



## Behavioral Health

# SERVICES GUIDE

**Revised October 2020**

The following 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.

This guide is a summary of San Bernardino County Dept. of Behavioral Health (DBH) and DBH contract provider services and is not inclusive of all services and/or providers. DBH's Provider Directory, which includes each licensed, waived, 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/>.

**[www.sbcounty.gov/dbh](http://www.sbcounty.gov/dbh)**

# ABOUT THE DEPARTMENT

The San Bernardino County 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.

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DIRECTOR

**MICHAEL KNIGHT, MPA**  
ASSISTANT DIRECTOR

# PREFACE

**This guide is current as of October 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, waived, 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/>.*

**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   Text (909) 420-0560
High Desert	(760) 956-2345   Text (760) 734-8093
West Valley	(909) 458-1517   Text (909) 535-1316

**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.

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

Amazing Place, 2940 Inland Empire Blvd., Ontario	(909) 458-1396
Central Valley Fun Clubhouse, 1501 S. Riverside Ave., Rialto	(909) 877-4889
Desert Stars, 1841 E. Main St., Barstow	(760) 255-5705
Our Place, 24950 Redlands Blvd., Ste. 1, Loma Linda	(909) 557-2145
Pathways to Recovery, 17053 E. Foothill Blvd., Ste. B, Fontana	(909) 347-1300
Santa Fe Social Club, 56020 Santa Fe Trail, Ste. M, Yucca Valley	(760) 369-4057
Serenity Clubhouse, 12625 Hesperia Rd., Ste. B, Victorville	(760) 955-6224
Team House, 201 W. Mill St., San Bernardino	(909) 388-5640

**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.*

1330 E. Cooley Dr., Colton (909) 580-3705 | (909) 963-9783 Hotline

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

Administration/East Valley	(909) 421-9430
High Desert, 12625 Hesperia Rd., Victorville	(760) 995-8306
TAY Services, 17053 E. Foothill Blvd., Fontana	(909) 347-1344
West Valley, 2940 Inland Empire Blvd., Ontario	(909) 458-1322

**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.*

Ontario Montclair School District	
9916 Central Ave., Montclair	(909) 983-8522
10200 Lehigh Ave., Montclair	(909) 445-1618
1556 S. Sultana Ave., Ontario	(909) 418-6923
Pacific Clinics, 58945 Business Center Dr., Ste. D, Yucca Valley	(760) 228-9657
Rim Family Services, 28545 Hwy.18, Skyforest	(909) 336-1800
Riverside-San Bernardino Indian Health Inc., 170 N. Yucca Ave., Barstow	(760) 256-9016
Valley Star Behavioral Health Inc., 1585 S. D St., Ste. 101, San Bernardino	(909) 388-2222
Victor Community Support Services	
1053 N. D St., San Bernardino	(909) 522-4656
5400 Cholame Rd., Victorville	(760) 243-5417

**Financial Interviewers** - *conducts interviews with individuals to determine financial responsibility, eligibility and the share of costs for services received.*

Central Valley	(909) 386-8280
Desert/Mountain Region	(909) 386-8287
East Valley	(909) 386-8293
West Valley	(909) 386-8288

**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

**Recovery Based Engagement Support Teams (RBEST)** – provides field-based services including outreach, engagement, case management, family education, support, and therapy for individuals with untreated mental illness. (909) 421-9452

**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**

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
South Coast Community Services	
1425 W. Foothill Blvd., Ste. 310, Upland	(909) 835 -4800
11780 Central Ave., Ste. 205, Chino	(877) 527-7227
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

222 N. Mountain Ave., Ste. 100B, Upland (909) 303-2500

1030 Nevada St., Ste. 200, Redlands (909) 792-0747

34324 Yucaipa Blvd., Ste. B - D, Yucaipa (877) 527-7227

Victor Community Support Services, 15400 Cholame Rd., Victorville (760) 780-4505

**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.*

Christian Counseling Service, 101 E. Redlands Ave., Ste. 203, Redlands (909) 793-1078

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., 2<sup>nd</sup> 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.*

**Early Identification & Intervention Services (EIS)** - for children, up to nine years of age, who are not displaying age appropriate interactions and attachment.

Christian Counseling Services, 101 E. Redlands Blvd., Ste. 215, Redlands	(909) 793-1078
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., 3 <sup>rd</sup> 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.*

Christian Counseling Services, 101 E. Redlands Blvd., Ste. 215, Redlands (909) 793-1078  
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., 3<sup>rd</sup> 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	(909) 949-4667
939 N. D St., San Bernardino	(909) 889-6519
Mental Health Systems, Inc., Center for Change	
300 H St., Needles	(760) 326-4590
58945 Business Center Dr., Ste. N, Yucca Valley	(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	(760) 243-7151
16248 Victor St., Victorville	(760) 243-7151
Mental Health Systems, Inc. ( <i>several locations throughout the region</i> )	(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	(760) 241-4917
15534 6th St., Victorville	(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
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
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**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 (cyics)** - 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., 3<sup>rd</sup> 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 program.*  
850 E. Foothill Blvd., Rialto (909) 421-9380

**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.*  
686 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  
Dalton and Associates, 12209 Hesperia Rd., Ste. G, Victorville (760) 241-1777  
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

**Innovative Remote Onsite Assistance Delivery (INNROADs)** – Inroads works with community and county agencies to provide services to people who are experiencing homelessness and living in rural and isolated areas. (909) 421-4612

**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

**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

**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 OFFICES and SUPPORT PROGRAMS

*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

**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

**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](mailto: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).

## LANGUAGE ASSISTANCE TAGLINES

### English

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)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (888) 743-1478 (TTY: 711).

### Tagalog (Tagalog — Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (888) 743-1478 (TTY: 711).

### 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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐԸ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք 1 (888) 743-1478 (TTY (հեռատիպ) 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، می گفتگو فارسی زبان به اگره چ و ت بگیرید تماس (888) 743-1478 (TTY: 7-1-1) با. باشد می فراهم

### 日本語 (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)** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1 (888) 743-1478 (TTY: 7-1-1).

### ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1 (888) 743-1478 (TTY: 7-1-1) 'ਤੇ ਕਾਲ ਕਰੋ।

### العربية (Arabic)

ملحوظة: بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا: ملحوظة (7-1-1): واليكم الصم هاتف رقم

**हिंदी (Hindi)** ध्यान दें: 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: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1 (888) 743-1478 (TTY: 7-1-1).

### ខ្មែរ (Cambodian)

ប្រយ័ត្ន: អ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយមនុស្សភាសា រោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូល ទូរស័ព្ទ 1 (888) 743-1478 (TTY: 7-1-1)។

### ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1 (888) 743-1478 (TTY: 7-1-1).