers for Medi-Cal authorization. It is staffed by clinicians and bachelor’s level behavioral health specialists. The CARES Line operates Monday through Friday from 8 a.m. to 5 p.m. and answers up to 2,000 calls a month. After hours and weekends, the public is connected to 211, a toll-free number that provides information and referrals for health and social services.

<http://www.rcdmh.org>

**Cares Line Phone Number:**  
**(800) 706-7500**



**ACCESS TEAM**  
**SACRAMENTO COUNTY**  
**HEALTH AND HUMAN SERVICES**  
**BEHAVIORAL HEALTH SERVICES**

Sacramento County ACCESS has two teams: one for adults/older adults and one for children/youth. The goal of the ACCESS teams is to link consumers in the community to appropriate mental health services and resources. The ACCESS teams give information, assess for service needs, authorize mental health services, and make referrals. The ACCESS Team is staffed with 10 master's level professionals and answers approximately 1,600 calls a month. ACCESS is available Monday through Friday from 8 a.m. to 5 p.m. After hours and weekends, the county's Intake Stabilization Unit answers incoming calls.

<http://www.dhhs.saccounty.net/bhs>

**Access Team Phone Number:**  
**(888) 881-4881**



## **ACCESS UNIT**

### **SAN BERNARDINO COUNTY**

#### **DEPARTMENT OF BEHAVIORAL HEALTH**

The San Bernardino County Access Unit provides screenings and referrals to its entire system of care. The Access Unit is a telephone service where behavioral health clients, families, and providers call to get crisis help, referrals, authorizations and resource information. The Access Unit is available 24 hours a day, 7 days a week. During business hours, the Access Unit is staffed by five to six county clinical staff. After hours calls are connected to 211, a toll-free number that provides information and referrals for health and social services. The Access Unit answer approximately 100 calls a day.

<http://www.sbcounty.gov/dbh>

**Access Unit Phone Number:**

**(888) 743-1478**

**TDD Phone Number for the Hearing Impaired:**

**(888) 743-1481**



**ACCESS AND CRISIS LINE**  
**SAN DIEGO COUNTY**  
**HEALTH & HUMAN SERVICES AGENCY**  
**BEHAVIORAL HEALTH SERVICES**

The San Diego County Access and Crisis Line provides information on mental health services for those with Medi-Cal or no insurance. Services are available for alcohol or drug abuse, suicide prevention, medication needs, and more. The Access and Crisis Line is managed by the county contractor, Optum Health, which is staffed with 24 trained counselors who answer approximately 200 calls a day. The Access and Crisis Line is available 24 hours a day, 7 days a week. Online chat with a counselor is also available from 4 p.m. to 10 p.m., Monday through Friday, on the Optum Health website:  
[www.optumhealthsandiego.com/portal/server.pt](http://www.optumhealthsandiego.com/portal/server.pt)

<http://www.sandiegocounty.gov>

**Access and Crisis Line Phone Number:**  
**(888) 724-7240**  
**TDD Phone Number for the Hearing Impaired:**  
**(619) 641-6992**



## **ACCESS HELPLINE**

SAN FRANCISCO COUNTY

DEPARTMENT OF PUBLIC HEALTH

COMMUNITY BEHAVIORAL HEALTH  
SERVICES

The San Francisco County Access Helpline provides information and referral for behavioral health and substance abuse services. Services are available for children, adults and older adults. The Access Helpline is available 24 hours a day, 7 days a week. During

business hours, calls are answered by 11 city and county employees who are educated at the bachelor's level. Licensed clinical staff are also available for urgent calls. After hours calls are forwarded to a contracted crisis hotline. The Access Helpline answers approximately 80 to 120 calls a day.

<http://www.sfdph.org/dph>

**Access Helpline Phone Number:**

**(888) 246-3333**

**TDD Phone Number for the Hearing Impaired:**

**(888) 484-7200**



**CRISIS INTERVENTION SERVICES**  
**SAN JOAQUIN COUNTY**  
**HEALTH CARE SERVICES**  
**BEHAVIORAL HEALTH SERVICES**

San Joaquin County's Crisis Intervention Services is comprised of a Crisis Clinic and a Crisis Intervention Center. The Crisis Intervention Center assists consumers in crisis with maintaining functioning in the community. Although the name is Crisis, persons do not have to be in a "crisis" to request services. A triage evaluation by mental health professionals determines the level or urgency of crisis and the appropriate course of intervention. The Crisis phone line is answered by three county staff and there is a mental health clinician on call at all times. The Crisis phone line is available 24-hours a day, 7 days a week; and the staff answer approximately 30 calls a day.

<http://www.sjgov.org/mhs>

**Crisis Intervention Services Phone Number:**  
**(209) 468-8686**





**ACCESS CALL CENTER**  
**SAN MATEO COUNTY**  
**HEALTH SYSTEM**  
**BEHAVIORAL HEALTH & RECOVERY**  
**SERVICES**

The San Mateo County Access Call Center provides information, referrals, and assessments for mental health and substance use services. A continuum of services is available for children, youth, families, adults and older adults for the prevention, early intervention, and treatment of mental illness and/or substance use conditions to achieve wellness and recovery. Two to three staff are available to answer calls Monday through Friday, 8 a.m. to 5 p.m. Calls can be transferred to a county clinician for further screening. After hours, callers can leave a message for a follow up call.

<http://smchealth.org/bhrs>

**Access Call Center Phone Number:**  
**(800) 686-0101**  
**TDD Phone Number for the Hearing Impaired:**  
**(800) 943-2833**



**MENTAL HEALTH CALL CENTER**  
**SANTA CLARA COUNTY**  
**MENTAL HEALTH DEPARTMENT**

The Santa Clara County Mental Health Call Center provides general mental health information, referrals and appointments. Staff will talk with callers to clarify what their mental health needs are. The Mental Health Call Center will link callers with the appropriate mental health service, county services or referrals to community services. The county staff consists of 12 master's level clinicians who assess callers' mental health needs. The center answers over 1,000 calls a month. The Mental Health Call Center manages crisis calls as well and is available 24 hours a day, 7 days a week.

<http://www.sccgov.org>

**Mental Health Call Center Phone Number:**  
**(800) 704-0900**



## **ACCESS LINE**

### **STANISLAUS COUNTY**

### **BEHAVIORAL HEALTH AND RECOVERY SERVICES**

The Stanislaus County Access Line provides access to Medi-Cal mental health services for Stanislaus County residents. It also provides assistance for all callers in finding program information for mental health and alcohol and drug services. Access Line staff can schedule assessment appointments for Medi-Cal beneficiaries and uninsured residents. Callers can connect with a live person 24 hours a day, 7 days a week. Two contracted staff are available during business hours, and warm line support volunteers answer the phone after hours. The Access Line answers approximately 100 calls a day.

<http://www.stancounty.com/bhrs>

**Access Line Phone Number:  
(888) 376-6246**



**MENTAL HEALTH SERVICES CRISIS LINE**  
VENTURA COUNTY  
HEALTH CARE AGENCY  
BEHAVIORAL HEALTH DEPARTMENT

The Ventura County Mental Health Services Crisis Line provides information and assessment for individuals needing mental health services or those experiencing a mental health crisis. Alcohol and drug services are also available. Services are available for adults and youth. The Crisis Line staff includes licensed clinical social workers, licensed marriage and family therapists, interns, psychiatric technicians, and licensed vocational nurses. The Crisis line is available 24 hours a day, 7 days a week. The number of staff answering calls ranges from three to eight depending on the time of day.

<http://www.vchca.org/behavioral-health>

**Mental Health Services Crisis Line Phone Number:  
(866) 998-2243**



## **CRISIS LINE**

### **BUTTE COUNTY**

### **BEHAVIORAL HEALTH**

The Butte County Crisis Line provides information on behavioral health services (mental health and substance abuse) for individuals in crisis. Services are available for youth and adults. Two county staff members are available to determine whether the call is urgent and what type of help the caller is looking for. A follow up appointment can be set to better understand the caller's specific needs. The Crisis Line is available 24 hours a day, 7 days a week. After hours calls are forwarded to the county's Crisis Stabilization Unit. The Crisis Line answers approximately 140 calls a week.

<http://www.buttecounty.net/behavioralhealth>

**Crisis Line Phone Number:**  
**(800) 334-6622**



## **MENTAL HEALTH PROGRAMS AND SERVICES**

EL DORADO COUNTY

HEALTH AND HUMAN SERVICES AGENCY

El Dorado County Mental Health has programs and services for adults including: screening and assessment, medication evaluation and treatment, recovery groups, life-skills training, vocational counseling and support referrals, and peer counseling. El Dorado County Mental Health also provides interventions and support for children who have severe emotional disorders.

Callers to the Mental Health services line can be directed to mental health, drug and alcohol, and crisis services; or they may call the Crisis Hotline directly where they can consult with a county clinician 24 hours a day, 7 days a week.

<http://www.edcgov.us/mentalhealth>

**Mental Health Programs and Services Phone Number:**

**(530) 621-6290**

**Crisis Hotline Phone Number:**

**(530) 622-3345**



## **CRISIS SERVICES**

HUMBOLDT COUNTY

DEPARTMENT OF HEALTH & HUMAN SERVICES

MENTAL HEALTH

The Humboldt County Crisis Services line provides assessments, referrals, and emergency services. Mental Health services include outpatient care, medication support, Psychiatric Emergency Services (PES), and alcohol and other drugs programs. Services are available for adults and children. Crisis Services are available 24 hours a day, 7 days a week. Two to three county staff are available to answer calls during business hours, and calls may be forwarded to a clinician depending on the level of need. After hours calls are forwarded to the county's Crisis Unit.

<http://humboldt.gov/329/Mental-Health>

**Crisis Services Phone Number:  
(888) 849-5728**



## **ACCESS AND REFERRAL LINE**

### **IMPERIAL COUNTY**

### **BEHAVIORAL HEALTH SERVICES**

The Imperial County Access and Referral Line helps callers find services related to mental and behavioral health, addiction, advocacy, and support. Services are available for adults and children. A listing of available services is available on the county's Network of Care website. The County Access and Referral Line is available 24 hours a day, 7 days a week. During business hours, the county has an administrative staff member available to answer calls; after hours a staff member or clinician is available. The Access and Referral Line answers up to 100 calls a day.

<http://imperial.networkofcare.org/mh>

**Access and Referral Line Phone Number:**  
**(800) 817-5292**





## **BEHAVIORAL HEALTH MAIN LINE KINGS COUNTY BEHAVIORAL HEALTH**

The Kings County Behavioral Health main line can connect callers to services that include mental health assessments, counseling services, case management, community resource linkages and referrals, and alcohol and other drugs programs. Outreach and engagement services are available to all populations, including older adults and children. Callers can be connected to the Officer of the Day who is one of seven master’s level clinicians that will help determine the appropriate program for them. The Behavioral Health main line operates during business hours; after hours calls are forwarded to the county’s contracted Crisis Line.

<http://www.kingscountybehavioralhealth.com>

**Behavioral Health Main Line Phone Number:**

**(559) 852-2444**

**Crisis Line Phone Number:**

**(800) 655-2553**



## **SCREENING AND REFERRAL LINE**

### **MADERA COUNTY**

### **BEHAVIORAL HEALTH SERVICES**

The Madera County Screening and Referral Line provides access to mental health and/or substance use disorder services. Services include programs for adults, older adults, transitional age youth, children and their families. Four county staff are available to give resource information and forward calls to the appropriate departments. The Screening and Referral Line is available during business hours. After hours, callers can be routed to the appropriate department's voicemail or to a licensed clinician if there is a crisis.

<http://www.madera-county.com/index.php/bhsoverview>

**Screening and Referral Line Phone Number:**  
**(888) 275-9779**



**ACCESS LINE**  
MARIN COUNTY  
HEALTH & HUMAN SERVICES  
MENTAL HEALTH SERVICES

The Marin County Access Line helps callers work through mental health issues that vary in severity. A complete range of mental health services is available for children, adults, and older adults. The Access Line employs four county licensed clinical therapists. They listen to the callers concerns and, when necessary, refer them to an appropriate mental health provider for short- or long-term care. The Access Line handles approximately 20 calls a day. It is available from 8:30 a.m. to 5 p.m., Monday through Friday. After hours calls are routed to the county's Psychiatric Emergency Services department.

<https://www.marinhhs.org/mental-health-services>

**Access Line Phone Number:  
(888) 818-1115**



## **ACCESS LINE**

### **MERCED COUNTY**

### **MENTAL HEALTH & ALCOHOL AND DRUG SERVICES**

The Merced County Access line directs callers to a variety of mental health services and drug and alcohol programs. The County provides services to children, youths, adults, and their families. The Access line is available 24 hours a day, 7 days a week. A county staff member is available to direct calls during business hours. After hours calls are forwarded to the

county's Crisis Stabilization Unit. The Access Line staff answer approximately 200 calls a day.

<http://www.co.merced.ca.us>

**Access Line Phone Number:**

**(888) 334-0163**

**TDD Phone Number for the Hearing Impaired:**

**(866) 293-1818**



**INFORMATION LINE  
MONTEREY COUNTY  
HEALTH DEPARTMENT  
BEHAVIORAL HEALTH BUREAU**

The Behavioral Health Bureau information line directs callers to the appropriate mental health or substance abuse service for them. Services are available for adults, young adults and children. If the caller has never received Behavioral Health Services in Monterey County, they will be asked a few questions and then transferred to a Behavioral Health clinician at a regional office if appropriate. The caller will then be assessed for medical necessity and a mental health assessment appointment may be scheduled. Two county staff are available to answer calls from 8 a.m. to 5 p.m., Monday through Friday. They answer approximately 20 calls a day.

<http://www.mtyhd.org>

**Information Line Phone Number:  
(888) 258-6029**



**ACCESS AND PROGRAM INFORMATION**  
NAPA COUNTY  
HEALTH AND HUMAN SERVICES AGENCY  
MENTAL HEALTH

The Napa County Access and Program Information line's main function is to inform callers about available services and to refer them to the appropriate program for a mental health assessment. Services are available for adults, older adults and children. Callers seeking Alcohol and Drug Services will be forwarded to that department for more information. County staff are available 24 hours a day, 7 days a week to answer calls. Callers may be transferred to a clinician when necessary. The Access and Program Information line answers up to 20 calls a day.

<http://www.countyofnapa.org/mentalhealth>

**Access and Program Information Phone Number:**  
**(800) 648-8650**  
**Alcohol and Drug Services Access Line:**  
**(707) 253-4063**



**INTAKE AND CRISIS RESPONSE**  
**PLACER COUNTY**  
**HEALTH AND HUMAN SERVICES**  
**MENTAL HEALTH SERVICES**

Placer County Mental Health Services has programs for adults and children that include assessment of individual needs, mental health support services, mental health crisis response, support groups, and family support counseling for children. Mental Health Services operates two separate Intake and Crisis

Response lines—one for the adult population and a separate line for children’s needs. The Intake and Crisis Response lines are available 24 hours a day, 7 days a week. They are staffed by two to three county-contracted personnel. The staff are trained in mental health triage and answer over 200 calls a day.

<http://www.placer.ca.gov/departments/hhs>

**Adult Intake and Crisis Response Phone Number:**

**(888) 886-5401**

**Children’s Intake and Crisis Response Phone Number:**

**(866) 293-1940**



**SLO HOTLINE**  
SAN LUIS OBISPO COUNTY  
HEALTH AGENCY SERVICES  
MENTAL HEALTH SERVICES

The San Luis Obispo (SLO) Hotline is a suicide prevention and mental health crisis line that provides callers with emotional and mental health support. The SLO Hotline is also available to answer non-emergency calls from anyone in need of emotional or mental health information or referrals. The SLO Hotline is operated by Transitions-Mental Health Association, a community-based nonprofit that supports the work of local government and mental health service agencies. Thirty-three highly trained staff members are available to the public 24 hours a day, 7 days a week and answer up to 600 calls a month.

<http://www.slocounty.ca.gov/health>

**SLO Hotline Phone Number:  
(800) 783-0607**





## **ACCESS LINE**

### **SANTA BARBARA COUNTY**

#### **ALCOHOL, DRUG AND MENTAL HEALTH SERVICES**

The Santa Barbara Access Line is available to determine callers' needs for mental health and drug and alcohol services. Services are available for youth and adults. Staff can screen for eligibility for services, and if appropriate will refer callers to the proper county clinical team for further assessment. The Access Line employs three county-contracted, trained staff members who are available to direct callers 24 hours a day, 7 days a week. The Access Line answers approximately 60 calls a day.

<http://www.countyofsb.org/admhs>

**Access Line Phone Number:  
(888) 868-1649**



## **ACCESS TEAM**

SANTA CRUZ COUNTY

HEALTH SERVICES AGENCY

MENTAL HEALTH AND SUBSTANCE ABUSE  
SERVICES

The Santa Cruz County Access Team evaluates all requests for non-emergency services for anyone not currently receiving services from County Mental Health or community providers who are part of the mental health system. This five-person team is comprised of senior mental health clinicians and psychiatrists who provide assessments and referrals to mental health services. They are county employees trained to answer callers' questions. The Access Team is available 24 hours a day, 7 days a week. After hours calls are answered by a contracted agency and/or forwarded to the crisis stabilization unit when necessary.

<http://www.santacruzhealth.org>

**Access Team Phone Number:**

**(800) 952-2335**



## **ACCESS TEAM**

SHASTA COUNTY

HEALTH AND HUMAN SERVICES AGENCY

MENTAL WELLNESS

The Shasta County Access Team line is answered by a professional county staff member that will initiate the process of getting callers the services they need. Calls can then be forwarded to a county mental health clinician who provides screening, referrals, and assessments. Services are available for mental health and alcohol and drug addiction. These services are available for adults and youth. The Access Team line is available 24 hours a day, 7 days a week, and answers up to 75 calls a day. After hours calls are forwarded to the county's Crisis Services team.

<http://www.co.shasta.ca.us>

**Access Team Phone Number:  
(530) 225-5252**



**ACCESS LINE**  
**SOLANO COUNTY**  
**MENTAL HEALTH SERVICES**

The Solano County Access Line offers information on how to access mental health services including crisis and brief therapy, case management, psychiatric assessments and medication, outpatient treatment, and a range of community support services. Services are available for adults, youth and children. A substance abuse program is also available. The Access Line has five county employees including licensed clinical social workers, marriage and family therapists and an intern. The Access Line is available 24 hours a day, 7 days a week. After hours calls are answered by the county's Crisis Unit.

<http://www.co.solano.ca.us/depts/mhs>

**Access Line Phone Number:**  
**(800) 547-0495**



**ACCESS TEAM**  
SONOMA COUNTY  
DEPARTMENT OF HEALTH SERVICES  
BEHAVIORAL HEALTH DIVISION

The Sonoma County Access Team provides answers to questions about mental health services, referrals to behavioral health services, information for mental health treatment for children, and resolves problems in accessing mental health care. Services are available for Medi-Cal eligible residents and the Access Team can initiate the process for Medi-Cal authorization. The Access Team is available 24 hours a day, 7 days a week. During business hours, calls are answered by three county operators. After hours calls are forwarded to the county's Psychiatric Emergency Response Team. The Access Team handles approximately 400 calls a month.

<http://www.sonoma-county.org/health>

**Access Team Phone Number:  
(800) 870-8786**



## **MENTAL HEALTH CRISIS LINE**

TULARE COUNTY

HEALTH & HUMAN SERVICES AGENCY

RISK & PREVENTION

The Tulare County Mental Health Crisis Line is a unique resource for persons with mental illness (and for family and friends of persons with mental illness) and for those considering suicide. Specially trained staff are available to help callers determine whether they need professional help for behaviors they are observing or experiencing. Assistance is provided for non-emergency mental health crises as well. The Crisis Line is available 24 hours a day, 7 days a week. It has 10 highly trained county staff that answer 700 to 800 calls a month. For general information and referral to Tulare County's Health and Human Services, the public can call the Information Line.

<http://tchhsa.org/hhsa/index.cfm/risk-and-prevention>

**Mental Health Crisis Line Phone Number:**

**(800) 320-1616**

**Health and Human Services Information Line:**

**(800) 834-7121**



## **CRISIS AND ACCESS LINE**

YOLO COUNTY

HEALTH & HUMAN SERVICES

HEALTH SERVICES

ALCOHOL, DRUG AND MENTAL HEALTH

The Yolo County Crisis and Access Line helps callers identify mental health, and alcohol and drug programs that meet their individual needs. Programs are available for adults, older adults, transitional youth and children. Two county staff members are available to schedule initial orientation appointments. A clinical staff person is also available for crisis calls. The Crisis and Access line is available 24 hours a day, 7 days a week. After hours calls are routed to a contracted crisis service which is staffed by clinicians. The Crisis and Access line answers approximately 200 calls a day.

<http://www.yolocounty.org/health-human-services>

**Crisis and Access Line Phone Number:**

**(888) 965-6647**

**TDD Phone Number for the Hearing Impaired:**

**(800) 735-2929**



**BEAR VALLEY BEHAVIORAL HEALTH  
MARKLEEVILLE BEHAVIORAL HEALTH  
ALPINE COUNTY  
BEHAVIORAL HEALTH SERVICES**

The county-run Bear Valley and Markleeville Behavioral Health facilities offer comprehensive mental health and substance abuse services available to all residents of Alpine County. Services include: case management and referral, individual and family counseling, mental health assessment, psychiatric consultation, substance abuse assessment and counseling. The county also contracts with a provider that that can be reached 24-hours a day, 7 days a week for emergency services.

<http://www.alpinecountyca.gov>

**Bear Valley Behavioral Health Phone Number:  
(209) 753-2831**

**Markleeville Behavioral Health Phone Number:  
(530) 694-1816**

**24-hour Emergency Line Phone Number:  
(800) 486-2163**





**ACCESS LINE**  
**AMADOR COUNTY**  
**HEALTH & HUMAN SERVICES**  
**BEHAVIORAL HEALTH DEPARTMENT**

The Amador County Access Line provides information on behavioral health programs that support the overall health and well-being of clients with serious mental illness, emotional disturbances, and substance use disorders. Three county staff are available to schedule intake appointments for assessments and treatment or they can link callers with a primary care doctor. The Access Line is available 24 hours a day, 7 days a week. Staff answer approximately 20 calls per week. Amador contracts with Alameda Crisis Support Services for after hours, weekend and holiday support. Callers may be connected with a case manager in crisis situations.

<http://www.co.amador.ca.us/services/behavioral-health>

**Access Line Phone Number:**  
**(888) 310-6555**



## **CRISIS LINE**

### **CALAVERAS COUNTY**

### **BEHAVIORAL HEALTH SERVICES**

The Calaveras County Crisis Line provides information and referrals for mental health and substance abuse programs. A full range of services is available for adults, children, youth and older adults. Two county staff members are available to answer calls and schedule assessment appointments. A clinical supervisor is available for callers needing crisis management. The Crisis Line is available 24 hours a day, 7 days a week. A contracted service is available to handle crisis calls after hours, on holidays, and on weekends.

<http://www.co.calaveras.ca.us>

**Crisis Line Phone Number:  
(800) 499-3030**



## **BEHAVIORAL HEALTH SERVICES**

### **COLUSA COUNTY**

#### **BEHAVIORAL HEALTH DEPARTMENT**

The Colusa County Behavioral Health Department provides counseling, crisis intervention, information and referral, mental health education, patients' rights advocacy, peer support, and wellness and recovery groups. Services are available for children and adults. Programs for substance abuse services are also offered. Three county staff are available to answer calls during business hours and the department answers approximately 30 calls a day. After hours, calls roll over to the crisis line and callers connect with a county crisis counselor.

<http://www.countyofcolusa.org>

**Behavioral Health Services Phone Number:  
(530) 458-0520**



## **MENTAL HEALTH BRANCH**

### **DEL NORTE COUNTY**

### **HEALTH AND HUMAN SERVICES**

The Del Norte County Mental Health Branch provides information and referral to mental health services such as psychiatric evaluation, case management, and crisis intervention. Services are available for adults and children. Alcohol and Other Drug Services are available through the Social Services Branch. Three county staff are available to answer calls during business hours and five county crisis workers are also available to handle psychiatric emergencies when necessary. After hours, weekends, and holidays, a contracted agency is available to answer and triage calls in an emergency.

<http://www.co.del-norte.ca.us>

**Mental Health Branch Phone Number:**  
**(888) 446-4408**

**Alcohol and Other Drug Services Phone Number:**  
**(707) 464-4813**



**WELCOME LINE**  
GLENN COUNTY  
HEALTH AND HUMAN SERVICES AGENCY  
MENTAL HEALTH

The Glenn County Welcome Line is available to callers who may need someone to talk to about having had a bad day at work or at home, or need information about a mental health or substance abuse program. Services are available for individuals of all ages. The Welcome Line has four county staff that are trained in crisis management and the department answers up to 20 calls a day. The Welcome Line is available Monday through Friday, from 1 p.m. to 5 p.m. After hours calls are forwarded to the 24-hour Crisis Line or the public can call the crisis line directly at any time of day.

<http://www.countyofglenn.net/govt>

**Welcome Line Phone Number:**

**(530) 865-6733**

**24-hour Crisis Line Phone Number:**

**(800) 507-3530**



## **MENTAL HEALTH SERVICES**

### **INYO COUNTY**

#### **HEALTH AND HUMAN SERVICES**

Inyo County Mental Health Services are available for adults, older adults, youth, and children. Programs include assessment services, wellness and recovery action planning, case management services, individual and group mental health services, crisis services, and peer-led self-help/support groups. Alcohol and other drug services are available as well. Three county staff members answer calls during business hours.

After hours calls are answered 24 hours a day, 7 days a week by a 24-hour Crisis Line operated by Inyo County Health and Human Services.

<http://www.inyocounty.us>

**Mental Health Services Phone Number:**

**(760) 873-6533**

**24-hour Crisis Line Phone Number:**

**(800) 841-5011**



## PSYCHIATRIC EMERGENCY SERVICES LAKE COUNTY BEHAVIORAL HEALTH

The Lake County Psychiatric Emergency Services line is not just for emergencies—it also functions as an access line and provides information on mental health and alcohol and other drug services. Behavioral Health assists with management of mental health crises for all members of the community, including children and families. The Psychiatric Emergency Services line has a staff of three to four county employees that will direct callers to the appropriate programs for them, and if necessary, they can transfer callers to the county’s Crisis Stabilization Unit—which also handles calls after hours. Staff are available 24 hours a day, 7 days a week and answer approximately 100 calls per week.

[www.co.lake.ca.us/Government/Directory/Behavioral Health](http://www.co.lake.ca.us/Government/Directory/Behavioral_Health)

**Psychiatric Emergency Services Phone Number:  
(800) 900-2075**



## **CRISIS LINE**

LASSEN COUNTY

HEALTH AND SOCIAL SERVICES

BEHAVIORAL HEALTH DEPARTMENT

The Lassen County Crisis Line provides information and referrals to mental health programs. Programs include adult and children's services assessment, psychological testing, individual and group therapy, and case management services. Alcohol and Other Drug Programs are provided by the Health and Social

Services Department. The Crisis Line has five county staff members available to answer calls and a county clinician is available to manage crisis calls. The Crisis Line is available 24 hours a day, 7 days a week and answers approximately 100 calls a week. After hours calls are managed by a contracted crisis support service.

[http://www.co.lassen.ca.us/govt/dept/mental\\_health](http://www.co.lassen.ca.us/govt/dept/mental_health)

**Crisis Line Phone Number:**

**(888) 530-8688**





## BEHAVIORAL HEALTH AND RECOVERY SERVICES

### MARIPOSA COUNTY

### HUMAN SERVICES

Mariposa County's Behavioral Health and Recovery Services offers a wide range of both mental health and drug and alcohol services for adults, youth, and children. These services include outpatient mental health counseling and services for individuals with severe mental illness. Alcohol and Drug Services provides outpatient and prevention services. For

information and referrals, a county staff member is available to assist callers Monday through Friday, 8 a.m. through 5 p.m. The county also provides staff that can address emergencies after hours.

<http://www.mariposacounty.org>

**Behavioral Health and Recovery Services Phone Number:**

**(800) 549-6741**

**Emergency Line Phone Number:**

**(209) 966-7000**



## **ACCESS/CRISIS LINE**

MENDOCINO COUNTY

HEALTH & HUMAN SERVICES

BEHAVIORAL HEALTH AND RECOVERY  
SERVICES

The Mendocino County Access/Crisis Line provides information on mental health services and substance abuse disorders treatment. Programs include adult outpatient services, family services, medical services, psychiatric emergency services and therapeutic services. Programs are available for adults, children, and families. The Access/Crisis Line employs contracted, trained crisis responders to answer calls with one to two staff members available 24 hours a day, 7 days a week. The Access/Crisis line answers approximately 40 calls a day.

<http://www.co.mendocino.ca.us/hhsa/bhrs>

**Access/Crisis Line Phone Number:  
(800) 555-5906**



## **BEHAVIORAL HEALTH SERVICES**

### **MODOC COUNTY**

### **HEALTH SERVICES**

Modoc County Behavioral Health Services offers mental health and substance abuse programs for adults and children. Services are administered in partnership with community based agencies and in collaboration with both Siskiyou and Lassen Counties. Three county staff are available to speak with callers. Callers may be screened and given an appointment to meet with a clinician who will assess their needs and refer them to an appropriate resource. Crisis calls are also managed after hours and on weekends by a crisis worker. Behavioral Health services answers approximately 40 calls per day.

<http://hs.co.modoc.ca.us/about-us>

**Behavioral Health Services Phone Number:**  
**(530) 233-6312**



## **CRISIS INTERVENTION AND ACCESS/SERVICES REFERRAL**

### **MONO COUNTY**

### **BEHAVIORAL HEALTH**

The Crisis Intervention and Access/Services Referral line is available for callers to discuss which services can be of most help to them. Behavioral Health services include counseling, therapy, case management, psychiatry, as well as alcohol and other drug treatment. The talented staff is available to work with callers regarding any issues they might want to talk about; whether they are managing a serious mental illness, need help with depression and anxiety, or want help with parenting skills. Outpatient alcohol/drug counseling for individuals and groups is available, as well as help finding residential treatment.

<http://www.monocounty.ca.gov/behavioral-health>

**Crisis Intervention and  
Access/Services Referral Phone Number:  
(800) 687-1101**



## **ACCESS/CRISIS LINE**

NEVADA COUNTY

HEALTH AND HUMAN SERVICES AGENCY

BEHAVIORAL HEALTH

The Nevada County Access/Crisis Line provides information regarding their Adult System of Care, Children's System of Care and Alcohol and Drug Services. County staff, which includes a psychologist and two master's level interns, can screen calls and refer the caller to an appropriate community agency

for services or schedules them for an intake appointment at one of the county clinics. The Access/Crisis Line is available 24 hours a day, 7 days a week. After hours calls are forwarded to a contracted crisis team who offer phone counseling for individuals in a mental health crisis or urgent situation.

<http://www.mynevadacounty.com/nc/hhsa/bh>

**Access/Crisis Line Phone Number:  
(888) 801-1437**



## **MENTAL HEALTH DEPARTMENT**

### **PLUMAS COUNTY**

Plumas County Mental Health offers a variety of adult and children's outpatient mental health services at regionally located service sites. Services include: individual, family and couples therapy, medication evaluation and prescribing, coordinated case management, psychiatric nursing support, Drop in Center supportive services and Therapeutic Behavioral Services. The Mental Health Department phone line is staffed by two to three county staff members during business hours and a clinician is on duty to take crisis calls. After hours, calls are answered by 24-hour Emergency Response.

<http://www.countyofplumas.com>

**Mental Health Department Phone Number:**

**(800) 757-7898**

**24-Hour Emergency Response Phone Number:**

**(530) 283-6307**



**MENTAL HEALTH SERVICES**  
**SAN BENITO COUNTY**  
**BEHAVIORAL HEALTH DEPARTMENT**

San Benito County Mental Health Services include information and referral, case management, crisis intervention, psychiatric evaluation, psychological assessment, medication evaluation, and acute hospitalization. Services are available for adults and youth. Substance abuse programs include prevention measures and treatment methods. A county staff of eight is available to provide information for callers

Monday through Friday, 8 a.m. to 5 p.m., and crisis response is available 24 hours a day, 7 days a week.

<http://www.cosb.us/county-departments>

**Mental Health Services Phone Number:**  
**(831) 636-4020**



## BEHAVIORAL HEALTH SIERRA COUNTY

The Sierra County Behavioral Health Department offers a broad range of mental health, alcohol, and other drug services. Services include assessments, case management, referrals, individual and group counseling, medication management and services, individual and family counseling, nursing support, peer support services, psychiatric consultation, residential rehabilitation, and detoxification services. A county staff member is available to provide information during business hours. The Sierra County Crisis Line is also available 24 hours a day, 7 days a week.

<http://www.sierracounty.ca.gov>

**Behavioral Health Phone Number:**

**(530) 993-6746**

**Sierra County Crisis Line**

**(877) 435-7137**





## **ACCESS/CRISIS LINE**

SISKIYOU COUNTY

HEALTH & HUMAN SERVICES AGENCY

BEHAVIORAL HEALTH SERVICES

The Siskiyou County Access/Crisis Line provides information and referrals to mental health and substance use disorder services. Behavioral Health Services provides services in cooperation with community agencies and private health care providers. Behavioral Health serves seriously mentally ill adults and emotionally disturbed children, people of any age in a major crisis, and those whose lives are impacted by the use of drugs and/or alcohol. Two county staff members with a clinical supervisor answer calls during normal business hours. After hours, calls are answered by a contracted provider for crisis management.

<http://www.co.siskiyou.ca.us>

**Access/Crisis Line Phone Number:  
(800) 842-8979**



## COMMUNITY SUPPORT SERVICES

SUTTER COUNTY

HUMAN SERVICES

MENTAL HEALTH SERVICES

Sutter-Yuba Mental Health Services, Community Support Services provides support for children, adolescents, adults, and older adults with serious psychiatric disabilities who need assistance linking and connecting with resources and services. Substance abuse programs are also offered. When necessary, county staff will route crisis calls to the county's master's level social workers and marriage and family therapists. The Community Support Services line is available Monday through Friday, 8 a.m. to 5 p.m. After hours, calls are routed to the Crisis Services unit. The staff answer approximately 40 calls a day.

<http://www.co.sutter.ca.us>

**Community Support Services Phone Number:**

**(530) 822-7200**

**Crisis Services Phone Number:**

**(888) 923-3800**



**COMMUNITY CRISIS RESPONSE UNIT**  
**TEHAMA COUNTY**  
**MENTAL HEALTH DIVISION**

The Tehama County Community Crisis Response Unit provides “point of entry” mental health services to consumers. These services include emergency crisis intervention, involuntary mental health evaluations, clinical assessment evaluations and 23-hour voluntary in-house crisis stabilization. The Community Crisis Response Unit is “free-standing” and is staffed 24 hours per day 7 days per week by at least two mental health professionals per shift, one of which is a licensed nurse. Crisis interventions are performed in person or by telephone. The unit also provides general information about services offered and answers approximately 60 calls a day.

<http://www.tehamacohealthservices.net>

**Community Crisis Response Unit Phone Number:**  
**(800) 240-3208**



## **CRISIS LINE**

### **TRINITY COUNTY**

### **BEHAVIORAL HEALTH SERVICES**

The Trinity County Crisis Line provides callers with crisis assessment and referral to other services. Available behavioral health services include individual and group counseling for adults, teens and children, case management and medication services, and adolescent mental health/substance abuse treatment. Alcohol and other drug services include a perinatal program, adult outpatient, and prevention services. During business hours, a county staff member answers calls, and can transfer calls to an on-call crisis worker when necessary. After hours calls are routed to the Alameda Night Watch crisis line.

<http://www.trinitycounty.org>

**Crisis Line Phone Number:  
(888) 624-5820**



## **CRISIS, ASSESSMENT & INTERVENTION PROGRAM**

TUOLUMNE COUNTY

HEALTH & HUMAN SERVICES

BEHAVIORAL HEALTH

The Crisis, Assessment & Intervention Program (CAIP) is a call or walk-in crisis service available 24 hours a day, 7 days a week. Services include response to mental health crisis and emergency psychiatric support services, telephone and face to face support and/or intervention, help connecting with community services and resources, and assessment and arrangements for psychiatric hospitalization. Behavioral Health also has a full range of outpatient mental health and alcohol and drug treatment services. Services are available for adults, older adults, youth and children.

<http://www.tuolumnecounty.ca.gov>

**CAIP Appointments and Information Phone Number:**

**(209) 533-6245**

**CAIP 24-hour Crisis Services Phone Number:**

**(800) 630-1130**



## COMMUNITY SUPPORT SERVICES

YUBA COUNTY

HUMAN SERVICES

MENTAL HEALTH SERVICES

Sutter-Yuba Mental Health Services, Community Support Services provides support for children, adolescents, adults, and older adults with serious psychiatric disabilities who need assistance linking and connecting with resources and services. Substance abuse programs are also offered. When necessary, county staff will route crisis calls to the county's master's level social workers and marriage and family therapists. The Community Support Services line is available Monday through Friday, 8 a.m. to 5 p.m. After hours, calls are routed to the Crisis Services unit. The staff answer approximately 40 calls a day.

<http://www.co.sutter.ca.us>

**Community Support Services Phone Number:**

**(530) 822-7200**

**Crisis Services Phone Number:**

**(888) 923-3800**