

### **Behavioral Health**

### **SERVICES GUIDE**

### **Revised August 2021**

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, 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/.

### **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.

**VERONICA KELLEY, DSW, LCSW**DIRECTOR

MICHAEL KNIGHT, MPA ASSISTANT DIRECTOR

### **PREFACE**

#### This guide is current as of August 2021.

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	West Valley	Desert/Mountain	Morongo Basin
Bloomington	Chino	Adelanto	Joshua Tree
Colton	Fontana	Apple Valley	Morongo Valley
Grand Terrace	Montclair	Barstow	Twentynine Palms
Highland	Ontario	Big Bear	Yucca Valley
Loma Linda	Pomona	Crestline	
Redlands	Rancho Cucamonga	Hesperia	
Rialto	Upland	Lucerne Valley	
San Bernardino		Needles	
Yucaipa		Sky Forest	
		Trona	
		Victorville	

Please note - this guide is a summary of DBH and DBH contract provider services and <u>is not</u> 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 <a href="https://wp-test.sbcounty.gov/dbh/resources/">https://wp-test.sbcounty.gov/dbh/resources/</a>

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.

For general information navigating DBH services for yourself or a loved one, contact DBH's Office of Consumer and Family Affairs at (909) 388-0884.

### **CRISIS AND URGENT CARE SERVICES**

You 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.

Call (909) 421-9233 | Text (909) 420-0560 Call (760) 956-2345 | Text (760) 734-8093 Call (909) 458-1517 | Text (909) 535-1316

**Crisis Walk-In Centers (CWIC)** - urgent mental health centers for individuals of all ages. Services are voluntary and may include intervention, risk assessments, medications, and evaluations for hospitalization, when necessary. Open 24 hours a day, 365 days a year including holidays.

12240 Hesperia Rd., Ste. A, Victorville (760) 245-8837 7293 Dumosa Ave., Ste. 2, Yucca Valley (760) 365-2233

**Crisis Stabilization Units (CSU) -** urgent mental health centers for individuals of all ages. Services are voluntary and may include, crisis intervention, risk assessment, medications, and evaluations for hospitalization, when necessary. 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

### **OUTPATIENT SERVICES**

Services may include crisis intervention, assessment, referral, individual/group therapy, medication support, and case management. Outpatient clinics serve children, youth, adults and older adults, and are open Monday through Friday, from 8 a.m. to 5 p.m., unless otherwise indicated. You 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
Valley Star Community Services, 1585 South D St., Ste. 101, San Bernardino	(909) 388-2222

#### 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
Victorville Center, 12188 Hesperia Rd., Victorville	(760) 477-2199
Morongo Basin	
Hi-Desert Behavioral Health Services, 57407 29 Palms Hwy., Ste. F, Yucca Valley	(760) 366-1541
Valley Star Yucca Adult (FSP), 7281 Dumosa Ave., Ste. 4, Yucca Valley	(760) 853-4755
West Valley	
Mariposa Community Counseling, 2940 Inland Empire Blvd., Ontario	(909) 458-1350
South Coast Community Services	
1425 W. Foothill Blvd., 3 <sup>rd</sup> fl., floor, 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 specific to the needs of special populations. Services include crisis counseling, individual/group/family therapy, medication management, and recovery services. You 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 Cent	er
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

### OTHER SERVICES AND SUPPORTS

## SERVICES FOR CHILDREN, TRANSITIONAL AGE YOUTH, AND FAMILIES

**Preschool PEI Program** – program for preschool children, families and teachers to increase positive behaviors in young children.

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino

(888) 543-7025

**LIFT** – support services for pregnant mothers and their children.

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino

(888) 543-7025

**Student Assistance Program (SAP)** - school-based program for students and families. Services include education 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

**Transitional Age Youth (TAY) Centers** - provides prevention services to unserved and underserved 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

**Family Resource Centers** - provides services to children, youth, and families. Services include mental health education workshops, community counseling, adult skill-based education programs, and parenting support.

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 State 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

### **Specialty Children's 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. You may call or visit a provider for more information.

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

(909) 793-1078

(909) 792-0747

Christian Counseling Services, 101 E. Redlands Blvd., Ste. 215, Redlands

The state of the s	(
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
<b>School-Aged Treatment Services (SATS)</b> - for children and youth with a m	ental health disorder
<b>School-Aged Treatment Services (SATS)</b> - for children and youth with a m that interferes with their functioning in family, school, or community.	ental health disorder
·	ental health disorder (909) 628-1201
that interferes with their functioning in family, school, or community.	
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino	
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center	(909) 628-1201
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake	(909) 628-1201 (760) 552-6700 (909) 866-2165
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake 58967 Business Center Dr., Ste. C- E, Yucca Valley	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake 58967 Business Center Dr., Ste. C- E, Yucca Valley Mountain Counseling and Training, 340 Hwy. 138, Crestline	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130 (909) 336-3330
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake 58967 Business Center Dr., Ste. C- E, Yucca Valley Mountain Counseling and Training, 340 Hwy. 138, Crestline Ontario Montclair School District/Robert Hardy Professional Development	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130 (909) 336-3330 Center
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake 58967 Business Center Dr., Ste. C- E, Yucca Valley Mountain Counseling and Training, 340 Hwy. 138, Crestline Ontario Montclair School District/Robert Hardy Professional Development 515 S. Bon View Ave., Ontario	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130 (909) 336-3330
that interferes with their functioning in family, school, or community.  Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino  Desert Mountain Children's Center  17800 Hwy. 18, Apple Valley  42007 Fox Farm Rd., Ste. 2A, Big Bear Lake  58967 Business Center Dr., Ste. C- E, Yucca Valley  Mountain Counseling and Training, 340 Hwy. 138, Crestline  Ontario Montclair School District/Robert Hardy Professional Development  515 S. Bon View Ave., Ontario  San Bernardino County Schools/Barbara Phelps Community Day School	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130 (909) 336-3330 Center (909) 930-6793
that interferes with their functioning in family, school, or community. Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino Desert Mountain Children's Center 17800 Hwy. 18, Apple Valley 42007 Fox Farm Rd., Ste. 2A, Big Bear Lake 58967 Business Center Dr., Ste. C- E, Yucca Valley Mountain Counseling and Training, 340 Hwy. 138, Crestline Ontario Montclair School District/Robert Hardy Professional Development 515 S. Bon View Ave., Ontario	(909) 628-1201 (760) 552-6700 (909) 866-2165 (760) 369-3130 (909) 336-3330 Center

1030 Nevada St., Ste. 200, Redlands

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
West End Family Counseling Services, 655 N. Edena / Wei, Ontaino	(505) 505 2020
Screening, Assessment, Referral & Treatment (SART) - services for children,	•
of age, who may have been exposed to abuse, neglect, and/or alcohol or other drug	gs and as a result,
are having social, cognitive, and/or behavioral issues.	(000) 700 4070
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	unserved and
underserved children, ages 0 to 18.	, arrocrited arro
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	
Mountain Counseling and Training, Inc., 340 Hwy. 138, Crestline	(909) 336-3330
South Coast Community Services	(505) 550 5550
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	(303) 200 2700
1908 S. Business Center Dr., Ste. 109, San Bernardino	(909) 890-5930
15095 Armargosa Rd., Ste. 201, 205, 208, Victorville	(760) 245-4695
13033 / IIII al gosa Ita., 3tc. 201, 203, 203, Victor VIIIc	(700) 2 13 1033
Therapeutic Behavioral Services (TBS) - intensive one-on-one services for child	lren, ages 0 to 21.
TBS provides outpatient services to support short-term treatment goals.	
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., 3 <sup>rd</sup> fl., Upland	(877) 527-7227
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Uplift Family Services, 572 & 596 N. Arrowhead Ave., San Bernardino	(909) 266-2700
Victor Community Support Services, 15400 Cholame Rd., Victorville	(760) 243-5417

### **CLUBHOUSES**

Peer support centers for individuals living with a behavioral health condition. Services include support groups, social activities, outings, and other wellness services. You may call or visit a location for more information on services. Open Monday through Friday from 9 a.m. to 3 p.m.

A Place to Go Clubhouse, 32770 Old Woman Springs Rd., Ste. B, Lucerne Valle	ey (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) 347-1373
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

## PREVENTION & EARLY INTERVENTION (PEI) PROGRAMS

Services to help prevent mental illness from becoming severe and disabling. PEI programs offer short-term counseling and referrals. You may call or visit a location for more information on services.

**Community Wholeness & Enrichment (CWE) -** supports individuals showing early signs of mental illness. CWE educates families, refers to community supports, and de-stigmatizes mental health. Serving children, adults, and families.

Rim Family Services, 28545 State 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

**LIFT** – support 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-site services specific to the needs of active duty and retired military personnel and their families.

Christian Counseling Services, 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, Ba	rstow (760) 255-1496

**Native American Resource Center –** services and resources aimed to help meet 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-site mobile wellness services for older adults. Services include 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 State 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** – program for preschool children, families and teachers to increase 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** –outreach program designed to support culturally diverse communities in San Bernardino County. Prevention services include 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

**Student Assistance Program (SAP)** - school-based program for students and families. Services include education 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 Rig Bear Rlyd Ste 222 Rig 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

### RESIDENTIAL TREATMENT

Community members are highly encouraged to <u>call</u> the locations listed below for more information on how to access residential treatment services and for bed availability.

**Crisis Residential Treatment (CRT) Centers** – 16-bed residential mental health treatment centers for individuals, age 18 to 59, who are experiencing an acute psychiatric episode or crisis. Services are voluntary and may last up to 90 days. Open 24 hours a day, 365 days a 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

**The STAY (Serving Transitional Age Youth)** - a voluntary, 14 bed, short term crisis residential facility for youth ages 18 to 26. Open 24 hours a day, 365 days a year, including holidays.

780 E. Gilbert St., San Bernardino (909) 763-4760

**SUD Residential Treatment Programs** – provides SUD services in a home-like setting, while attending treatment services. Treatment services include group counseling, individual counseling, and alcohol and drug education.

**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

### **OTHER SPECIALIZED PROGRAMS**

**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

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

**Homeless Services** - If you are struggling with homelessness, please dial 2-1-1 from any phone to be connected to a live person who can provide you with housing assistance information and other supportive resources. Available 24 hours a day, in English and Spanish. You may also visit <a href="https://www.211sb.org">www.211sb.org</a>.

# SUBSTANCE USE DISORDER RECOVERY SERVICES

### **OUTPATIENT TREATMENT PROVIDERS**

Outpatient treatment programs provide alcohol and drug related individual and group counseling, individualized treatment planning and case management to prevent relapse and support recovery. All locations serve adults and some also serve youth ages 12 to 17. Call or visit a provider for more information. You may also call (800) 968-2636 for more information on any substance use disorder services.

#### **Desert/Mountain**

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, 300 H St., Needles	(760) 320-4590
St. John of God Health Care Outpatient Services	
15534 6th St., Victorville	(888) 233-4288
East Valley	
Cedar House Life Change Center, 18612 Santa Ana Ave., Bloomington	(909) 421-7120
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
Rialto Behavioral Addiction Treatment Services, 850 E. Foothill Blvd., Rialto	(909) 421-9465
Morongo Basin	
Mental Health Systems, Inc., 58945 Business Center Dr., Ste. J, Yucca Valley	(760) 369-1074
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West Valley	
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

### **RECOVERY SERVICES/CENTERS**

Community based centers that support recovery by offering self-help groups, resources, and education. You 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
1076 Santo Antonio Dr., Ste. B, Colton	(909) 433-9824
58945 Business Center Dr., Ste. N, Yucca Valley	(760) 369-1074
Rim Family Mobile Resource Center, 28545 State Hwy. 18, Skyforest	(909) 336-1800
St. John of God Hospitality Center, 15534 6th St., Victorville	(760) 952-9192

### PERINATAL TREATMENT PROGRAMS

Intensive outpatient services for pregnant/parenting women and their children.

Inland Behavioral & Health Services, Inc, 1963 N. E St., San Bernardino	(909) 881-6146
Inland Valley Recovery Services, 934 N. Mountain Ave., Ste. A-D, Upland	(909) 949-4667
High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville	(760) 243-7151

### **DRIVING UNDER THE INFLUENCE (DUI) PROGRAMS**

Provides education, individual and interactive group counseling and referral resources for adults.

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

### **DEFERRED ENTRY OF JUDGMENT (DEJ) SERVICES**

Provides understanding of the addiction process to encourage recovery from drugs for adults.

High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville	(760) 243-7151
Inland Behavioral & Health Services, 1963 N. E St., San Bernardino	(909) 881-6146
MHS Needles Center for Change	
300 H St., Needles	(760) 326-4590
58945 Business Center Dr., Ste. J, Yucca Valley	(760) 369-1074
Valley Improvement Programs, Inc.	
210 W. B St., Ontario	(909) 983-3665
1589 W. Ninth St., Ste. E Upland	(909) 985-2785

### **DRUG COURT PROGRAMS**

Monitored substance use disorder treatment program for adult or juveniles.

#### **Adult Programs**

Clare-Matrix, 812 N. Euclid Avenue, Ontario	(909) 395-0888
High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville	(760) 243-7151
MHS Fontana Center for Change	
1076 Santo Antonio Dr., Ste. B, Colton	(909) 433-9824
1874 Business Center Dr., San Bernardino	(909) 386-0437
58945 Business Center Dr., Ste. P, Yucca Valley	(760) 369-1074
Juvenile Programs	
Clare-Matrix, 812 N. Euclid Ave., Ontario	(909) 395-0888
Inland Valley Recovery Services San Bernardino Recovery Center	
939 North D St., San Bernardino	(909) 889-6519
High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville	(760) 243-7151

### **EDUCATION AND TRAINING**

DBH provides a variety of education and training opportunities to promote a greater understanding of behavioral health issues and services. Call for more information.

**Mental Health First Aid** – a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders.

303 E. Vanderbilt Way, San Bernardino (909) 386-9720

**Applied Suicide Intervention Skills Training (ASIST)** – a workshop for caregivers who want to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide. 303 E. Vanderbilt Way, San Bernardino (909) 386-9720

**Cultural Competency** - multicultural education, training and assistance in the development of linguistically and culturally appropriate recovery oriented services.

303 E. Vanderbilt Way, San Bernardino

(909) 252-5150

**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

**Environmental Prevention Providers** – partner agencies which host and/or facilitate a variety of community presentations, special events, and clubs in an effort to educate community members about the risks of drug use and prevent or reduce substance use.

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Department of Public Health/Friday Night Live	
340 N. Mountain Ave., San Bernardino	(800) 782-4264
Institute for Public Strategies	
15428 Civic Dr. Ste. 350, Victorville	(760) 843-7003
242 E. Airport Dr., Ste. 204, San Bernardino	(909) 266-1660
MHS Central Valley Prevention, 1076 Santo Antonio Dr., Ste. H, Colton	(909) 423-0312
MHS Needles Center for Change, 300 H St., Needles	(760) 326-4590
Reach Out, Inc.	
1126 W. Foothill Blvd., Ste. 250, Upland	(909) 982-8641
7255 Joshua Lane, Unit C, Yucca Valley	(760) 365-7130
Rim Family Services	
28545 Highway 18, Skyforest	(909) 336-1800
40880 Pedder Rd., Big Bear Lake	(909) 366-0545

### REFERRAL ONLY PROGRAMS

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

### **FORENSIC SERVICES**

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

**Choosing Healthy Options to Instill Change and Empowerment (CHOICE)** - mental health and substance use disorder services for individuals on probation. Offices are co-located at the Probation Day Reporting Centers (DRCs) and Re-entry Services Centers.

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

**Diversion Opportunity for Outpatient Recovery Services (DOORS)** - a pre-trial diversion and competency-based program that provides behavioral health treatment services to individuals classified under AB 1810 and SB 215. Referrals must originate from the Public Defender's Office.

(909) 421-4690

**Re-Integrative Supportive Engagement Services (RISES)** – support services for severe mentally ill adults recently released from county jails. RISES links adults to mental health, substance use disorder, housing and other services. (909) 501-0753

**Community Supervised Treatment After Release (CSTAR)** - court-referred outpatient program for adults with a serious and persistent mental illness. CSTAR helps address the mental health and substance use disorder needs of adults with repeated contact with the criminal justice system.

1330 E. Cooley Dr., Colton	(909) 580-3705
7281 Dumosa Ave., Ste. 4, Yucca Valley	(760) 853-4755
12625 Hesperia Rd., Victorville	(760) 955-8300

**Forensics Assertive Community Treatment (FACT)/Community FACT** - designed using the Assertive Community Treatment model to improve the lives of individuals living with a severe and persistent mental illness. FACT/CFACT provides wraparound services for adults who have extensive repeated contact with the criminal justice system or have a history of incarceration.

2080 S. E St., Ste. 250, 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, ages 5 to 21. Program focuses on early detection, assessment, and treatment of mental health needs, 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 children/youth 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 for 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 therapy and psychiatric care for youth in the juvenile justice system.

755 E. Gilbert St., San Bernardino

(909) 387-7792

**Forensic Adolescent Services Team (FAST)** – services 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

**Integrated New Family Opportunities (INFO)** – for youth released from a San Bernardino County JDAC. Services include family and group therapy, supervision, case management, and peer counseling.

755 E. Gilbert St., San Bernardino	(909) 387-7792
15345 Bonanza Rd., Victorville	(909) 387-7792

**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.

755 E. Gilbert St., San Bernardino (909) 387-7792 15345 Bonanza Rd., Victorville (909) 387-7792

# OTHER REFERRAL ONLY SERVICES AND SUPPORTS

**Adult Continuing Care Program (ACCP)** - Formerly known as the Adult Residential Services (ARS) program, this program provides mental health services for adults with a mental health condition. ACCP provides a 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 an individual's emotional health and employment skills. Referrals must originate from the San Bernardino County Transitional Assistance Department (TAD).

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). Services include 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)** – provides intensive case management to adults suffering from a mental health illness. CRS helps individuals transition back to their community 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 to gravely disabled children and adults suffering from a mental disorder. A treating hospital psychiatrist completes the assessment to determine if the individual meets criteria for conservatorship placement. Referrals must originate from a physician while the individual is hospitalized.

686 E. Mill St., San Bernardino

(909) 798-8589

**Drug Court Programs** – monitored substance use disorder treatment program for adult or juveniles. Referrals must originate from the Superior Court.

#### **Adult Programs**

Clare-Matrix, 812 N. Euclid Avenue, Ontario (909) 3	95-0888
High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville (760) 24	43-7151
MHS Fontana Center for Change	
1076 Santo Antonio Dr., Ste. B, Colton (909) 4	33-9824
1874 Business Center Dr., San Bernardino (909) 3	86-0437
58945 Business Center Dr., Ste. P, Yucca Valley (760) 3	69-1074
Juvenile Programs	
Clare-Matrix, 812 N. Euclid Ave., Ontario (909) 3	95-0888
Inland Valley Recovery Services San Bernardino Recovery Center	
939 North D St., San Bernardino (909) 8	89-6519
High Desert Child, Adolescent & Family Services Center, Inc.	
16248 Victor St., Victorville (760) 24	43-7151

**Emergency Shelter Services** – emergency housing for homeless individuals living with a behavioral health condition. (909) 388-5600

**Homeless Outreach and Support Team (HOST)** – community-based, on-site outreach and engagement services to homeless individuals and their families. (909) 387-7406

**Innovative Remote Onsite Assistance Delivery (INNROADs)** – provides services to individuals experiencing homelessness and living in rural and isolated areas. (909) 421-4612

**Long-Term Residential Care** – services for individuals placed in or discharged from a licensed, long-term, locked facility, 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

**Placement After Stabilization (PAS) -** discharge planning for individuals exiting a CRT facility. Referral must originate from CRT. (909) 501-0908

**Supportive Services** – full service partnership support for individuals living in permanent supportive housing projects. (909) 387-7406

**Triage, Engagement and Support Teams (TEST)** – provides crisis intervention services to individuals in the community who are experiencing a mental health crisis. TEST staff work alongside law enforcement to respond to crisis mental health calls, provide crisis intervention and follow-up case management and referrals. (909) 873-4409

**Therapeutic Alliance Program (TAP)** - a 90-day residential treatment program for adults. TAP provides services to individuals struggling with 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)** – services to help decrease hospitalizations. Services include 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 <u>do not</u> 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.

658 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

**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** - helps resolve personnel matters and interprets 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 eligible members to 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 Equity and Inclusion** – develops and promotes cultural competence for DBH staff and service providers. (909) 252-5150

**Patients' Rights** - protects the rights of individuals receiving psychiatric services through support, advocacy, and complaint investigations.

850 E. Foothill Blvd., Rialto (800) 440-2391

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.

658 E. Brier Dr., Ste. 250, San Bernardino

(909) 501-0728

**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;
- o written information in other formats (large print, audio, accessible electronic formats, and other formats);
- o 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 Equity and Inclusion Attn: ACA 1557 Coordinator 303 E. Vanderbilt Way, San Bernardino, CA 92415-0026 Phone: (909) 252-5150 (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 <a href="https://www.hhs.gov/ocr/complaints/index.html">https://www.hhs.gov/ocr/complaints/index.html</a> 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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվձար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 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

### (Farsi) فارسى

شما برای رایگان بصورت زبانی تسهیلات کنید، می گفتگو فارسی زبان به اگر : هجوت برای رایگان بصورت زبانی تسهیلات کنید، می گفتگو فارسی زبان به اگر : هجوت برای ایگان باشد می فراهم برای تماس (1-1-7 / TTY: 7-1) 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 ਤੁਸ ੀਂ ਪੰਜਾਬ ਬੋਲਿ ਹੋ, ਤਾੀਂ ਭਾਸ਼ਾ ਧ ਿੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ। *1* (888) 743-1478 (TTY: 7-1-1) 'ਤੇ ਕਾਲ ਕਰੋ।

### (Arabic) العربية

المحان اللغة، اذكر تتحدث كنت إذا :ملحوظة المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا :ملحوظة (1478-743) 1 برقم اتصل بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا :ملحوظة

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)

្រុំ ប្រយ័ត្ន៖ ររ ើសិនជាអ្នកនិយាយ ភាសាខ្មែ , រសវាជំនួយមននកភាសា រោយមិនគិត្្ទួល គឺអាចមានសំរា ់ ំររ ើអ្នក។ ចូ ទូ ស័ព្ទ *1 (888) 743-1478* (TTY: *7-1-1*)។

### ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້ຳວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1 (888) 743-1478 (TTY: 7-1-1).