SAN BERNARDINO COUNTY
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SAN BERNARDINO COUNTY
ADMINISTRATION

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THE DEPARTMENT OF BEHAVIORAL HEALTH (DBH) provides mental health and substance use disorder services to county residents who are experiencing major mental illnesses or substance abuse issues. DBH provides culturally and linguistically appropriate mental health/substance use disorder treatment to all age groups, with a primary emphasis placed on treating children/youth who may be seriously emotionally disturbed, adults who are experiencing a serious and persistent mental illness, and individuals who are experiencing substance use disorders. DBH also provides an array of prevention and early intervention services for both mental health and substance abuse.

DBH programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote wellness, recovery and resiliency for individuals, families and communities.
The Services Guide is a resource to find mental health and substance use disorder services in San Bernardino County.

These services support children, youth, adults and older adults who are experiencing a severe and persistent mental illness and are uninsured or on Medi-Cal, and youth, adults and older adults with a substance use disorder.

Thank you for using this guide to learn about behavioral health services for yourself, a family member or a friend, and thank you for supporting wellness, recovery and resilience in our community.

VERONICA KELLEY, DSW, LCSW

Director, Behavioral Health
PREFACE

This guide is current as of February 2020.

Services are alphabetized by HEADING, program name, and street number/region.

For all telephone numbers listed, dial 711 for TTY users.

To obtain this guide in large print, another language, or for new/updated information, call (888) 743-1478.

This guide includes service providers in the following San Bernardino County cities:

**East Valley**
- Bloomington
- Colton
- Grand Terrace
- Highland
- Loma Linda
- Redlands
- Rialto
- San Bernardino
- Yucaipa

**West Valley**
- Chino
- Fontana
- Montclair
- Ontario
- Rancho Cucamonga
- Upland

**Desert/Mountain**
- Adelanto
- Apple Valley
- Barstow
- Big Bear
- Crestline
- Hesperia
- Lucerne Valley
- Needles
- Trona
- Victorville

**Morongo Basin**
- Joshua Tree
- Morongo Valley
- Twentynine Palms
- Yucca Valley

Please note - this guide is a summary of DBH and DBH contract provider services and is not inclusive of all services and/or providers. DBH’s Provider Directory, which includes each licensed, waivered, or registered mental health provider and licensed substance use disorder services provider employed with or contracted by DBH to deliver Medi-Cal services may be viewed at [http://wp.sbcounty.gov/dbh/about-dbh/directory-of-providers/](http://wp.sbcounty.gov/dbh/about-dbh/directory-of-providers/).

For access to behavioral health services and information 24 hours a day, call DBH Access and Referral line at (888) 743-1478. In case of an emergency, call 911.
**CRISIS AND URGENT CARE SERVICES**

*Individuals may call or walk into a clinic for services. No appointment is necessary.*

**Community Crisis Response Teams (CCRT)** - Community-based mobile crisis response program for children and adults experiencing a psychiatric emergency. Teams are available to respond from 7 a.m. to 10 p.m. daily.

- East Valley: (909) 421-9233 | Pager (909) 420-0560
- High Desert: (760) 956-2345 | Pager (760) 734-8093
- West Valley: (909) 458-1517 | Pager (909) 535-1316

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**Crisis Walk-In Centers (CWIC)** - Urgent mental health clinics serving children, youth, adults, and older adults and providing voluntary intervention, crisis risk assessments, medications, and when necessary, evaluations for hospitalization. Open 24 hours a day, 365 days a year (including holidays) with the exception of the CWIC in Rialto, which operates Monday through Friday, 8 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m.

- 850 E. Foothill Blvd., Rialto: (909) 421-9495
- 12240 Hesperia Rd., Victorville: (760) 245-8837
- 7293 Dumosa Ave., Ste. 2, Yucca Valley: (855) 365-6558

**Crisis Residential Treatment (CRT) Centers** - Short-term (up to 90-day) voluntary residential mental health treatment centers for individuals age 18 to 59 experiencing an acute psychiatric episode or crisis. Open 24 hours a day, 365 days per year, including holidays.

- Casa Paseo Center, 720 E. Gilbert Ave., San Bernardino: (909) 332-6000
- Desert Hill Center, 16552 Sunhill Dr., Victorville: (760) 780-4400
- Morongo Oasis Center, 60805 29 Palms Hwy., Joshua Tree: (760) 974-5990
- Wellspring Center, 15217 San Bernardino Ave., Fontana: (951) 643-2150

**Crisis Stabilization Unit (CSU) Centers** - Urgent mental health clinics providing voluntary intervention, crisis risk assessments, medications, and when necessary, evaluations for hospitalization for individuals age 13 and older. Open 24 hours a day, 365 days a year, including holidays.

- Merrill Center, 14677 Merrill Ave., Fontana: (951) 643-2340
- Windsor Center, 1481 N. Windsor Dr., San Bernardino: (909) 361-6470

**GENERAL SERVICES AND SUPPORTS**

*Individuals may call or visit a location for more information on services.*

**Clubhouses** - Peer support centers providing support groups, social activities, outings, and other wellness services for individuals living with a behavioral health condition.

A Place to Go Clubhouse, 32770 Old Woman Springs Rd., Ste. B, Lucerne Valley (760) 248-2327
Community Supervised Treatment After Release (CSTAR) - outpatient mental health treatment services to current and/or prior justice involved individuals voluntarily seeking transitional assistance upon their reentry to community.

Employment Program - employment preparation, on-the-job training, and referrals to Department of Rehabilitation counselors.

Family Resource Centers - providing services specific to the needs of the communities served including mental health education, workshops, community counseling, adult skill based education programs and parenting support. Serving children, youth and families.

Financial Interviewers - conducts interviews with individuals to determine financial responsibility, eligibility and the share of costs for services received.
Office of Consumer and Family Affairs - supports individuals and families in need of/or utilizing behavioral health services through advocacy and navigation of services.
303 E. Vanderbilt Way, San Bernardino (909) 388-0818

Patients' Rights - protect the rights of individuals receiving psychiatric services through support, advocacy, and complaint investigations.
850 E. Foothill Blvd., Rialto (800) 440-2391

Transitional Age Youth (TAY) Centers - supportive and prevention services to un-served, under-served and inappropriately served youth, ages 16 to 26.
Mental Health Systems, Inc., Ontario TAY Center, 316 E. E St., Ontario (909) 983-4466
One Stop TAY Center, 780 E. Gilbert St., San Bernardino (909) 387-7194
Valley Star Community Services
Valley Star TAY One Stop, 58471 29 Palms Hwy., Ste. 102, Yucca Valley (760) 853-4888
Victor Community Support Services, Victorville TAY Center
15400 Cholame Rd., Victorville (760) 243-5417

OUTPATIENT MENTAL HEALTH CLINICS

Services may include crisis intervention, assessment/referral, individual/group therapy, medication support, case management, drug/alcohol and psycho-educational workshops. Outpatient clinics serve children, youth, adults and older adults, unless otherwise indicated. Individuals may call or visit a clinic to schedule an appointment.

East Valley
Family Service Agency of San Bernardino, 1669 N. E St., San Bernardino (909) 886-6737
Mesa Counseling Services, 850 E. Foothill Blvd., Rialto (909) 421-9301
Phoenix Community Counseling Center, 820 E. Gilbert St., San Bernardino (909) 387-7200
South Coast Community Services
1030 Nevada St., Ste. 200, Redlands (909) 792-0747
34324 Yucaipa Blvd., Ste. B – D, Yucaipa (909) 790-0210

Desert/Mountain
Barstow Counseling Center, 1841 E. Main St., Barstow (760) 255-5700
Family Services Agency
11424 Chamberlaine Way, Ste. 11-12, Adelanto (760) 246-0947
23406 Crestforest Dr., Crestline (909) 338-4689
Lutheran Social Services
32770 Old Woman Springs Rd., Ste. C, Lucerne Valley (760) 248-6612
41945 Big Bear Blvd., Ste. 222, Big Bear Lake (909) 866-5070
82820 Trona Rd., Trona (760) 372-5159
Needles Behavioral Health Center, 1600 Bailey Ave., Unit 2, Needles (760) 326-9313
Victor Valley Behavioral Health, 12625 Hesperia Rd., Victorville (760) 995-8300

**Morongo Basin**
Hi-Desert Behavioral Health Services, 57407 29 Palms Hwy., Ste. F, Yucca Valley (760) 366-1541

**West Valley**
Mariposa Community Counseling, 2940 Inland Empire Blvd., Ontario (909) 458-1350
Vista Community Counseling, 17053 E. Foothill Blvd., Fontana (909) 347-1300
West End Family Counseling, 855 N. Euclid Ave., Ontario (909) 983-2020

**Services for specific populations** – the following providers offer services tailored to the needs of special populations. Services include crisis counseling, individual/group/family therapy, medication management, and recovery services. Individuals may call or visit a clinic to schedule an appointment.
EMQ Children & Family Services
572 N. Arrowhead Ave., Ste. 100, San Bernardino (909) 266-2700
High Desert Center Inc., High Desert Child, Adolescent & Family Services Center
16248 Victor St., Victorville (760) 243-7151
Project Sister Family Services Rape/Sexual Assault Crisis Counseling
363 S. Park Ave., Ste. 303, Pomona (909) 623-1619
San Bernardino Sexual Assault Services
444 N. Arrowhead Ave., Ste. 101, San Bernardino (800) 656-4673
Valley Star Children & Family Services, 1585 S. D St., Ste. 101, San Bernardino (909) 388-2222
Victor Community Support Services
1908 Business Center Dr., Ste. 220, San Bernardino (909) 890-5930
15095 Amargosa Rd., Ste. 201, Victorville (760) 245-4695

**PREVENTION & EARLY INTERVENTION (PEI) PROGRAMS**

Services intended to prevent mental illness from becoming severe and disabling including short-term counseling and referrals. Individuals may call or visit a location for more information on services.

**Community Wholeness & Enrichment (CWE)** - supports individuals displaying the early onset of mental illness by educating families, referring to community supports, and de-stigmatizing mental health. Serving children, adults, and families.
Rim Family Services, 28545 Hwy. 18, Skyforest (909) 336-1800
South Coast Community Services
Low Income First Time Mothers Program (LIFT) - supportive services for pregnant mothers and their children.
San Bernardino County Preschool Services
   662 S. Tippecanoe Ave., San Bernardino (888) 543-7025

Military Services & Family Support Program (MSFS) - in-home and on-location services tailored to the needs of active duty and retired military personnel and their families.
Pacific Clinics
   5910 Adobe Rd., Ste. A, Twentynine Palms (760) 228-9657 (By appt. only)
   58945 Business Center Dr., Ste. D, Yucca Valley (760) 228-9657
Victor Community Support Services, 222 E. Main St., Ste. 117, Barstow (760) 255-1496

Native American Resource Center – services and resources focused on the needs of American Indian and Alaskan Native individuals and families.
Riverside-San Bernardino County Indian Health, Inc.
   11980 Mt. Vernon Ave., Grand Terrace (909) 684-1097

Older Adults Community Services - in-home and on-location mobile wellness services for older adults including physical and behavioral health screenings, prevention activities, and safety education.
Family Service Association, 17210 Slover Ave., Ste. 200, Fontana (909) 888-2100
Lutheran Social Services, 41945 Big Bear Blvd., Ste. 222, Big Bear Lake (909) 866-5070
Rim Family Services, 28545 Hwy.18, Skyforest (909) 336-1800
San Bernardino County Department of Aging & Adult Services
   686 E. Mill St., 2nd fl., San Bernardino (909) 891-3900
   West End Family Counseling, 855 N. Euclid Ave., Ontario (909) 983-2020

Preschool PEI Program - for preschool children, families and teachers with the goal of increasing positive behaviors in young children.
San Bernardino County Preschool Services
   662 S. Tippecanoe Ave., San Bernardino (888) 543-7025

Promotores de Salud /Community Health Workers – prevention program designed to address the needs of San Bernardino County’s culturally diverse communities by providing mental health awareness, education, prevention, and resources.
Asian American Resource Center, 1133 S. E St., San Bernardino (909) 383-0164
Hearts & Lives
   27307 Hwy. 180, Ste. 205, Blue Jay (909) 338-3222
24028 Lake Dr., Ste. A, Crestline (909) 338-3225
Riverside-San Bernardino County Indian Health, Inc.
11980 Mt. Vernon Ave., Grand Terrace (909) 864-1097
Valley Star Behavioral Health, Inc., 1585 S. D St., Ste. 101, San Bernardino (909) 388-2222
Victor Community Support Services
15400 Cholame St., Victorville (760) 243-5417
1053 N. D St., San Bernardino (909) 522-4656

Resilience Promotion in African American Children - prevention and early intervention services for African American children and their families. Services incorporate African American values, beliefs and traditions.
Valley Star Behavioral Health, Inc., 1585 S. D St., Ste. 101, San Bernardino (909) 388-2222
Young Visionaries Youth & Leadership Academy
696 S. Tippecanoe Ave., San Bernardino (909) 723-1695

Student Assistance Program (SAP) - school-based supportive service program for students and families providing education and early interventions for substance abuse, mental health, academic, emotional and social issues.
Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley (760) 552-6700
58967 Business Center Dr., Ste. C - E, Yucca Valley (760) 369-3130
Lutheran Social Services, 41945 Big Bear Blvd., Ste. 222, Big Bear Lake (909) 866-5070
South Coast Community Services
1030 Nevada St., Ste. 200, Redlands (909) 335-7067
1461 E. Cooley Dr., Ste. 100, Colton (909) 980-6700
34324 Yucaipa Blvd., Ste. B - D, Yucaipa (877) 527-7227
Victor Community Support Services, 1053 N. D St., San Bernardino (909) 522-4656
West End Family Counseling, 855 N. Euclid Ave., Ontario (909) 983-2020

SPECIALIZED CHILDREN AND FAMILY SERVICES

Services for seriously, emotionally disturbed children who are not benefiting from traditional mental health services. Services range from crisis intervention to life skills and educational services. Individuals may call or visit a provider for more information.

Children’s Intensive Services (CIS) - services that support the family unit, engage the family in treatment, and reduce the risk of out-of-home placements.
Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley (760) 955-3601
Early Identification & Intervention Services (EIIS) - for children, up to nine years of age, who are not displaying age appropriate interactions and attachment.
Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley (760) 552-6700
42007 Fox Farm Rd., Ste. 2A, Big Bear Lake (909) 866-2165
58967 Business Center Dr., Ste. C- E, Yucca Valley (760) 369-3130
Hearts & Lives
24028 Lake Dr., Crestline (909) 338-3222
27307 State Hwy. 189, Ste. 205, Blue Jay (909) 744-9722
Lutheran Social Services
309 E. Mountain View St., Ste. 100 – 102 & 104, Barstow (760) 256-7279
Victor Community Support Services
1908 Business Center Dr., Ste. 109, San Bernardino (909) 890-5930
West End Family Counseling, 1420 S. Milliken Ave., Ste. 508, Ontario (909) 988-2418

School-Aged Treatment Services (SATS) - for children and youth with a mental health disorder that interferes with their academic performance or functioning in family, school, or community.
Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino (909) 628-1201
Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley (760) 552-6700
42007 Fox Farm Rd., Ste. 2A, Big Bear Lake (909) 866-2165
58967 Business Center Dr., Ste. C- E, Yucca Valley (760) 369-3130
Mountain Counseling and Training, 340 Hwy. 138, Crestline (909) 336-3330
Ontario Montclair School District/Robert Hardy Professional Development Center
515 S. Bon View Ave., Ontario (909) 930-6793
San Bernardino County Schools/Barbara Phelps Community Day School
1812 W. Park Ave., Redlands (909) 748-0259
South Coast Community Services
1030 Nevada St., Ste. 200, Redlands (909) 792-0747
1425 W. Foothill Blvd., 3rd fl., Upland (877) 527-7227
1461 E. Cooley Dr., Ste. 100, Colton (909) 835-4800
34324 Yucaipa Blvd., Ste. C, Yucaipa (909) 790-1300
Upland Unified School District, 601 5th Ave., Upland (909) 949-6526
Victor Community Support Services, 1053 N. D St., San Bernardino (909) 522-4656
West End Family Counseling Services, 855 N. Euclid Ave., Ontario (909) 983-2020

**Screening, Assessment, Referral & Treatment (SART) - services for children, birth to six years of age, who may have been exposed to abuse, neglect, and/or alcohol or other drugs in the womb and are having social, cognitive and/or behavioral issues.**

Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley (760) 552-6700
42007 Fox Farm Rd., Ste. 2 A, Big Bear Lake (909) 866-2165
58967 Business Center Dr., Ste. C - E, Yucca Valley (760) 369-3130
Victor Community Support Services
1908 Business Center Dr., Ste. 109, San Bernardino (909) 890-5930
West End Family Counseling, 1420 S. Milliken Ave., Ste. 508, Ontario (909) 988-2418

**Success First/Early Wrap – services for seriously emotionally disturbed, un-served or underserved children, ages 0 to 18.**

Lutheran Social Services
309 E. Mountain View St., Ste. 100 - 102 & 104, Barstow (760) 256-7279
41945 Big Bear Blvd., Ste. 221 - 223, Big Bear (909) 866-5070
58923 Business Center Dr., Ste. A - E, Yucca Valley (760) 365-7209
Mental Health Systems, Inc., 9570 N. Center Ave., Ste. 110, Rancho Cucamonga (909) 980-2789
Mountain Counseling and Training, Inc., 340 Hwy. 138, Crestline (909) 336-3330
South Coast Community Services
1425 W. Foothill Blvd., 3rd fl., Upland (877) 527-7227
1461 E. Cooley Dr., Ste. 100, Colton (909) 835-4800
Uplift Family Services, 572 & 596 N. Arrowhead Ave., San Bernardino (909) 266-2700
Victor Community Support Services
1908 S. Business Center Dr., Ste. 109, San Bernardino (909) 890-5930
15095 Armargosa Rd., Ste. 201, 205, 208, Victorville (760) 245-4695

**Therapeutic Behavioral Services (TBS) - intensive one-on-one, short outpatient treatment intervention designed to support short-term treatment goals of children, ages 0 to 21.**

Lutheran Social Services
41945 Big Bear Blvd., Ste. 221 - 223, Big Bear (909) 866-5070
58923 Business Center Dr., Ste. A - E, Yucca Valley (760) 365-7209
Mental Health Systems, Inc., 790 Via Lata, Ste. 300, Colton (909) 433-0445
Mountain Counseling and Training, Inc., 340 Hwy. 138, Crestline (909) 336-3330
South Coast Community Services
1425 W. Foothill Blvd., Ste. 201 & 310, Upland (877) 527-7227
Uplift Family Services, 572 & 596 N. Arrowhead Ave., San Bernardino (909) 266-2700
Victor Community Support Services, 15400 Cholame Rd., Victorville (760) 243-5417
SUBSTANCE USE DISORDER RECOVERY CENTERS

Centers that support recovery by providing a drug and alcohol free sober living social environment, resources, and classes including smoking cessation, anger management, and parenting. Treatment and other clinical services are not provided. Individuals may call or visit a location for services.

Inland Valley Recovery Services
934 N. Mountain Ave., Ste. A & B, Upland
939 N. D St., San Bernardino
(909) 949-4667
(909) 889-6519
Mental Health Systems, Inc., Center for Change
300 H St., Needles
58945 Business Center Dr., Ste. N, Yucca Valley
(760) 326-4590
(760) 369-1074
Mental Health Systems, Inc., Central Valley Regional Recovery Center
1076 Santo Antonio Dr., Ste. B, Colton
(909) 433-9824
Rim Family Mobile Resource Center
28545 Hwy. 18, Skyforest
(909) 336-1800
St. John of God Hospitality Center
15534 6th St., Victorville
(760) 952-9192

SUBSTANCE USE DISORDER TREATMENT PROVIDERS

Preventative outpatient services, which may include alcohol detoxification and medication assisted treatment. Individuals may call or visit a provider for services.

Desert/Mountain
Aegis, 11776 Mariposa Rd., Ste. 103, Hesperia
(760) 956-2462
Barstow Behavioral Health, 1841 E. Main St., Ste. 218, Barstow
(760) 255-5700
High Desert Child, Adolescent & Family Services Center, Inc.
225 Barstow Rd., Barstow
16248 Victor St., Victorville
(760) 243-7151
(760) 243-7151
Mental Health Systems, Inc. (several locations throughout the region)
(909) 433-9824
Rim Family Services, 28545 Hwy. 18, Skyforest
(909) 336-1800
St. John of God Health Care Outpatient Services
13333 Palmdale Rd., Victorville
15534 6th St., Victorville
(760) 241-4917
(888) 233-4288
**East Valley**

Aegis Treatment Centers, 1889 W. Redlands Blvd., Redlands  
(909) 501-5167

Cedar House Life Change Center, 18612 Santa Ana Ave., Bloomington  
(909) 421-7120

Colton Clinical Services, 2275 E. Cooley Dr., Colton  
(909) 370-1777

Inland Behavioral & Health Services, Inc., 1963 N. E St., San Bernardino  
(909) 881-6146

Inland Valley Recovery Services San Bernardino Recovery Center  
939 N. D St., San Bernardino  
(909) 889-6519

Mental Health Systems, Inc.  
1076 Santo Antonio Dr., Ste. B, Colton  
(909) 433-9824

2282 N. Sierra Way, San Bernardino  
(909) 881-1570

MFI Recovery Center, 1455 3rd St., San Bernardino  
(951) 683-6596

Rialto Behavioral Addiction Treatment Services, 850 E. Foothill Blvd., Rialto  
(909) 421-9465

San Bernardino County Department of Public Health  
340 N. Mountain Ave., San Bernardino  
(800) 782-4264

**Morongo Basin**

Mental Health Systems, Inc., Yucca Valley Center for Change  
58945 Business Center Dr., Ste. J, Yucca Valley  
(760) 369-1074

**West Valley**

Aegis, 125 W. F St., Ontario  
(909) 986-4550

Clare-Matrix, 812 N. Euclid Ave., Ontario  
(909) 395-0888

Inland Valley Recovery Services  
934 N. Mountain Ave., Ste. A – C, Upland  
(909) 949-4667

Mariposa Community Counseling, 2940 Inland Empire Blvd., Ontario  
(909) 458-1350
REFERRAL ONLY PROGRAMS

Participants must be referred into the following programs by a service provider, agency, and/or health or social services professional.

ADULT CRIMINAL JUSTICE

Comprehensive treatment services to individuals with mental health and/or substance use needs who are involved with the criminal justice system. Referrals must originate from Criminal Justice programs and/or the Mental Health Court.

Choosing Healthy Options to Instill Change and Empowerment (CHOICE) - mental health and substance use disorder services to individuals on probation. Offices are co-located at the Probation Day Reporting Centers (DRCs) and Re-entry Services Centers. Hotline (909) 963-9783.
1330 E. Cooley Dr., Colton (909) 580-3705
1300 E. Mountain View St., Barstow (760) 256-4230
DRCs
104 W. 4th St., San Bernardino (909) 382-7881
15480 Ramona Ave., Victorville (760) 243-8252
17830 Arrow Blvd., Fontana (909) 356-6439

Corrections To A Safer Community (CTASC) - linkage to mental health, substance use disorder, housing and/or other services to severely mentally ill adults being released from county jails, in order to reduce recidivism.
1330 E. Cooley Dr., Colton (909) 580-3705
658 E. Brier Dr., San Bernardino (909) 501-0753

Supervised Treatment After Release (STAR) - court-referred outpatient program to address the mental health and substance use disorder needs of adults with a serious and persistent mental illness and repeated contact with the criminal justice system.
1330 E. Cooley Dr., Colton (909) 580-3705 | (909) 963-9783 Hotline
1300 E. Mountain View St., Barstow (760) 256-4230
7281 Dumosa Ave., Ste. 4, Yucca Valley (760) 853-4755
12625 Hesperia Rd., Victorville (760) 955-8300 | (909) 963-9783 Hotline

Telecare Forensics Assertive Community Treatment (FACT)/Community FACT - designed using the Assertive Community Treatment model to enhance the lives of individuals living with severe and persistent mental illness. FACT/CFACT provide wraparound services for adults who have extensive contacts with the criminal justice system or have a history of incarceration.
431 MacKay Dr., Ste. 100, San Bernardino (909) 433-9300
CHILDREN’S SYSTEM OF CARE

Services for seriously, emotionally disturbed children who are not benefiting from traditional mental health services. Services range from crisis intervention to life skills and educational services. Referrals must originate from a County Mental Health program and/or a placing agency.

Centralized Children’s Intensive Case Management Services (CCICMS) - coordination and monitoring of specialty programs including Therapeutic Behavioral Services, Success First, Group Homes, and Wraparound Services.
658 E. Brier Dr., Ste. 200, San Bernardino (909) 501-0700

Juvenile Court Behavioral Health Services (JCBHS) / Healthy Homes - for dependents of the court including psychotropic medication referral review.
900 E. Gilbert St., Cottage 4, San Bernardino (909) 387-7406

Parent Partner Program - promotes partnerships between families, mental health providers, health care providers and school personnel.
658 E. Brier Dr., Ste. 200, San Bernardino (909) 501-0700

SB 163 Wraparound – services designed to help allow children/youth to remain in their homes, rather than moving to a group home environment. Provided in collaboration with San Bernardino County Children and Family Services and Probation Department.
Lutheran Social Services
41945 Big Bear Blvd., Ste. 221 - 223, Big Bear Lake (909) 866-5070
58923 Business Center Dr., Ste. A - E, Yucca Valley (760) 365-7209
South Coast Community Services
1425 W. Foothill Blvd., 3rd fl., Upland (877) 527-7227
Uplift Family Services, 596 N. Arrowhead Ave., San Bernardino (909) 266-2700
Victor Community Support Services
222 E. Main St., Ste. 117, Barstow (760) 255-1496
15095 Amargosa Rd., Ste. 201, 205 & 208, Victorville (760) 245-4695

JUVENILE JUSTICE

Services minors involved in the juvenile justice system. Referrals must originate from the San Bernardino County Probation Department.

Court for the Individualized Treatment of Adolescents (CITA) - outpatient psychotherapy and psychiatric care for youth in the juvenile justice system.
780 E. Gilbert St., San Bernardino (909) 386-0776
Forensic Adolescent Services Team (FAST) - for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC) or housed at a Probation treatment facility.
900 E. Gilbert St., San Bernardino (909) 387-7118

Gateway Program - residential program designed to reduce recidivism by providing medication support, mental health assessments, individual and family treatment, and alcohol and drug counseling.
Regional Youth Educational Facility, 740 E. Gilbert St., Bldg. 43, San Bernardino (909) 387-6933

Integrated New Family Opportunities (INFO) – for youth released from the Central Valley JDAC. Services include family and group therapy, supervision, case management, and peer counseling.
780 E. Gilbert St., San Bernardino (909) 387-7385
5345 Bonanza Rd., Victorville (760) 522-6606

Juvenile Justice Community Reintegration (JJCR) - for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC). Services include individual case planning, home visits, referrals to resources, and academic and vocational support.
780 E. Gilbert St., San Bernardino (909) 386-0776
5345 Bonanza Rd., Victorville (760) 522-6606

OTHER REFERRAL ONLY SERVICES AND SUPPORTS

Adult Continuing Care Program - Formerly known as the Adult Residential Services (ARS) program, this program provides mental health services for adults with a mental health condition who are in need of structured level of care after transition from long-term locked residential facilities. Referrals must originate from a health provider.
850 E. Foothill Blvd., Rialto (909) 421-9425

CalWORKs - supportive services designed to improve the overall emotional health and employment skills of adults. Referrals must originate from the San Bernardino County Transitional Assistance Department.
Barstow Counseling Center, 1841 E. Main St., Barstow (760) 255-5700
Hi-Desert Behavioral Health, 57407 29 Palms Hwy., Ste. F, Yucca Valley (760) 366-1541
Mariposa Community Counseling, 2940 Inland Empire Blvd., Ontario (909) 458-1350
Mesa Counseling Center, 850 E. Foothill Blvd., Rialto (909) 421-9200
Victor Valley Behavioral Health, 12625 Hesperia Rd., Victorville (760) 995-8300
Coalition Against Sexual Exploitation (CASE) – services for sexually exploited children and youth (or those at risk for sexual exploitation) including mental health assessments, crisis intervention, case management, school enrollment assistance, transportation, and placement. Referrals must originate from a county agency.
San Bernardino County Children’s Network
825 E. Hospitality Ln., San Bernardino (909) 383-9677

Community Reintegration Services (CRS) - intensive case management to adults suffering from a mental health condition who are in need of additional supportive services to transition back to their community housed after receiving long-term inpatient psychiatric treatment services. Referrals must originate from a psychiatric facility or county homeless program.
237 W. Mill St., San Bernardino (909) 388-5600

Conservatorship Investigation Program – provides assessments of adults and children considered gravely disabled due to a mental disorder by a treating hospital psychiatrist to determine whether he/she meets criteria to be placed on conservatorship. Referrals must originate from a physician while the individual is hospitalized.
850 E. Mill St., San Bernardino (909) 798-8589

Driving Under the Influence (DUI) programs – provides education, individual and interactive group counseling and referral resources for adults. Referrals must originate from the Superior Court or the Dept. of Motor Vehicles (DMV).
Alcohol Education and Recovery Services, 12560 Central Ave., Chino (909) 591-4761
Correctional Healthcare Companies, 353 W. Sixth St., San Bernardino (909) 888-0149
Jackson-Bibby Awareness Group
14420 Civic Dr., Ste. 3, Victorville (760) 241-3300
222 E. Main St., Ste. 218, Barstow (760) 256-6114
1200 Arizona St., Ste. A10, Redlands (909) 792-6925
Rehabilitation and Alcohol Program, 17205 Arrow Blvd., Fontana (909) 356-9390
Valley Improvement Program
8540 Archibald Ave., Rancho Cucamonga (909) 987-4036
210 W. B St., Ontario (909) 983-3665
1589 W. Ninth St., Ste. E, Upland (909) 985-2785

Drug Court Programs – referrals must originate from the Superior Court.
Fontana Drug Court, PRIDE (Probationers Only)
1874 Business Center Dr., San Bernardino (909) 386-0523
Joshua Tree Drug Court Center for Change
61607 29 Palms Hwy., Ste. D., Joshua Tree (760) 366-8641
Victor Valley Center for Change
15770 Mojave Dr., Ste. L, Victorville (760) 843-7809
Emergency Shelter Services – emergency housing for individuals who are homeless and living with a behavioral health condition. (909) 388-5600

Homeless Outreach and Support Team (HOST) – community-based, on-location outreach and engagement services to homeless individuals and their families. (909) 421-4633

Long-Term Residential Care – services for individuals who are being placed in or discharged from licensed, long-term, locked facilities, including Institutes for Mental Diseases (IMDs) and state hospitals. The program provides case management and transitional services to appropriate levels of care. Referrals must originate from a hospital. (909) 421-9479

SUD Residential Treatment Programs – SUD services provided in a home-like setting, while attending treatment services such as group counseling, individual counseling, alcohol and drug education. Referrals must originate from DBH's Screening, Assessment and Referral Center.

Inland Valley Recovery Services
   934 N. Mountain Ave., Ste. A & B, Upland (909) 949-4667
   1260 Arrow Hwy., Bldg. C., Upland (909) 932-1069

Varp, Inc.
   Gibson House for Men, 1100 N. D St., San Bernardino (909) 884-0840
   Gibson House for Women, 1135 N. D St., San Bernardino (909) 888-6956

Supportive Services – full service partnership support for individuals living in permanent supportive housing projects. (909) 421-4633

Therapeutic Alliance Program (TAP) - a 90-day residential treatment program for adults that addresses the unique needs of the population dealing with co-occurring disorders (mental illness and substance abuse). Referrals must originate from a hospital or other community facility.
   850 E. Foothill Blvd., Rialto (909) 421-9425

Triage Transitional Services (TTS) – hospital diversion services including screening and assessments, crisis services, transportation and referrals to outpatient programs. Referrals must originate from Arrowhead Regional Medical Center Behavioral Health Triage.
   400 N. Pepper Ave., Colton (909) 580-2141
ADMINISTRATIVE/SUPPORT PROGRAMS

The following programs are administrative and/or supportive and do not provide direct client care.

Children’s Youth and Collaborative Services (CYCS) – coordination and monitoring of the children’s system of care.
685 E. Brier Dr., Ste. 150, San Bernardino (909) 387-5300

Child & Youth Connection - a collaborative effort between DBH, Public Defender's Office, and San Bernardino County Children’s Network to support and provide prevention services for foster youth, juvenile justice involved children and transitional age youth.
658 E. Brier Dr., Ste. 200, San Bernardino (909) 501-0700

Crisis Intervention Training (CIT) – behavioral health education and training for first responders and community partners on how to appropriately respond to individuals experiencing a behavioral health crisis, communication and de-escalation skills, and community resources and referrals.
303 E. Vanderbilt Way, San Bernardino (909) 386-8258

Triage, Engagement and Support Teams (TEST) - supporting law enforcement and community partners by providing crisis intervention and support services to people in mental health crisis. Staff respond in the field alongside law enforcement or other agency personnel to initially address the crisis and provide follow-up case management and referrals. (909) 873-4409
ADMINISTRATIVE OFFICES

The following programs manage and/or support administrative functions of the department and do not provide direct client care. All addresses are 303 E. Vanderbilt Way, San Bernardino, unless otherwise noted.

Billing - Bills patient and third party payer sources for DBH clinics. (909) 388-0829

Compliance - monitors adherence to state/federal regulations, monitors licenses and credentials, and develops department-wide standards, policies and procedures. (909) 388-0879

Contracts - conducts procurements, prepares contracts and Board Agenda Items, and provides related administrative supportive services. (909) 388-0863

Director's Office (909) 388-0801

Facilities and Property Management (909) 386-8267

Fiscal Services - manages and monitors DBH's budget, state and federal cost reports, accounts payable, contracts management, billing, purchasing, fiscal audits, and payroll. (909) 388-0819

Human Resources - provides assistance in resolving personnel matters, interpreting personnel related rules, regulations and policies, such as the MOU, Personnel Rule, Standard Practice Manual and Labor Laws. (909) 388-0890

Information Technology (909) 388-0900

Internal Audits – conducts fiscal audits and monitors providers to ensure claims are compliant with contract terms. (909) 388-0983

Managed Care Coordination – contact for managed care plans to refer members who may be eligible for specialty mental health services. (909) 383-3940

Medical Records – maintains, secures, and facilitates the release of medical records/health information. 850 E. Foothill Blvd., Rialto (909) 421-9350

Medical Services – oversees the delivery of psychiatric, substance use, and nursing services. (909) 388-0810

Mental Health Services Act (MHSA) Administration - oversees the development and implementation of MHSA funded programs. 1950 S. Sunwest Ln., San Bernardino (909) 242-4021
Office of Cultural Competency and Ethnic Services – develops and promotes cultural competence for DBH staff and service providers. (909) 386-8223

Payroll (909) 388-0848

Public Relations and Outreach - develops and implements effective communication and public relations strategies and coordinates community outreach and education. (909) 386-9720

Quality Management - supports compliance with federal, state and county regulations, performs Medi-Cal certification/re-certification for contract agencies, and completes utilization review activities. (909) 386-8227

Receipts - receives, posts payments and processes daily bank deposits. (909) 388-0949

Research and Evaluation - collects, analyzes and provides information used to measure outcomes and increase the effectiveness of programs and services. (909) 388-0978

Substance Use Disorder & Recovery Services – coordination and monitoring of substance use disorder programs, providers, and services. 621 E. Carnegie Dr., Ste. 210, San Bernardino (909) 386-9740

Workforce Education & Training – 1950 S. Sunwest Ln., San Bernardino (909) 252-4017
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Nondiscrimination Notice

DBH complies with federal and state civil rights laws. DBH does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, sexual orientation or Limited English Proficiency (LEP). DBH provides free aids and services to people with disabilities to help them communicate effectively with DBH such as:

- qualified sign language interpreters;
- written information in other formats (large print, audio, accessible electronic formats, and other formats);
- free language services to people whose primary language is not English, such as qualified interpreters, and information written in other languages.

If you need these services, contact DBH at (888) 743-1478 (711 CA Relay).

How to File a Grievance

If you believe that DBH has failed to provide these services or you have been discriminated against in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, sexual orientation, or LEP you can file a grievance with the department’s ACA 1557 Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

Civil Rights Coordinator/ACA 1557 Coordinator
DBH Office of Cultural Competence and Ethnic Services
Attn: ACA 1557 Coordinator
303 E. Vanderbilt Way,
San Bernardino, CA 92415-0026
Phone: (909) 386-8223 (TTY users dial 711)
Fax: (909) 388-0868
Email: ACA1557@dbh.sbcounty.gov

If the department is unable to successfully resolve the grievance, the complainant may file a civil rights complaint with the U.S. Department of Health and Human Services Office of Civil Rights. You can file electronically at https://www.hhs.gov/ocr/complaints/index.html or you can file by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019, (800) 537-7697 (TDD).
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1 (888) 743-1478 (TTY: 711).

ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request. Call 1 (888) 743-1478 (TTY: 711).

Español (Spanish)
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (888) 743-1478 (TTY: 711).

Tiếng Việt (Vietnamese)

Tagalog (Tagalog — Filipino)

한국어 (Korean)
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (888) 743-1478 (TTY: 711) 번으로 전화해 주십시오.

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (888) 743-1478 (TTY: 711)。

Հայերեն (Armenian)
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1 (888) 743-1478 (ԹԵԼԵՏԱՅՊ՝ 711).

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1 (888) 743-1478 (телетайп: 711).
LANGUAGE ASSISTANCE TAGLINES

فارسی (Farsi)
شما برای رایگان بصورت زبانی تسهیلات کنید، می‌گفتگو فارسی زبان به اگرچه بگیرید تماس (1-7-1) 888 743-1478 (TTY: 7-1-1).

Japanese (Japanese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
1 (888) 743-1478 (TTY: 7-1-1) まで、お電話にてご連絡ください。

Hmoob (Hmong)

ਪੰਜਾਬੀ (Punjabi)
ਿਧਆਨ ਿਧਓ: ਜੇ ਤੁਸ ਕਰਨ ਬੋਿਲੇ ਹੋ, ਤਾੀਂ ਭਾਸ਼ਾ ਧ ਿ◌◌ੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਿਬ ਹੈ। 1 (888) 743-1478 (TTY: 7-1-1) ਪ੍ਰ ਕਾਲਾ ਬਣੇ।

العربية (Arabic)
ملاحظة: إذا كانت اللغة العربية المساعدة خدمات فإن اللغة، اذكرعتحت كدت إذا ملحوظة (888) 743-1478 1 رقم اتصل بالمجاني للتوفر اللغة، إلكل أتاتمة، فقد تحدث كنت إذا: (7-1-1).

Hindi (Hindi)
च्वान वै: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1 (888) 743-1478 (TTY: 7-1-1) पर कॉल करें।

ภาษาไทย (Thai)
เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรีโทร 1 (888) 743-1478 (TTY: 7-1-1).

ខ្មែរ (Cambodian)
បានជួយ: បានអនុញ្លះសញ្ញាណភាពស្រស់ស្អាត អំពីសំនីសអាកាសធាន សិទ្ធិកីឡារបស់ អាប់ អំពី ស្រុង សំ របស់ អ្នក 1 (888) 743-1478 (TTY: 7-1-1)។

ພາສາລາວ (Lao)
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