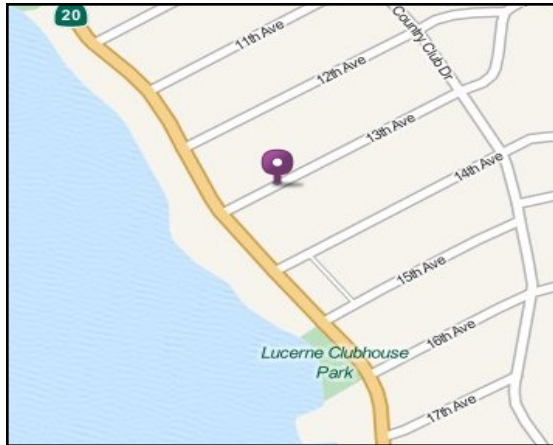


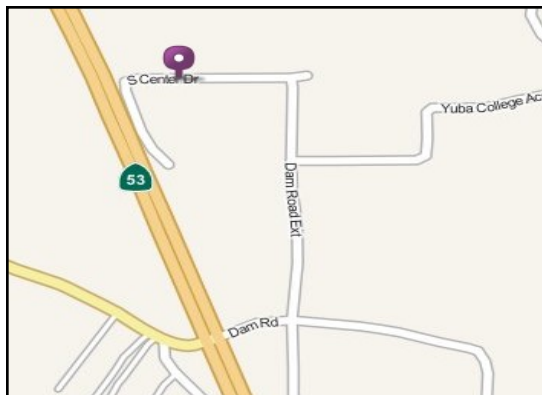
**LAKE COUNTY BEHAVIORAL HEALTH  
DEPARTMENT**

Lucerne Clinic:  
6302 Thirteenth Ave.  
Lucerne, CA 95458  
BH Services Phone: (707) 274-9101  
BH Services Fax: (707) 274-9192



**LAKE COUNTY BEHAVIORAL HEALTH  
DEPARTMENT**

Clearlake Clinic:  
7000-B South Center Dr.  
Clearlake, CA 95422  
BH Services Phone: (707) 994-7090  
MH Services Fax: (707) 994-7092  
AOD Services Fax: (707) 994-7164



**LAKE COUNTY  
BEHAVIORAL HEALTH PLAN**



**MENTAL HEALTH ( MH )  
AND ALCOHOL & OTHER DRUG  
SERVICES ( AODS )**

**IF YOU NEED HELP RIGHT AWAY PLEASE  
CALL  
1-800-900-2075**

**NORTH BAY SUICIDE PREVENTION HOTLINE  
1-855-587-6373**

**CLEARLAKE OFFICE:**

**BH Services: (707) 994-7090**

**LUCERNE OFFICE:**

**BH Services : (707) 274-9101**

**Clinic Hours:**

**8:00 AM to 5:00 PM Monday-Friday**

**Crisis Services available 24 HOURS / 7 DAYS by  
calling:**

**TOLL-FREE MENTAL HEALTH PHONE NUMBER  
1-800-900-2075**

**We offer FREE interpretive services.**

**Lake County Behavioral Health provides comprehensive quality services and supports in a welcoming and professional environment to community members in recovery from serious mental illness and/or substance abuse. Strong collaboration with partners is key to our success.**

## MENTAL HEALTH MEMBER INFORMATION

**Definition of Member**—Any person who is currently receiving Lake County Medi-Cal benefits.

Lake County Behavioral Health also provides services to residents of Lake County who do **not** have Medi-Cal using the State Uniform Method of Determining Ability to Pay ( UMDAP ), a sliding scale for financial responsibility.

### SERVICES AVAILABLE

The following services are available for adults and children who are experiencing serious mental illness or emotional disturbance.

**Medication Services**—prescribing and monitoring psychiatric medications necessary to relieve the symptoms of mental illness.

**Mental Health Services**—determining types of service and needs. Planning and providing for rehabilitation and other support services.

**Integrated Services Coordination**—in partnership with clients and their families arranging and coordinating the delivery of services needed to achieve specific goals. Resources are available through County programs as well as community-based organizations.

**Brief Therapy**—solution-oriented counseling to improve quality of life by working on what helps reduce distress, improve relationships with others and increase productive community involvement.

**Transitional Residential**—working with individuals to develop interpersonal and life skills in an independent living environment.

**Crisis and Hospital Services**—providing evaluation and treatment for emergency conditions and/or symptoms that cannot be managed in the community.

### LCBH MHSA Peer Run/Volunteer Centers

#### **The Bridge Drop-In Center**

14954 Burns Valley Rd., Clearlake, CA 95422  
( 707 ) 995-2973

#### **Circle of Native Minds Wellness Center**

845 Bevins St., Lakeport, CA 95453  
( 707 ) 263-4880

#### **The Harbor on Main**

#### **Transitional Age Youth ( TAY ) Drop-In Center**

16170 Main St., Suite F, Lower Lake CA 95457  
( 707 ) 994-5486

#### **La Esperanza Centro Latino ( Wellness Center )**

14585 B Olympic Dr., Clearlake CA 95422  
( 707 ) 994-4261

#### **Coming Soon:**

Family Wellness Center—( Site not yet determined)

## DIRECTORY OF COMMUNITY

### RESOURCES:

Al-Anon  
1-800-283-7075

Alcoholics Anonymous Hotline  
1-707-995-3316

Employment Development Department  
Lakeport: 1-707-263-3105

Gamblers Anonymous  
1-707-995-1453

HIV Testing Services ( Lake County Public Health )  
1-707-263-1090

Kelseyville Family Health Center  
1-707-279-8813

Lakeside Health Center  
1-707-263-7725

Lake Family Resource Center  
Kelseyville: 1-707-279-0563  
Clearlake: 1-707-994-7068  
Domestic Violence Crisis Line  
1-888-485-7733

Lucerne Community Clinic  
1-707-274-9299

Middletown Family Health Clinic  
1-707-987-3111

Narcotics Anonymous  
1-707-262-0132

St Helena Family Health Center, Clearlake  
1-707-994-2920

St. Helena, Clearlake Hospital  
1-707-994-6486

Sutter Lakeside Hospital  
1-707-262-5000

Tribal Health Consortium, Inc.  
1-707-263-8322

## GRIEVANCE/APPEAL PROCESS

Members of LCBH (Mental Health Services and Alcohol and Other Drugs Services ) who are dissatisfied with their services may file a grievance. Mental Health Services clients may also contact the Patient 's Rights Advocate for assistance.

Members will not be subject to any penalty or discrimination for filing a grievance. Members are encouraged to discuss issues directly with their provider. Every effort will be made to resolve the issues at an informal level. To register a grievance, you may use the Member Grievance/Appeal/ Expedited Appeal form available in the lobbies of the clinics or call;

### Member Services Resolution Officer (MSRO )

( 707 ) 274-9101

OR

### Patient 's Rights Advocate

1-888-334-3390

OR

### State Medical MHP Ombudsman

1-800-896-4042

( Hearing Impaired: 1-800-896-2512 )

You may request that any program staff be present and every effort will be made to arrange a time for the meeting that is convenient to all parties.

If your grievance issue is not satisfactorily resolved you are entitled to take your issue to the **Behavioral Health Director** by calling: ( 707 ) 274-9101 or submit your issue in writing to:

**Behavioral Health Director**

**P.O. Box 1024**

**Lucerne, CA 95458**

## STATE FAIR HEARINGS

Members have a right to request a State Fair Hearing **after attempting to work out problems at the local level**. They may contact the advocates listed above for assistance in filing a State Fair Hearing.

## A LIST OF PROVIDERS IS AVAILABLE UPON REQUEST

### MEMBER ACCESS 24 HOURS 7 DAYS

**1-800-900-2075**

CALL FOR:

**EMERGENCY PSYCHIATRIC, INFORMATION,  
ASSESSMENT, AUTHORIZATION OF SERVICES,  
CONSULTATION, AND REFERRALS**

### SERVICES WILL BE AUTHORIZED BASED ON THE NEEDS OF THE INDIVIDUAL

Services must have prior approval by Lake County Behavioral Health. Referrals for services may come from individuals, community agencies, physicians, other mental health care providers or schools. Some requests for services may be handled over the phone; some will involve face-to-face meeting with a clinician.

Services may be provided at county mental health clinics or through contracted providers. Referrals can be made to community agencies or to other services available in the county. \_\_\_\_\_

## MEMBER RIGHTS

- Access to services and to grievance/appeal information 24 hours a day—7 days a week.
- Respectful treatment by mental health providers, agency, clinic, and hospital staff members.
- Services provided in a safe environment.
- Informed consent to treatment and to prescribed medication.
- Information on advance directives. Members with advance directives will not be discriminated against in provision of services.
- Participation in planning own treatment.
- Request a change of therapist, second opinion, or a change in level of care.
- File a grievance/appeal ( verbally or in writing ) and/ or to request a State Fair Hearing ( in writing ) after attempting to work out the problem at a local level.
- Authorize a person to act on their behalf during the grievance/appeal or Fair Hearing process.
- With member' s written consent, have service provider discuss member' s treatment with family and/or others.
- Services and information are provided FREE in a language member can understand and in a manner sensitive to cultural diversity and special needs.

## ALCOHOL & OTHER DRUG SERVICES

### FACT

**A PERSON CAN BECOME ADDICTED TO METHAMPHETAMINE THE FIRST TIME USED.**

**1 OUT OF EVERY 10 PERSONS WHO DRINK ALCOHOL WILL BECOME AN ALCOHOLIC.**

### “ Where can I turn to for help? ”

Alcohol and Other Drug Services ( AODS ) provides alcohol and drug abuse prevention, intervention and treatment services in Lake County; collaborates and contracts with local provider agencies; implements policy established by or recommends policy to the Board of Supervisors.

### SERVICES OFFERED

- Driving Under the Influence Program
- Out Patient Drug Free Services:
  - Community referrals and self referrals
  - Court order referrals
  - Probation referrals
- Juvenile and Dependency Drug Court
- Referrals to Detoxification and Residential
- Prevention Services

**Fees for treatment services are based on a sliding scale. Medi-Cal is accepted.**

Our services are available to all individuals regardless of race, ethnicity, gender, creed, age, religion, language or disability. All services are confidential.

**Se habla espanol.**

**All program staff including instructors, counselors and office staff have received special training on working with clients referred to Alcohol and Other Drug Services.**

### SPECIAL PROJECTS

AODS often engages in the development and co-sponsorship of community events.

Youth, individuals and civic groups are always encouraged to join in by helping with special events and projects.

We welcome your interest and time.

## INTERIM SERVICES

In the event that the Alcohol and Other Drugs Services has insufficient capacity, clients would meet with staff and be assisted in finding alternative treatment.

Interim services or Interim Substance Abuse Services are provided until an individual is admitted to a substance abuse treatment program.

At minimum interim services include counseling and education on how to reduce the adverse health effects of substance abuse, promote health of the individual, and reduce the risk of transmission of disease.

For pregnant women, interim services also include counseling on effects of alcohol and drug use on the fetus as well as referral for prenatal care.

### PARTICIPANT RIGHTS

Each participant shall have rights that include, but are not limited to the following:

- The right to confidentiality as provided for in Title 42, Code of Federal Regulations, Part 2.
- To be accorded dignity in contact with staff, volunteers, board members and other person.
- To be accorded safe, healthful and comfortable accommodations to meet his or her needs.
- To be free from verbal, emotional, physical abuse and/or inappropriate sexual behavior.
- To be free from discrimination based on ethnic group identification, religion, age, sex, color, or disability.
- To be accorded access to his or her files.
- To be informed by the program of the procedures to file a grievance or appeal discharge.
- Every client receiving Alcohol and Other Drug Services is entitled to be treated fairly and humanely within the program requirements of the State, County, and Referring Agency.

**For free confidential on-line self assessment you can go to the following sites:**

**Alcohol and Drug Problems**

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

**Substance Abuse and Mental Health Services**

**Administration**

<http://www.ncadi.samhsa.gov>

**National Institute on Alcohol Abuse and Alcoholism**

<http://www.niaaa.nih.gov>