

San Bernardino County  
Behavioral Health Commission

Annual Report  
2018-2020

San Bernardino County

Board of Supervisors

and

Administrative Office

Gary McBride, Chief Executive Officer

CaSonya Thomas, Assistant Executive Officer

## LETTER FROM THE CHAIR

As Chair of the San Bernardino County Behavioral Health Commission (BHC), we are pleased to present this Annual Report to all of those who have been touched by mental illness, alcohol and or substance use, and to those concerned about the quality of behavioral health care.

In alignment with the Countywide Vision, the BHC works to champion a system of seamless, accessible and effective services that advances wellness, recovery and resiliency for individuals, families, and communities; making certain special attention is given to the cultural and linguistic needs of all those served. We continue to look to ways to improve behavioral health care by connecting the strengths and proficient work of consumer advocates, family members, community leaders, teachers and students.

Working hand and hand with the Department of Behavioral Health (DBH), the BHC seeks to promote the most effective methods to educate the public and change the negative stigma that is attached to those in the community living with behavioral health issues. Through internal and external educational presentations, those who attend the BHC meetings again have a larger understanding of the potential wellness in our county and better ways to access those services that our county provides.

Understanding that behavioral health is an essential part of health care, wonderful work is being done in San Bernardino County to encompass a true system of care through the integration of primary care, mental health and substance use treatment. As stigma dissipates all individuals, families, communities will benefit from the full range of health creating opportunities.

The BHC is grateful for the support from the Board of Supervisors, County Administration Office, Clubhouses, Transitional Age Youth Centers, DBH staff, community partners and family members. We strongly embrace that a consumer-centered behavioral health care system is the foundation of transformation, and we are optimistic that continued focus will be on the promotion of wellness, resilience, and recovery

Sincerely,

*Dr. Monica Caffey*  
Monica Caffey, Chair  
Behavioral Health Commission

## LETTER FROM THE DIRECTOR

The San Bernardino County Department of Behavioral Health (DBH) is pleased to partner with the Behavioral Health Commission (BHC) to present this Annual Report to the Board of Supervisors and our community partners. Quality improvement and collaboration are key to the success of all DBH programs and as such, it is important to note that all of the items that are brought by the BHC to the Department, such as those noted on pages 14-17, have been thoroughly addressed, including providing education and information on those issues that were found not be accurate.

One of the primary functions of the BHC is to advise the Board of Supervisors and the Director of DBH of local community needs and concerns in regards to mental health and substance abuse issues. The BHC is made up of community representatives that characterize all sectors of San Bernardino County. BHC members are appointed by the Board of Supervisors to a three-year term and represent their districts on a voluntary basis.

The BHC provides instrumental guidance and input to DBH, while promoting, educating and informing community members of the many programs and services available throughout the county. The District Advisory Committee (DAC) meetings are an opportunity for meaningful engagement with community members, where they are able to ask questions, provide input and discuss the impact of behavioral health services in San Bernardino County. Through the DAC meetings, Commissioners are able to foster community relationships, essential for building effective community centered, recovery-oriented, consumer and family focused behavioral health services.

The BHC impacts their communities by promoting awareness about mental health and substance use, reducing stigma and discrimination, promoting diversity, as well as encouraging and supporting recovery, wellness and resiliency in the community. Their dedication and genuine concern for their communities is a testament of the BHC's commitment to improving and transforming the behavioral health care system. It is a pleasure to serve alongside them.

Together, the BHC and DBH, along with our community partners, support the Wellness element of the Countywide Vision and will continue to promote and provide services that are recovery focused and wellness driven.

Sincerely,

A handwritten signature in black ink, appearing to read 'Veronica Kelley', is written over a faint, circular official stamp.

Veronica Kelley, DSW, LCSW  
Director  
Department of Behavioral Health

## MEET THE COMMISSIONERS

### Supervisor Robert A. Lovingood, First District – Appointed 2019



#### **Lorrie Denson, First District – Appointed 2017**

I am here to serve as a liaison between the board of Supervisors and the community. My plan is to be a voice for the consumers, making their behavioral and mental health needs known and helping the board meet these needs.



#### **Michael Grabhorn, First District – Appointed 2011**

One of my priorities is to be sure we have equal services to everyone regardless of race, religion, gender or sexual preference. I volunteer at a Homeless Shelter and a drug rehab and I am involved in Lesbian, Gay, Bi, Transgender and Questioning groups in the High Desert. I try to learn how the system works and help the department identify gaps in services.



#### **Vickie Mack, BA, First District – Appointed 2018**

Being a Commissioner is important because effective solutions require the perspective of all sides. As a commissioner I am able to see and understand public mental health issues and how they are addressed from a personal, community and public service standpoint. Communicating that understanding increases confidence and hope in the successful navigation of the road to recovery despite the challenges.



#### **May Farr, BSN, Second District – Appointed 2002**

I advocate for all age groups. My passion is with adult and juvenile forensics and the inclusion of cultural competency for services and programs.



#### **Carol Kinzel, MA, Second District – Appointed 2016**

In the interest of serving the public, our communities need to be made aware of and know how to access the programs and services available to them. It is my goal to bring this knowledge to the Second District.



**Jennifer Silvestri, BABM, Second District – Appointed 2020**



**Catherine Inscore, Third District – Appointed 2015**



**Christopher Massa, AA, Third District – Appointed 2005**

I am working towards a bachelor's degree in Social Work to better serve the needs of our community. I benefit from partnering with my fellow commissioners to promote innovative ideas for positive change.



**Monica Caffey, Ph.D., Fourth District – Appointed 2010**

I am a compassionate and dedicated advocate for all who experience mental illness. My area of focus is inclusion of behavioral health services in the healthcare system, cultural competency, policy and research.



**Akin Merino, Ph.D., Fourth District – Appointed 2012**

I am passionate about advocacy for the underrepresented population, and educating the next generation of behavioral health providers.



**Jennifer Spence, MA, Fourth District – Appointed 2015**



**Veatrice Jews, BS, CS, ASCP, Fifth District – Appointed 2007**

I advocate for equal access to behavioral health services for underserved populations. My focus is to assist in developing strategies to reduce stigma and disparities with African Americans and ethnic populations, and address the impact of trauma on the school age population, and assist in the establishment of Mental Health Friendly Congregations.



**Susan McGee-Stehsel, RN, MSN, Fifth District – Appointed 2004**

As a consumer, family member, mental health nurse and educator, I love engaging students in the development of individuals, families, communities and systems related to behavioral health. Increasing continuity of care and promoting recovery, resilience, wellness and social justice at all levels are critical for the empowerment and hope needed for mental health.

**COMMISSIONER ALUMNI**

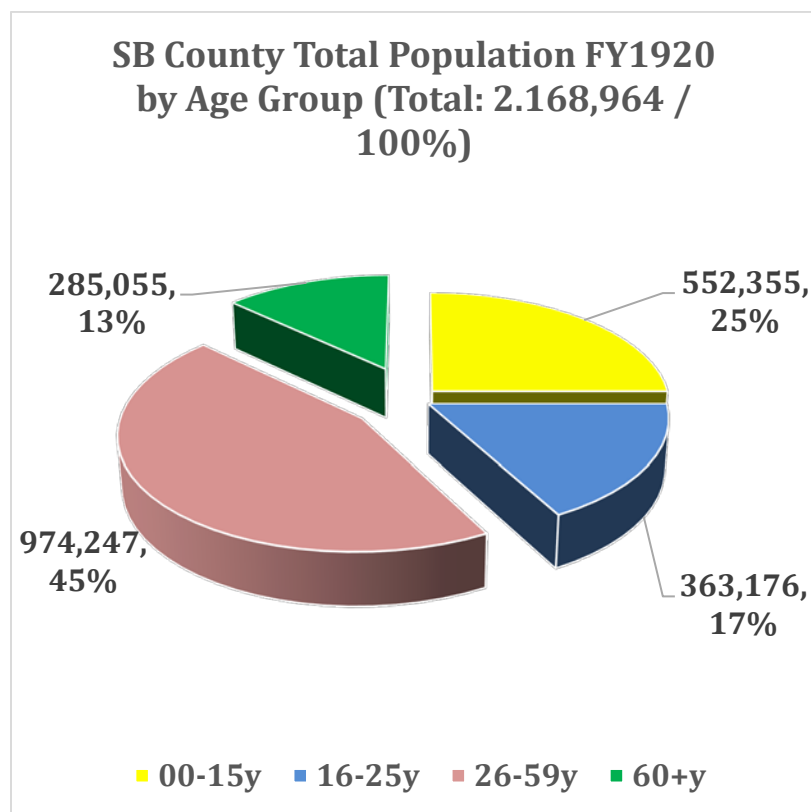
Jane Ann Godager	2004 - 2019
Paul Williams	2016 - 2018
Troy Mondragon	2013 - 2020
Sean Welsh	2017 - 2017

## COUNTY DEMOGRAPHICS

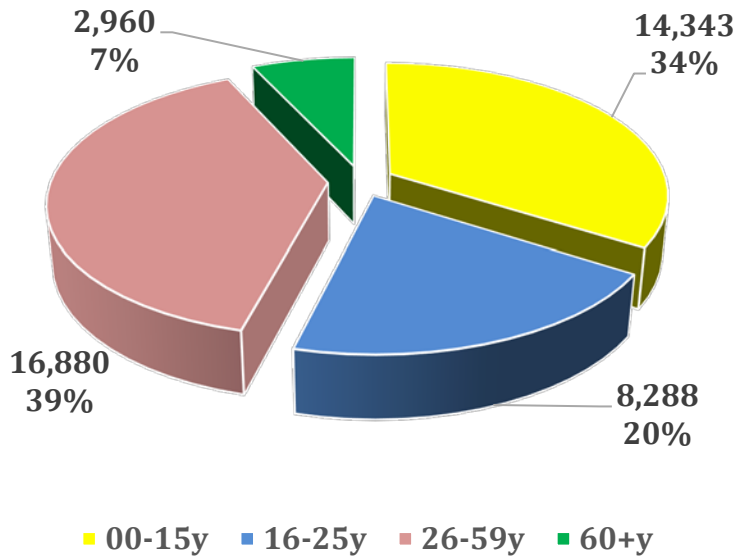
Fiscal Year 2019-20

San Bernardino County has the largest land area of any county in the contiguous United States, and covers 20,052 square miles from Los Angeles on the west to Arizona on the east.

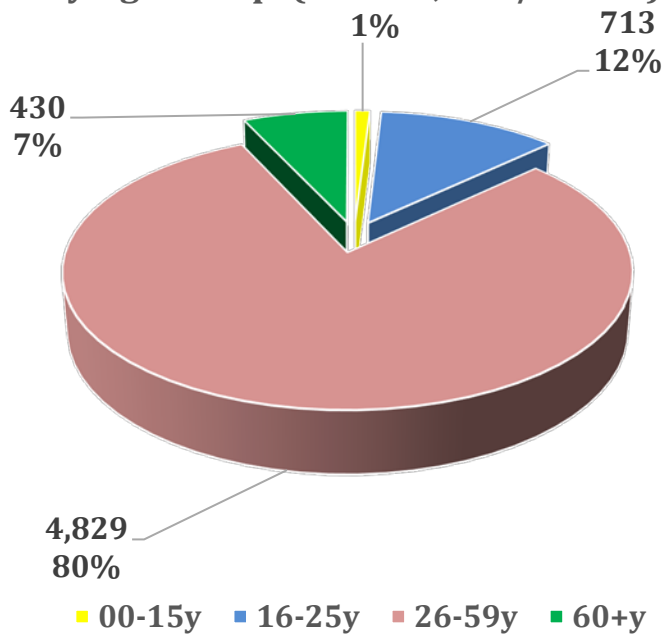
Within the County, DBH and its contract providers offer a wide range of mental health, substance use disorder services for children, transitional age youth, adults and older adults. To meet the needs of the diverse population in our county, DBH provides services in the major languages spoken by county residents by linguistically and culturally competent staff.



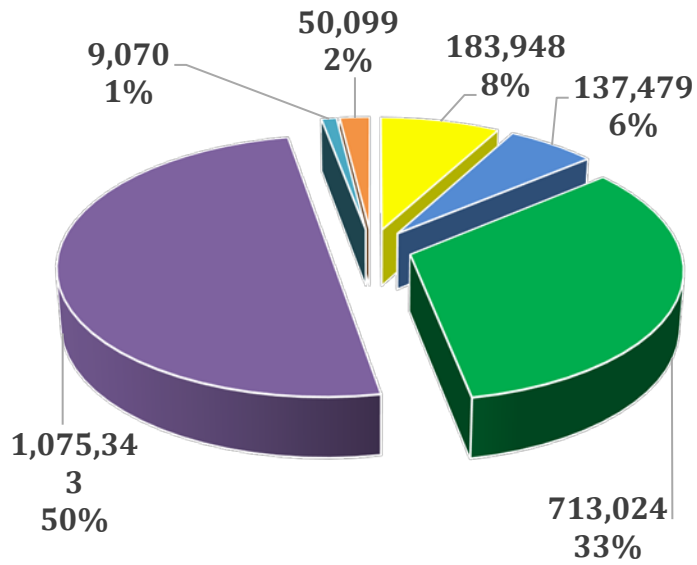
**SB County Total MHP Consumers  
FY1920  
by Age Group (Total: 42,471 /  
100%)**



**SB County Total SUD Consumers  
FY1920  
by Age Group (Total: 6,020 / 100%)**

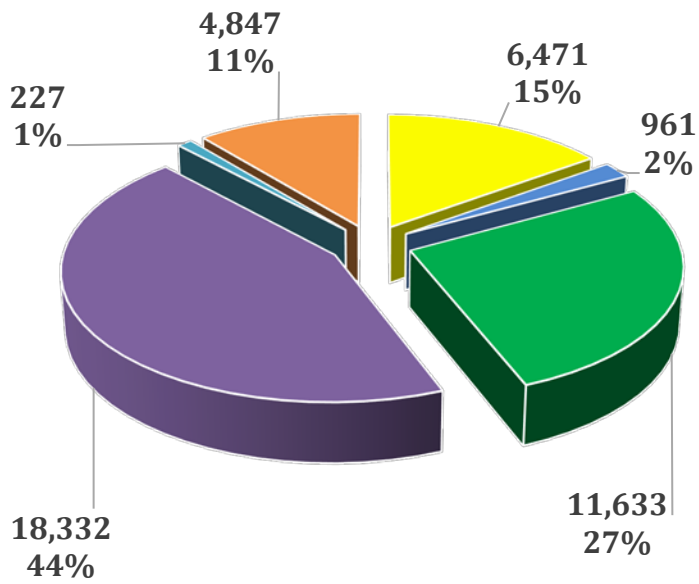


**SB County Total Population FY1920  
by Ethnic Group (Total:2.168,964 /  
100%)**



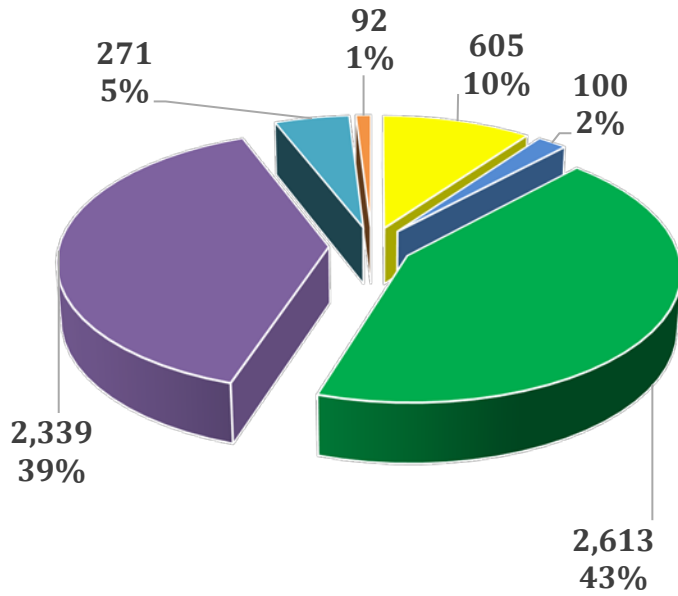
- African American / Black
- Asian / PI
- Caucasian / White
- Latino / Hispanic
- Native American

**SB County MHP Consumers FY1920  
by Ethnic Group (Total: 42,471 /  
100%)**



- African American / Black
- Asian / PI
- Caucasian / White
- Latino / Hispanic
- Native American

**SB County SUD Consumers FY1920  
by Ethnic Group (Total: 6,020 /  
100%)**



- African American / Black
- Asian / PI
- Caucasian / White
- Latino / Hispanic
- Native American

## VISION, MISSION, VALUES

The Behavioral Health Commission is in support of the mission, vision and values of the Department of Behavioral Health (DBH).

### Vision

We envision a county where all persons have the opportunity to enjoy optimum wellness, whether they have experienced mental illness or substance use disorders.

### Mission

San Bernardino County Behavioral Health Programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote prevention, intervention, recovery and resiliency for individuals, families and communities.

### Values

- Clients and families as central to the purpose of our Vision and Mission.
- Sensitivity to and respect for all clients, families, communities, cultures and languages.
- Effective services in the least intrusive and/or restrictive environment.
- Positive and supportive settings with state-of-the-art technologies.
- Open and honest dialogue among all stakeholders.
- Partnerships and collaborations that share leadership, decision-making, ownership and accountability.
- Each other as our most valuable asset, and collectively the empowerment that this provides.
- A well-trained and competent workforce.
- Empowering and supporting staff in their personal and professional development.
- Responsible use of our resources to ensure financial sustainability

## NEEDS AND PERFORMANCE OF THE SAN BERNARDINO COUNTY BEHAVIORAL HEALTH SYSTEM

We as Commissioners monthly are able to hear directly from the Director and staff in presentations how the values, mission and vision of DBH come to life. Though we are extremely grateful for the presentations that are provided at the general sessions of our meetings that are shared with the public, that cover the programs that DBH provides to the community. We are also passionate about the concerns that we receive from the residents within our Districts that give valuable feedback for us as Commissioners to share with DBH and also our own insight feedback where needs of services can be improved by the Department. Highlighted below by District are the areas of need and performance:

### **District 1:**

**Greater Support and Technical Assistance:** The need for service providers is paramount during this time particularly in our group homes in addition to staff training and technical assistance to optimize wellness and recovery outcomes for residents.

There is a great need for technical assistance for residential service providers. The current level of per client financial compensation does not cover the cost of the 24 hour staffing requirement. Group homes I have observed operate with minimal staffing. Social workers occasionally help with some needs but with the COVID-19 crisis even that assistance has been reduced to almost nothing and most day-to-day case management goals are not met for residents. Ill-equipped residents are left to manage their own needs. In addition, these facilities need more training and technical assistance to provide services in a way that optimizes wellness and recovery outcomes for consumer residents.

The walk in clinic has no Psych on call at night . A person that goes to the CWIC in the evening or at night has to wait until morning to talk to someone . I have been told this wait is typically 6 or more hours . I have not seen the RFP for this project but if timely crisis care is supposed to be happening , I am told it is not .

### **DAC Meetings:**

DBH Victorville needs to follow through with a DAC advertisement. We were given a template from Ms. Freeman , DBH PIO, to post the DAC times and subject . DBH Victorville was given this to send out months ago . They have yet to use it to our knowledge . Emails announcing DAC meetings and topics are often sent out the day before the DAC . We are required to notify if we are attending and the subject matter two weeks in advance . Low attendance was a reflection of no or late notifications .

Commissioners have been told we are responsible for creating a calendar of DAC topics, however, DBH is who schedules speakers for our DAC meetings and notifies commissioners only a week before . Our last DAC , a week before the COVID shutdown , was cancelled by Victorville DBH . A unilateral decision with no conversation with the Commissioners . We had scheduled a teleconference with a lead Dr. from St. Joseph and the lead Nurse in the High Desert for "The bridge" program . Commissioners were told Monday the meeting was cancelled . The DAC was that Wednesday . DBH did not notify the presenters and if the Commissioners hadn't stepped up they would have been on line waiting for us .

**Crisis Response Team:** Taking into account the voice of residents who desire to better understand the standards and practices of the Crisis response team.

Residents have asked what is the criteria for the Crisis response team and how are they supportive to the community? ". The opinion is that the crisis response team spends most of its time trying to give reasons

not to go in the field . Deputies said one excuse was that they had no "Caged" vehicles to transport . I was told they now have two . Deputies I spoke to said they no longer call CRT .  
Site Visits to Local DBH locations:

We are not able to schedule site visits or talk to Directors without scheduling it through the main DBH office . This creates a long process as they don't know dates of availability for Commissioners and it creates , in my opinion , another layer of bureaucracy and micro management .

#### **District 2:**

Communication of Programs: The 2<sup>nd</sup> District BHC requests appropriate information be shared, prior to program development, so Commissioners are able to include pertinent information based on the needs of their specific district. With over 400 DBH programs available, there is a lack of DBH physical presence in the mountain region. Having a presence of County DBH service providers and clinics, in the form of offices bearing the DBH County logo, to mobile units would enable residents' access to services that are currently limited because of weather and travel time down the mountain. The shared goals of Commissioners and DBH is to have a collaborative partnership in which all residents have access to needed services. This, especially in the time of COVID, is an ever evolving, changing responsibility that, by all parties working together, will diminish the barriers to service.

#### **District 3:**

More Program Offerings: The lack of clinics and youth services within this region and the need of crisis residential bed is a discussion that has been mentioned to DBH. With the considerations mentioned we are hoping this can be a priority for DBH in the near future.

We are fortunate to have a couple of residents able to attend our Executive Sessions and General Commission meetings. Their feedback has been invaluable. There are just not enough behavioral health services within our District. We need more clinics and youth services being offered. Along with crisis residential beds.

DAC Meetings: As the value of residence awareness of our DAC meetings is critical to us in addressing their concerns and needs overall.

Advertising and support from DBH to assist us with being able to host consistent DAC meetings is critical. Our District areas are vast and outreaching to local partnerships is something that is a limitation that we as Commissioners have. We need a priority from DBH to help make our DACs successful and residence get the benefits of what we can share with them if we can find ways to outreach to them and get them interested in attending.

#### **District 4:**

Access to Services:

Many people in our jurisdiction don't know we even have services available and what programs and counseling services DBH offers. Our residences being made aware of the services and programs would take more marketing activity from DBH in our District and our part hosting the District Advisory meetings monthly. This unfortunately has been a challenge because we do not have the resources or access to stakeholders the way the DBH does, and being able to plan an agenda, get guest speakers, provide some form of food and beverages and resources materials is a major limitation for us. We would like to see our

DACs fully supported by DBH and the active involvement of their staff support and resources to assist us in being able to effectively meet the needs of the residence within our District.

Monthly General Session meetings:

Commissioners would also like to have a mechanism to review ongoing effectiveness of DBH programs which are accessible to the commissioners and the public.

An invaluable aspect of the general sessions is that it allows for the entire community to attend and hear about special presentation topics around programs within DBH. What we realize as commissioners is that we need more of the nitty-gritty of the details of the programs when the presentations are shared. What has been done and how is effectiveness of the programs and services measured.

DBH should have an effectiveness review archive that is accessible to the commissioners and public. There should be a directory (organizational chart) of deputy directors accessible to commissioners. This assists with our collaborations and getting a fuller understanding of programs and services that they present to us.

Site Visits: Keeping with the ability as commissioners to have the continuity of authentic experiences that our residence experience when being serviced within DBH agencies, we have recommended to DBH more flexibility with the policies and processes considered for program site visits.

The Department of Behavioral has given us parameters for which we are able to go to local clinics. The process of doing some is extremely bureaucratic and limits Commissioners ability of visiting and getting the real day to day operations of the clinics operations as the residents who have been able to receive services experience it. This process needs to change to allow for transparency and an easier streamline so we are able to share with the Director and Department our observation of the sites we visit.

#### **District 5:**

Accessing Services: Understanding the parameters based upon Federal and State regulations, increasing service delivery by having a Mental Health Wellness Center and clubhouse within this region is a recommendation of the BHC.

The perception of community members on the west end of San Bernardino county is that access to mental health services are lacking. I have been challenged many times at our District 5 Advisory Council Meetings (DAC) regarding barriers to accessing mental health Services. It is known that lower income communities have a higher than average rate of unemployment, homelessness, crime, barriers to health care to name a few of the stressors which affect the mental health of the neighborhood's residents. These communities lack resources needed to maintain necessary Mental Health services, which by itself is another source of stress for the residents.

The possibility of a Mental Health and Wellness Center erected on the Westside of S.B. County was presented at several of the DAC meetings. Of course, this was met with great excitement. This Center would bring necessary services to the west end of San Bernardino such as expansion of outreach efforts, programs designed to reduce stigma and information to the community about treatment options. This Center would most importantly be very accessible where they can get those necessary treatment options.

A very important service that helps in recovery is the Club Houses. Unfortunately, due to many barriers, members of this community just can't access these locations. The Mental Health and Wellness Center can provide those services provided at the Club Houses.

However, I have been asked time and time again when will this happen? Why is it taking so long? We are always being promised something. But, it doesn't happen which leads again to a trust issue. This Center is desperately needed. As we know now that this pandemic is adding another level of stress which is increasing the mental illness of the residents. We need it now!!!!!!

While the Center is being built, it would be very helpful if a Mobile Mental Health clinic could be available to come into our neighborhood.

Being able to obtain access to substance use clinics within DBH is limited.

Enhancing the needs and performance of DBH is a core component that embraces the Departments mission, vision and values where all residents have the opportunity to enjoy wellness and receive quality services if they have a mental illness or substance use disorder. As Commissioners we are honored to be able to serve to make that a reality for residents, promoting wellness, recovery, and resilience for the residents of San Bernardino County.

As commissioners, we strive to adhere to the core components that embrace the mission, vision and values of DBH that all residents have the opportunity to enjoy wellness, have access to quality services and be free of stigma due to their mental illness or substance use disorder. We are honored to serve in the capacity to promote wellness, recovery and resiliency to all of the residents of San Bernardino County.

## COMMUNITY EDUCATIONAL PRESENTATIONS:

The Department of Behavioral Health showcased several of the Community Events. Below are the highlighted communities activities over the last two years.

### 2018

JANUARY 13: Walk against human trafficking  
FEBRUARY 16: Community workshop and response to suicide  
MARCH 14: Foster and Homeless youth survivors workshop  
MARCH 17: Empowering Young Women  
APRIL 7: Veterans partnering with communities  
MAY 1: Patton state hospital tour  
MAY 9: High Desert Mental Health conference  
MAY 10: Directing change , short film competition  
JUNE 6: National innovative communities summit  
SEPTEMBER 5: screening of "We the people"  
SEPTEMBER 29: "Recovery Happens"

### 2019

APRIL 3: Substance Abuse Provider Network  
APRIL 6: Educational Resource Fair , Oak Hills  
MAY 2: "Directing Change " short film competition  
MAY 11: Educational Resource Fair , Yucca Valley  
SEPTEMBER 28: Recovery Happens  
OCTOBER 26: NAMI walk and resource fair

### 2020

JANUARY 30th Poverty Awareness workshop , San Bernardino college  
FEBRUARY 13th Coping with Grief and Loss community forum

## DISTRICT ADVISORY COMMITTEE MEETINGS

- First District meets the third Wednesday of every month, 11am – 12pm at Victor Community Support Services, 15400 Cholame Road, Victorville, CA
- Second District meets the second Thursday of every month, 2:30pm-3:30pm at Lake Arrowhead Fire Station #91, 301 Ca Hwy 173, Lake Arrowhead, CA
- Third District meets the second Wednesday of every month, at TEAM House, 201 W. Mill Street, San Bernardino, CA
- Fourth District meets the fourth Wednesday of every month, 2:30pm-3:30pm at Mariposa Community Counseling Services, 2940 Inland Empire Boulevard, Ontario, CA
- Fifth District meets the 3rd Tuesday of every month, 5:30pm-7:30pm at New Hope Family Life Center, 1505 E. Highland Ave., San Bernardino

## BEHAVIORAL HEALTH COMMISSION ACCOMPLISHED GOALS 2018-2020

Goal: To identify and quantify behavioral health needs and outcomes, on an ongoing basis through special presentations with meaningful analysis and conversations, is the goal of each and every Commissioner. To that end, Adult Residential Care, Housing and Homeless initiative, and the Mental Health Services Act (MHSA) represent a few of the scheduled special presentations.

In this time of Covid-19, with social distancing, meetings have been and will be held virtually with the assistance of DBH staff. Monthly, DBH meets on 1st Thursday's, Executive at 10:00 AM and General at Noon.

As Commissioners it is our goal to attend educational presentations, conference training, and to support our communities at local events. Including, but not limited to, the National Alliance on Mental Illness (NAMI), the Southern Region Student Wellness Conference, and the California Association of Local Behavioral Health Boards and Commissions (CALBHB/C).

We continue, as Commissioners, to increase and maintain community participation in our District Advisory Committees (DAC) meetings for behavioral health program planning, resource development, and improvement. It is our responsibility to provide information on the unmet needs of our specific communities.

- First District meets the third Wednesday of every month, 11am – 12pm at Victor Community Support Services, 15400 Cholame Road, Victorville, CA
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Goal: To participate in information sharing, open dialogue, and transparency with Director Veronica Kelley and DBH staff in order to identify and quantify behavioral health needs and outcomes.

To identify and quantify behavioral health needs and outcomes, on an ongoing basis Special Presentation General Session topics.

The San Bernardino County Behavioral Health Commission had special presentations topics that were provided to us during our general session meetings. Below are highlighted the presentation topics we were provided to us by the Department of Behavioral Health staff over the last two years.

### **2018**

JANUARY: Homeless Services

FEBRUARY: Patients Rights

MARCH: Adult Residential Facilities and Treatment

APRIL: Faith and Spirituality Based Programs  
MAY: Contract procurement  
JUNE: Substance use disorder and recovery services for youth  
JULY: Prevention Early Intervention and Support for Youth Wellness  
SEPTEMBER: Promoting Youth Wellness  
OCTOBER: Physician and Nurse recruitment  
NOVEMBER: Training for law enforcement and community partners

## **2019**

JANUARY: Mental Health Services Act Planning Process ( MHSA)  
FEBRUARY: Data Notebook presentation on Adult Residential Care Facilities  
MARCH: Services in Rural Areas  
APRIL: Behavioral Health in 2020  
MAY: Trauma Informed Care  
JUNE: Suicide Prevention in San Bernardino County  
AUGUST: Adult Criminal Justice System  
SEPTEMBER: Wellness 101  
OCTOBER: Status of "Vital Signs"

## **2020**

JANUARY: Mental Health Services Act Annual Plan ( MHSA)  
FEBRUARY: Cultural Competency  
MARCH: DBH Community Education

## CLUBHOUSE AND TRANSITIONAL AGE YOUTH PROGRAMS:

### Clubhouses:

Clubhouses are Peer Support Centers for people with lived mental health experience ages 18 and over. Peers are responsible for the overall direction and operations of the clubhouse with minimal staff oversight. Consumers run various work groups such as clerical, nutrition/cooking classes and maintenance units. The centers also have numerous support groups and social activities that involve peers helping peers in their recovery.

The main objectives of the Clubhouse Program include assisting consumers in making their own choices, reintegrating into the community as a contributing member, and achieving a satisfying and fulfilling life.



### **BARSTOW**

Desert Stars  
1841 E. Main Street  
Barstow, CA 92311  
Ph: (760) 255-5705

### **LUCERNE VALLEY**

A Place to Go Clubhouse  
32770 Old Woman Springs Road, Suite B  
Lucerne Valley, CA 92356  
Ph: (760) 248-2327

### **MORONGO BASIN**

Santa Fe Social Club  
56020 Santa Fe Trail, Suite M  
Yucca Valley, CA 92284  
Ph: (760) 369-4057

### **LOMA LINDA**

"Our Place"  
24950 Redlands Blvd., Suite # I  
Loma Linda, CA 92354  
Ph: (909) 557-2145

**RIALTO**

Central Valley FUN Clubhouse  
1501 S. Riverside Avenue Rialto,  
CA 92376  
Ph: (909) 877-4889

**FONTANA**

Pathways to Recovery  
17053 E. Foothill Blvd. Suite B  
Fontana CA 92335  
Ph: (909) 347-1300

**SAN BERNARDINO**

Team House  
201 W. Mill Street  
San Bernardino, CA 92408  
Ph: (909) 388-5640

**ONTARIO**

Amazing Place  
2940 Inland Empire Blvd.  
Ontario, CA 91764  
Ph: (909) 458-1396

**VICTORVILLE**

Serenity Clubhouse  
12625 Hesperia Road  
Victorville, CA 92395  
Ph: (760) 955-6224

### One Stop TAY Centers:

One Stop TAY Centers provide San Bernardino County residents ages 16 to 26th birthday (youth) with outpatient mental health (Full Service Partnership), case-management and placement services. TAY Centers coordinate the transition of youth from child to adult services and assist youth in adjusting to the new, adult environment. TAY Centers receive referrals from crisis residential facilities, hospitals and self-referrals from youth.



### **ONTARIO**

Mental Health Systems- C, MH, P, CP (view legend)  
316 East "E" Street  
Ontario, CA 91764  
Phone: (909) 983-4466

### **SAN BERNARDINO**

San Bernardino County  
Department of Behavioral Health- C, MH, P (view legend)  
780 E. Gilbert St.  
San Bernardino, CA 92415  
Phone: (909) 387-7194  
Fax: (909) 387-7100

### **VICTORVILLE**

Victor Community Support Services- C, MH, P, CP (view legend)  
15400 Cholame Rd  
Victorville, CA 92395  
Phone: (760) 243-5417  
Fax: (760) 245-5896

### **YUCCA VALLEY**

Valley Star Behavioral Health, Inc.- C, MH, P, CP (view legend)  
58471 29 Palms Hwy, Suite 102  
Yucca Valley, CA 92284  
Phone: (760) 853-4888

## **SAN BERNARDINO**

TEAM House  
201 W. Mill Street  
San Bernardino, CA 92408  
Ph: (909) 388-5640

### The STAY

The STAY (Serving Transitional Age Youth) is a voluntary, 14 bed, short term crisis residential facility for youth ages 18 to 26th birthday in need of a higher level of care than outpatient mental health, but lower than a psychiatric hospital. STAY receives referrals from hospitals, behavioral health clinics and self-referrals from youth countywide.



## **SAN BERNARDINO**

Valley Star Behavioral Health Inc.  
780 E. Gilbert St.  
San Bernardino, CA 92415  
Phone: (909) 763-4760

### Phoenix Apartments

Phoenix Apartments were developed through collaboration between San Bernardino County's Department of Behavioral Health and the Housing Authority. The program provides permanent, affordable housing to youth ages 18 to 26th birthdays who are enrolled in Full Service Partnerships with San Bernardino County's Department of Behavioral Health. Phoenix apartments receive referrals from San Bernardino County Department of Behavioral Health clinics.

#### Engagement of Underserved Communities:

The San Bernardino County Department of Behavioral Health (DBH) is dedicated to including diverse and underserved clients, family members, and stakeholders from throughout the county in the planning, implementation, and evaluation of programs and services. DBH encourages community engagement with the goal of empowering the community for the purpose of generating ideas, contributing to decision making and to engender a county/community partnership to improve behavioral health outcomes for diverse San Bernardino County residents.

DBH coordinates community outreach and collaboration with diverse racial, ethnic, cultural and linguistic communities through the Office of Cultural Competence and Ethnic Services (OCCES) and DBH's Public

Relations and Outreach Office (PRO). OCCES is responsible for embedding the tenets of cultural competence throughout all levels of the organization. Additionally, DBH's Community Program Planning protocol also allows for more opportunities for DBH to engage clients, family members, and stakeholders in the planning and implementation of Mental Health Services Act (MHSA) programs and services.

DBH's Office of Cultural Competence and Ethnic Services (OCCES) manages the departments Cultural Competency Advisory Committee (CCAC) and its thirteen (13) culturally specific awareness subcommittees. CCAC is a committee made up of community-based providers, organizations, partner agencies, clients, family members, faith-based organizations/individuals, representatives from various DBH departments, primary care providers and other interested parties. CCAC has established direct channels of communication with the departments Cultural Competency Officer (CCO) and staff of the OCCES. CCAC interacts closely and advises the CCO on pertinent information, issues, research and data regarding the behavioral health needs of the communities the membership represent. Likewise, information also flows from the CCO and OCCES to the CCAC and the diverse communities the membership represents. CCAC actively participates in DBH's MHSA community planning process.

The CCAC and its subcommittees meet on a monthly basis.

Awareness Subcommittees include: 1. African American Awareness Subcommittee 2. Asian/Pacific Islander Awareness Subcommittee 3. Consumer and Family Member Awareness Subcommittee 4. Co-Occurring and Substance Abuse Awareness Subcommittee 5. Disabilities Awareness Subcommittee 6. Latino Awareness Subcommittee 7. LGBTQ Awareness Subcommittee 8. Native American Awareness Subcommittee 9. Older Adult Awareness Subcommittee 10. Spirituality Awareness Subcommittee 11. Transitional Aged Youth Awareness Subcommittee 12. Veterans Awareness Subcommittee 13. Women's Awareness Subcommittee

In FY 19/20 the Suicide Awareness Subcommittee was added and will begin meeting in July of 2020.

The OCCES in collaboration with the CCAC and community partners hosts community events focused on outreach to the community, reducing stigma around mental health, increasing access to behavioral health services, and introducing behavioral health services to underserved communities. Some of the community trainings, events, and outreach activities conducted by the OCCES in FY18/19 included:

- Native American Event
- African American Heritage Month Celebration
- Hispanic Heritage Month Celebration

During FY18/19, PRO in collaboration with DBH programs provided outreach and education on Behavioral Health resources to close to 29,000 individuals of diverse racial, ethnic, cultural, and linguistic groups at 128 separate events/venues.

## IMPROVING THE EFFECTIVENESS OF SERVICE

2018

### **CRISIS INTERVENTION TRAINING (CIT):**

The Department of Behavioral Health (DBH) Crisis Intervention Training (CIT) program offers educational opportunities to first responders and community partners who respond to crisis calls in which behavioral health issues are identified or suspected. The goal of each training is to: understand and identify behavioral health signs and symptoms, enhance de-escalation and communication skills, utilize DBH and community resources for individuals experiencing a behavioral health crisis, and to ensure that first responders have the necessary understanding, education, and tools to safely resolve behavioral health crisis situations.

CIT targets Law Enforcement, Law Enforcement Officers, Correctional Officers, Probation Officers, School Police/Safety Officers, Parole Officers, Dispatchers, and Community Partners; such as: Fire Personnel, Paramedics/EMS, Emergency Department, Public Defender's Office, City Personnel, Schools and other Community Agencies.

The CIT Committee initiated in December of 2007 training only the Sheriff's department. The CIT pilot program was initiated in the summer 2008 in collaboration with DBH. In 2012, DBH was invited to participate in the CIT committee. The Crisis CIT program is a community partnership between law enforcement and DBH to enhance law enforcement skills while interacting with mental health consumers and family members.

July 2013 – the Sheriff mandated all Sheriff's Department basic academy graduates to attend the 32-hour course. All preservice and lateral new hires attend the 32-hour course. In 2016 an 8-Hour CIT for Field Training Officers (FTO) was initiated to meet legal training mandates.

CIT is intended to set a standard of excellence for the officers with respect to treatment of individuals with mental illness or in crisis. It is intended to increase and enhance the understanding of people diagnosed with a mental illness and/or developmental disabilities and how to communicate with them; and increase and enhance deputies' awareness and ability to access community resources. CIT is also intended to reduce criminal and civil litigation, administrative inquiries and use of force, use of jails and hospitals as alternative housing, and recidivism

The goal of the Probation CIT training program is to provide Probation staff with an interactive experiential training opportunity to understand stigma, behavioral health, signs and symptoms of mental illnesses, available community resources and verbal de-escalation techniques when communicating with adults and juveniles who may be experiencing a psychological crisis in their field of work.

In Fiscal Year (FY) 16-17 a CIT collaborative relationship was initiated between the Probation Department and DBH and a mental health training course was initiated. There were a limited number of trainings due to DBH CIT staffing limitations. In FY 18-19 the Probation CIT committee was established. One (1) DBH Staff Training Instructor is assigned to a Probation CIT program and a Probation 8-Hour CIT course was developed. Training classes now are held 1-2 times per month and mandated for all Probation Officers and Probation Correctional Officers.

The FY 17-18 program expansion opened CIT opportunities to other agencies, including: Department of Public Health, Children & Family Services, Housing Authority, City of Chino, City Hall staff, Community

Services Division, Community Development Division, Emergency Departments, 29 Palms Marine Corp Fire Department and Montclair Fire Department.

The First Responders Resource Line (FRRL) program pilot launched in October 2018. The resource line is available exclusively to first responders and is designed to assist with navigating community resources and services throughout San Bernardino County and includes one (1) Social Worker II. The line is manned Monday – Friday 8:00 a.m. – 5:00 p.m.

The program plans to build collaborative relationships with Inland Counties Emergency Medical Agency (ICEMA), Fire Departments, Federal Bureau of Investigation (FBI), Public Defender's Office, Military Bases within San Bernardino County, School Safety, School Resource Officers, and School personnel, City Police Department, and Emergency Departments.

Elements to successful collaboration include open communication between departments, clear guidelines in the field for law enforcement/first responders and crisis staff, shared resources, debrief concerns for "lessons learned," communication of success stories and partnership in identifying systemic problems and addressing as a team.

#### **SPIRITUALITY AWARENESS SUBCOMMITTEE**

Goals: a) Increase awareness and cultural learning among DBH staff and contract providers on issues relating to spirituality, focusing specifically on the role of spirituality in behavioral healthcare.  
b) Increase awareness in the community relating to the intersections between spirituality and behavioral health.

#### FY 19/20 accomplishments

- Held **9** meetings
- Recorded **73** attendees which included clients, family members, community partners, and DBH staff.

Event: Held National Day of Prayer for Mental Illness Recovery and Understanding Event on October 16<sup>th</sup>. The National Day of Prayer for Mental Illness Recovery and Understanding has been designated as the Tuesday of Mental Illness Awareness Week, which is the first full week in October of each year.

Effectiveness: The 2019 event included representatives from the Buddhist Faith, Seventh Day Adventist and Redlands Church of Wellness and Reformation. Attendance grew to 106 people (from 58) the previous year. We added the elements of praise dance and Native American ritual songs. Information on Behavioral Health services and programs was also provided to attendees.

Event: The November meeting hosted the Griefwalker Film Viewing and Discussion. Griefwalker is an extraordinary portrait of Harvard-trained theologian Stephen Jenkinson, who teaches that death empowers us to live and that we must know grief well in order to appreciate our own lives.

Effectiveness: The discussion was facilitated by chair Jessica Hadley who also has a role as a death/grief facilitator helping individuals work through their attitudes, feelings and understanding of death. The discussion elicited so much feedback from group members we spent the next two months also diving into concepts of the film.

Event: The Spirituality Awareness Subcommittee elected a Co-Chair for the subcommittee.

Effectiveness: Ellen was selected and fulfilled the role the subcommittee has been looking to fill for over 2 years. Ellen brings a wealth of spiritual experience from her college studies and a willing attitude.

Event: The Subcommittee Supported the Great Expectations Symposium hosted at California State University of San Bernardino on January 30.

Effectiveness: The Subcommittee attended this event to partner with the faith-based community and public sector as they came together to address the issues of preventing and ending homelessness. Mini strategic partnerships, alliances and networking came about from this event.

Event: The Spirituality subcommittee was assisting on the planning team for the 2020 Catholics Diocese Behavioral Health Conference before it was canceled due to COVID 19 related issues.

Effectiveness: The Subcommittee was providing panelist as well as a breakout presentation on creating environments of understanding.

Mental Health Services Act (MHSA) Community Planning Process: Hosted two MHSA meetings for the community to learn and provide feedback on the delivery of services funded by MHSA.

- Innovation stakeholder meeting: 09/10/2019
- MHSA 3-year Integrated Plan: 01/14/2020

Suggested Events and Trainings the subcommittee is developing for the future:

- Increasing cultural competency in approaching integration of faith/spirituality as strength (where relevant/desired) into therapeutic interventions
- Languageing possibilities: Religion/spirituality/meaning-making/meaningful experiences/faith traditions/supportive relationships with humans (living/non) other than humans, ideas/concepts, God(s), etc.
- Learning basic tenets and types of different sorts of spiritualities and exploring how each participant in training defines their own spirituality
- Practicing how to introduce spirituality/faith/meaning into therapeutic conversations and learning how to center client spirituality in treatment when relevant

2019

## SUICIDE PREVENTION

- The three aspects of suicide are: suicide ideation, suicide attempts and suicide. • Data was reviewed from the California Health Kids Survey to gauge social emotional health among students ages 10 and above. The highest average of students experiencing chronic sadness/hopelessness are in the rural and isolated areas.
- The Child and Adolescent Needs and Strengths (CANS) Assessment is a tool to support decision making for children's services. The Adult Needs and Strengths (ANSA) Assessment. ANSA is a tool to support decision making for adult services. It includes a Danger to Self module that covers: ideation, intent, planning, suicide history, history of family/friend suicide.
- The national survey on Drug use and Health shows the state of California is below average for those 12 and under that had thoughts of suicide or a major depressive episode. Those age 26-59 years old are among the highest demographic by age group for suicide deaths. For 2013-2016 the City of Big Bear Lake had the highest suicide rate in San Bernardino County, in 2009-2012 the city of Yucca Valley was the highest.
- Mental Health First Aid teaches about recovery and resiliency – the belief that individuals experiencing these challenges can and do get better, and use their strengths to stay well. Participants learn: risk

factors and warning signs of mental health problems; information on depression, anxiety, trauma, psychosis, and addiction disorders; A 5-step action plan to help someone developing a mental health problem or in crisis; where to turn for help — professional, peer, and self-help resources. The training target populations both adult and youth populations.

- Suicide Talk focuses on suicide awareness. It's a brief presentation that help people learn more about suicide and how they can prevent it. The presentation examines why people experience thoughts of suicide, encourages open discussion about suicide and attitudes toward it and explores ways people can help to prevent suicide. It is intended for audiences 15 or older who wants to learn more and help make a difference
- safeTALK is a suicide alertness training for the community that helps participants become alert to suicide so they are better prepared to connect persons with thoughts of suicide to appropriate care. Participants learn to notice and respond to situations where suicide thoughts may be present, recognize that signs for help are often overlooked, move beyond the common tendency to miss, dismiss, and avoid suicide, Apply the TALK steps: Tell, Ask, Listen, KeepSafe, and Know community resources and how to connect someone with thoughts of suicide to them for further suicide-safer help.
- A suicide alertness training for the community helps participants become alert to suicide so they are better prepared to connect persons with thoughts of suicide to appropriate care. Participants learn to notice and respond to situations where suicide thoughts may be present, recognize that signs for help are often overlooked, move beyond the common tendency to miss, dismiss, and avoid suicide, and apply the TALK steps: Tell, Ask, Listen, KeepSafe, and Know community resources and how to connect someone with thoughts of suicide to them for further suicide-safer help.

## **CULTURAL COMPETENCE**

The Office of Cultural Competence and Ethnic Services has administrative oversight for embedding and integrating the tenets and philosophy of cultural competency across every department/program in the Department of Behavioral Health (DBH) and at every level of the organization.

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations is considered Cultural competency in behavioral health care.

Faith, spirituality and behavioral health are intricately intertwined. Research shows that religious involvement is related to better coping with stress and less depression, suicide, anxiety, and substance abuse (Koenig, 2009). Faith communities can provide a sense of social cohesion or social inclusiveness (Hodges, 2002). Spiritual practices such as prayer and meditation have been associated with improved behavioral health (Nicholls 2002 as cited in Cornah, 2006).

DBH has the following strategies when partnering with Faith-Based Organizations (FBO): Collaborative Goals for Partnership; Ongoing Collaborative Efforts; Outreach and Engagement; Cultural Specific Community Events; Capacity Building and Creating a Collective Purpose; Staff/Community Education.

The following are collaborative efforts with Faith Based Organizations: National Day of Prayer for Behavioral Health Recovery and Understanding; October 6, 2015 - Board of Supervisors of the County of San Bernardino proclaimed the first full week of October through the year 2020 as Mental Illness Awareness Week; Congregational presentations by Dr. Gloria Morrow; Partnering with Faith-based Organizations on May Mental Health Month events.

The Spirituality Awareness Subcommittee offers an array of services including resource development, training, policy advocacy, and other culture-specific activities that raise behavioral health awareness, increase access to care and educate staff and the community on how to integrate spirituality into behavioral health services. Meetings take place the second Tuesday of each month at DBH-Administration, 303 E. Vanderbilt Way, San Bernardino, CA 92415; 1:00 p.m. - 2:30 p.m.

DBH has an active community education program that has successfully partnered with several FBO throughout the county; including Inland Empire Concerned African American Churches (IECAAC); Faith Advisory Council on Community Transformation (FACCT); Children and Family Services Faith in Motion; First Baptist Church of Redlands; Congregation Emanu El; Mount Zion Baptist Church; Diocese of San Bernardino; Christian Counseling Services; and Azusa Pacific University.

## **2020**

### **MHSA INN PLAN**

Eating Disorder Collaborative (EDC) meets the primary purpose of increasing access to Mental Health services to underserved groups by making eating disorder (EDO) services available to Medi-Cal beneficiaries with eating disorders. Eating disorder services such as residential treatment, partial hospitalizations, or intensive out-patient programs are not covered benefit under Medi-Cal.

EDC meets INN criteria of making a change to an existing practice in the field of mental health, including but not limited to, the application to a different population by:

- Creating trainings and informational materials to reach out, inform, and educate primary care physicians, allied health professionals, mental health and substance use professionals and local colleges and universities.
- Creating a more comprehensive and validated initial needs assessment to assist in level of care determination for better health outcomes.
- Creating multidisciplinary teams to provide more comprehensive treatment services and ensure policies
- and practices of mental health and physical health are consistent across agencies.

### **Problem #1: Increasing Number of Unique Consumers Diagnosed with an Eating Disorder**

### **Problem #2: Medi-Cal/Medicaid Coverage for Eating Disorders**

Three-pronged approach to address the problem:

1. Information and training will provide the education for key members in the community to identify EDOs in the vulnerable underserved population.
2. The comprehensive needs assessment will assist providers in determining a level of care that is appropriate medically, but also psychosocially, so that treatment is "doable" and consumers are successful in their recovery.
3. Multidisciplinary teams will enhance care coordination and management that is required between medical interventions and mental health interventions.

\$12,113,426

\$850,000 part of AB114 plan to spend reverted funds from FY 2008-2009

Eating Disorder Collaborative

(5 year project)

2019-20 - \$2,330,859

2020-21 - \$2,263,310

2021-22 - \$2,402,905  
2022-23 - \$2,468,812  
2023-24 - \$2,647,540  
Total EDC Expenditures - \$12,113,426

Cracked Eggs meets the primary purpose of increasing access to mental health services to underserved groups by providing additional structured mental health support by peers as well as an opportunity to set goals and the possibility of entering into clinical care for those who are not engaged in clinical care and are using clubhouses as a support.

Cracked Eggs meets the INN criteria of applying a promising community driven practice or approach that has been successful in a non-mental health context or setting to the mental health system by collaborating with Bezerk Productions to incorporate Cracked Eggs into an accessible community setting as well as exploring flexible financial models to promote good working relationships with consumer owned non-profits and community partners.

DBH's Clubhouse programming provides a wide array of activities in each region of the County that help Clubhouse consumers in making their own choices, reintegrating into the community as a contributing member, and achieving a satisfying and fulfilling life.

This project will provide additional structured mental health support offered by peers as well as an opportunity to set goals and the possibility of entering into clinical care for those who are not engaged in clinical care and are using the clubhouse as a support. This is an opportunity to incorporate a peer designed program that empowers and supports consumers into the SBC-DBH system of care and tests the ability to train peers to duplicate and implement the program in peer settings in each region of the County.

Linda Sibio's Cracked Eggs is a workshop series that is considered a community-driven practice that has been implemented by Bezerk Productions in the art community of Joshua Tree. SBC-DBH is supporting this community driven practice by supporting it in all regions of the county, something Bezerk productions would not be able to implement on their own, as they are a small non-profit agency located in the Morongo Basin.

The intent of this project is to develop services and supports for those individuals who are less engaged or not engaged in clinical services but attend clubhouse events and activities. This peer created workshop series will be utilized to increase access to care for those Clubhouse consumers that are not necessarily consumers of mental health services.

Additionally, this project will allow SBC-DBH to explore different financial structures that could help provide flexibility in billing that is needed by smaller/nonprofit agencies.

The Office of Cultural Competence and Ethnic Services (OCCES)

The presentation objectives included:

- Understand the concept of cultural competence and its importance in the workforce and service delivery practices.
- Learn how the department is embedding and integrating the tenants of cultural competence.
- Have an understanding about the Office of Cultural Competency and Ethnic Services (OCCES) within the DBH system of care.

The OCCES has oversight for embedding and integrating the tenets and philosophy of cultural and linguistic competency across every program in DBH. OCCES monitors DBH's effectiveness in delivering culturally and linguistically appropriate services.

OCCES is responsible for:

- Implementing and updating the Cultural Competency Plan: Updated December 2019
- Conducting Outreach and Engagement: During FY18/19, OCCES in collaboration with the DBH's Public Relations Office (PRO) provided outreach and education on Behavioral Health services to 29,000 individuals of diverse racial, ethnic, cultural, and linguistic groups at 128 separate events/venues.
- Monitoring Interpretation and Translation Services: DBH contracts with six (6) vendors to provide translation and interpretation services. OCCES trains all DBH staff on how to access vendor services. Training is also extended to contract providers.
- Developing, Coordinating, and Delivering Training and Education: In FY 18/19 DBH granted over 5000 cultural competency training hours to DBH and contract provide staff. OCCES staff provided 30 live trainings. The CCO is part of the departments continuing education review committee and reviews trainings to ensure cultural competency is included in trainings.
- Managing Cultural Competency Advisory Committee (CCAC) and Subcommittees meetings: OCCES manages and supports the CCAC and its 13 subcommittees. Meetings are held monthly.
- Facilitating Department Diversity Committee (DDC) meetings: In FY 19/20 recruited staff to re-establish the departments DDC committee for FY 20/21.
- Providing technical assistance and serve as cultural brokers: Ongoing. Attend and support community meetings and events. Provide presentations and trainings to community partners and contracted providers on cultural competency topics.

RESOURCES:

# PREFACE

This guide is current as of March 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***

Bloomington  
Colton  
Grand Terrace  
Highland  
Loma Linda  
Redlands  
Rialto  
San Bernardino  
Yucaipa

Big Bear  
Crestline  
Hesperia  
Lucerne Valley  
Needles  
Sky Forest  
Trona  
Victorville

## ***Morongo Basin***

Joshua Tree  
Morongo Valley  
Twentynine Palms  
Yucca Valley

## ***West Valley***

Chino  
Fontana  
Montclair  
Ontario  
Pomona  
Rancho Cucamonga  
Upland

## ***Desert/Mountain***

Adelanto  
Apple Valley  
Barstow

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

*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.*

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 centers serving children, youth, adults, and older adults. Services may include voluntary intervention, risk assessments, medications, and 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	(760) 365-2233

**Crisis Residential Treatment (CRT) Centers** - *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 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 centers for individuals of all ages. Voluntary services may include, crisis risk assessments, medications, and evaluations for hospitalization. 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

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

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

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 for individuals involved with the criminal justice system. CSTAR helps current and/or prior justice involved individuals transition back into the community.*

1330 E. Cooley Dr., Colton	(909) 580-3705   (909) 963-9783 Hotline
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**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** - *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  
5400 Cholame Rd., Victorville

(909) 522-4656  
(760) 243-5417

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

Central Valley  
Desert/Mountain Region  
East Valley  
West Valley

(909) 386-8280  
(909) 386-8287  
(909) 386-8293  
(909) 386-8288

**Office of Consumer and Family Affairs** - *supports individuals and families in need of/or using behavioral health services through advocacy and navigation of services.*

303 E. Vanderbilt Way, San Bernardino

(909) 388-0818

**Patients' Rights** - *protects 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 to individuals with untreated mental illness and families. Services include outreach, engagement, case management, family education, support, and therapy.*

(909) 421-9452

**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

# OUTPATIENT MENTAL HEALTH CLINICS

*Services may include crisis intervention, assessment, referral, individual/group therapy, medication support, case management, drug/alcohol and educational workshops. Outpatient clinics serve children, youth, adults and older adults, 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

***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 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 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 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

**Low Income First Time Mothers Program (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, Barstow (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  
West End Family Counseling, 855 N. Euclid Ave., Ontario

(909) 891-3900  
(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  
Hearts & Lives

(909) 383-0164

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 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

# 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. You 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 functioning in family, school, or community.

Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino (909) 628-1201

Desert Mountain Children's Center

17800 Hwy. 18, Apple Valley (760) 552-6700

42007 Fox Farm Rd., Ste. 2A, Big Bear Lake (909) 866-2165

58967 Business Center Dr., Ste. C - E, Yucca Valley (760) 369-3130

Mountain Counseling and Training, 340 Hwy. 138, Crestline (909) 336-3330

Ontario Montclair School District/Robert Hardy Professional Development Center

515 S. Bon View Ave., Ontario (909) 930-6793

San Bernardino County Schools/Barbara Phelps Community Day School

1812 W. Park Ave., Redlands (909) 748-0259

South Coast Community Services

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

1425 W. Foothill Blvd., 3rd fl., Upland (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton (909) 835-4800

34324 Yucaipa Blvd., Ste. C, Yucaipa (909) 790-1300

Upland Unified School District, 601 5th Ave., Upland (909) 949-6526

Victor Community Support Services, 1053 N. D St., San Bernardino (909) 522-4656

West End Family Counseling Services, 855 N. Euclid Ave., Ontario

(909) 983-2020

**Screening, Assessment, Referral & Treatment (SART)** - *services for children, birth to six years of age, who may have been exposed to abuse, neglect, and/or alcohol or other drugs and as a result, 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, unserved and 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 services for children, 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., 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

*Recovery Support Centers provide a drug and alcohol-free sober living social environment, resources, and classes. Classes include smoking cessation, anger management, and parenting. Treatment and other clinical services are not provided. 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

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 State 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. You 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. (*several locations throughout the region*)

(909) 433-9824

Rim Family Services, 28545 State 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 for 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 for 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

**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.*

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 for adults with a serious and persistent mental illness. STAR 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   (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 improve the lives of individuals living with a severe and persistent mental illness. FACT/CFAC 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
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# 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.*

780 E. Gilbert St., San Bernardino

(909) 386-0776

**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 the Central Valley JDAC. Services include family and group therapy, supervision, case management, and peer counseling.

780 E. Gilbert St., San Bernardino  
15345 Bonanza Rd., Victorville

(909) 387-7385  
(909) 387-7380

**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  
15345 Bonanza Rd., Victorville

(909) 386-0776  
(909) 387-7380

## 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

**Driving Under the Influence (DUI) programs** – *provides education, individual and interactive group counseling, and referrals to 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  
3300

(760) 241-

222 E. Main St., Ste. 218, Barstow  
6114

(760) 256-

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 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) 421-4633

**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

**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. Referrals must originate from DBH's Screening, Assessment and Referral Center.*

**Inland Valley Recovery Services**

934 N. Mountain Ave., Ste. A & B, Upland  
1260 Arrow Hwy., Bldg. C., Upland

(909) 949-4667  
(909) 932-1069

**Varp, Inc.**

Gibson House for Men, 1100 N. D St., San Bernardino  
Gibson House for Women, 1135 N. D St., San Bernardino

(909) 884-0840  
(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)** – *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 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.*

658 E. Brier Dr., Ste. 150, San Bernardino  
5300

(909) 387-

**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** - *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) 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.*  
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;
- 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 Equity and Inclusion  
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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 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 اگر: **توجه**  
بگیرید تماس (TTY: 7-1-1) 1 (888) 743-1478 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 ਬੋਲਿ ਹੋ, ਤੀਂ ਭਾਸ਼ਾ ਧਿੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ। 1  
(888) 743-1478 (TTY: 7-1-1) 'ਤੇ ਕਾਲ ਕਰੋ।

### العربية (Arabic)

1 (888) 743-1478 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا: ملحوظة  
(7-1-1): والبكم 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: អើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, រសវាជំនួយមននកភាសា រោយមិនគិតថ្លៃ  
គឺអាចមានសំរាប់ អើអ្នក។ ចូ ទូ ស័ព្ទ 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).

*Items in bold reflect October 2019 CA legislative update.*

The local mental health board shall do all of the following:

1. Review and evaluate the community's **public** mental health needs, services, facilities, and special problems **in any facility within the county or jurisdiction where mental health evaluations or services are being provided, including, but not limited to, schools, emergency departments, and psychiatric facilities.**
  2. Review any county agreements entered into pursuant to Section 5650. **The local mental health board may make recommendations to the governing body regarding concerns identified within these agreements.**
  3. Advise the governing body and the local mental health director as to any aspect of the local mental health program. **Local mental health boards may request assistance from the local patients' rights advocates when reviewing and advising on mental health evaluations or services provided in public facilities with limited access.**
  4. Review and approve the procedures used to ensure citizen and professional involvement at all stages of the planning process. **Involvement shall include individuals with lived experience of mental illness and their families, community members, advocacy organizations, and mental health professionals. It shall also include other professionals that interact with individuals living with mental illnesses on a daily basis, such as education, emergency services, employment, health care, housing, law enforcement, local business owners, social services, seniors, transportation, and veterans.**
  5. Submit an annual report to the governing body on the needs and performance of the county's mental health system.
  6. Review and make recommendations on applicants for the appointment of a local director of mental health services. The board shall be included in the selection process prior to the vote of the governing body.
  7. Review and comment on the county's performance outcome data and communicate its findings to the California Behavioral Health Planning Council.
  8. **This part does not limit the ability** of the governing body to transfer additional duties or authority to a mental health board.
- (b) It is the intent of the Legislature that, as part of its duties pursuant to subdivision (a), the board shall assess the impact of the realignment of services from the state to the county, on services delivered to clients and on the local community.
- In addition,** pursuant to W&I Code Section 5848, the local mental health board conducts a public hearing on the county's MHSA Three Year Program and Expenditure Plan and Annual Update.