Site Map

Pages Numbered

1. Homepage
   • Services We Offer
     o Urgent Care
     o Substance Use Disorder and Recovery Services
     o Outpatient Clinics
     o Other Services and Supports
   • Announcements
   • Sidebar of Webpage
     o Mental Health 24-hour Helpline
     o Substance Use Disorder 24-hour Helpline
     o Handbooks
       ▪ Mental Health Plan Beneficiary Handbook (Regular and Large print in English and Spanish)
       ▪ Drug Medi-Cal Organized Deliver System Member Handbook (Regular and Large print in English and Spanish)
       ▪ Quality Improvement Plan
       ▪ Presumptive Transfer

2. Urgent Care Services
   • CCRT
   • CWIC
     o Victorville
     o Yucca Valley
   • CSU
     o Merrill Center
     o Windsor Center

3. Services
   a. Outpatient Clinics
     o East Valley Locations
       ▪ Mesa Counseling Service
       ▪ Phoenix Community Counseling Center
       ▪ South Coast Community Services
       ▪ Valley Star Community Services
     o Desert/Mountain
       ▪ Barstow Counseling Center
       ▪ Family Services Agency
       ▪ Lutheran Social Services
       ▪ Needles Behavioral Health Center
       ▪ Victor Valley Behavioral Health
       ▪ Victorville Center
     o Morongo Basin
       ▪ Hi Desert Behavioral Health Services
▪ Valley Star Yucca Adult (FSP)
  o West Valley
    ▪ Mariposa Community Counseling
    ▪ South Coast Community Services
    ▪ Vista Community Counseling
    ▪ West End Family Counseling
  o Services for specific populations
    ▪ EMQ Children and Family Services
    ▪ High Desert Child, Adolescent & Family Services Center
    ▪ Project Sister Family Services Rape/Sexual Assault Crisis Counseling
    ▪ San Bernardino Sexual Assault Services
    ▪ Valley Star Children & Family Services
    ▪ Victor Community Support Services

b. Other Services and Supports
   i. Services for Children, Transitional Youth, and Families
      o Family Resource Center (FRC)
      o Preschool PEI Program
      o LIFT Program
      o Student Assistance Program (SAP)
      o Transitional Aged Youth (TAY) Centers
      o Resilience Promotion in African American Children (RPIAAC)
   ▪ Specialty Children’s Services
      o Early Identification & Intervention Services (EIIS)
      o School-Aged Treatment Services (SATS)
      o Screening, Assessment, Referral & Treatment (SART)
      o Success First/Early Wrap
      o Therapeutic Behavioral Services (TBS)
   ii. Clubhouses
      o A Place to Go
      o Amazing Place
      o Central Valley Fun
      o Desert Stars
      o Our Place
      o Pathways to Recovery
      o Santa Fe Social Club
      o Serenity
      o Team House
   iii. Prevention & Early Intervention Programs
      o Community Wholeness & Enrichment (CWE)
      o Family Resource Centers (FRC)
      o LIFT Program
      o Military Services & Family Support Program (MSFS)
      o Native American Resource Center
iv. Residential Treatment
   - CRTs
   - The STAY
   - SUD Residential

v. Other specialized programs
   - Community Supervised Treatment After Release (CSTAR)
   - Employment Program
   - Recovery Based Engagement Support Teams (RBEST)
   - Homeless Services

c. Substance Use Disorder and Recovery Services
   - Outpatient Treatment Providers
   - Recovery Services/Centers
   - Perinatal Treatment Programs
   - Narcotic Treatment Programs
   - SUDRS Handbooks, Provider Directory and MAT Formulary

d. Education and Training
   - Mental Health First Aid
   - Applied Suicide Intervention Skills Trainings
   - General DBH mental health and substance use disorder services
   - Cultural Competency
   - Environmental Prevention Providers
   - Crisis Intervention Training for Law Enforcement, First Responders, and other Community Agencies

e. Service Guides, Directories and Resource Library
   - Services Guide
   - Mental Health Plan Beneficiary Handbook (Regular and Large print in English and Spanish)
   - Mental Health Plan Organizational/Rendering Provider Directory
   - Drug Medi-Cal Organized Deliver System Member Handbook (Regular and Large print in English and Spanish)
   - Substance Use Disorder and Recovery Services Provider Directory
   - Contracted Psychiatric Hospitals
   - Educational Brochures
   - Other Resources

4. Programs
a. OEI  
b. MHSA  
c. Children and Youth Collaborate Services  
d. Quality Management  
   • External Quality Review Organization (EQRO) reports  
   • Mental Health Plan Beneficiary Handbook English/Spanish  
   • Notice of Privacy Practices English/Spanish  
   • Performance Outcomes System  
   • Quality Improvement Performance Plan Fiscal Year 20-21  

e. Compliance  

5. For Agencies  
   a. Documents  
   b. CANS website  
   c. Referral Only Programs  
      i. Adult Forensic Services Programs  
         o Choosing Healthy Options to Instill Change and Empowerment (CHOICE)  
         o Diversion Opportunity for Outpatient Recovery Services (DOORS)  
         o Re-integrative Supportive Engagement Services (RISES)  
         o Supervised Treatment After Release (CSTAR)  
         o Telecare Forensics Assertive Community Treatment (FACT)/Community FACT  
      ii. Children’s System of Care  
         o Centralized Children's Intensive Case Management Services (CCICMS)  
         o Juvenile Court Behavioral Health Services (JCBHS) / Healthy Homes  
         o Parent Partner Program  
         o SB 163 Wraparound  
      iii. Juvenile Justice Programs  
         o Court for the Individualized Treatment of Adolescents (CITA)  
         o Forensic Adolescent Services Team (FAST)  
         o Integrated New Family Opportunities (INFO)  
         o Juvenile Justice Community Reintegration (JJCR)  
      iv. Other Referral Only Services and Supports  
         o Adult Continuing Care Program  
         o CalWORKs  
         o Coalition Against Sexual Exploitation (CASE)  
         o Community Reintegration Services (CRS)  
         o Conservatorship Investigation Program  
         o Deferred Entry of Judgment (DEJ) Services  
         o Driving Under the Influence (DUI) programs  
         o Drug Court Programs  
         o Emergency Shelter Services
6. For Consumers
   a. Medical Records
      o How to request medical records and forms
   b. Consumer Forms
      o Change of Provider Request
      o Grievances Process
      o Appeal Process
      o Second Opinion Request
      o State Fair Hearing Process
      o Notice of Adverse Benefits Determination
      o Notice of Appeal Resolution
      o Notice of Privacy Practices
      o Advance Health Care Directives
   c. Office of Consumer and Family Affairs

7. Behavioral Health Commission
   o Meeting
   o Agendas and Minutes
   o District Advisory Committee
   o Annual Report and By-Laws

8. About Us
   a. Welcome
      o Message from the Director
      o About
      o Vision, Mission, Values
      o Contact
   b. Careers and Internships
      o Job Openings
      o Internship Programs
      o Volunteer Services Program
      o About
   c. Media and Events
      o Upcoming Events
Media Inquiries
Social Media
Resilient and Real Podcast
Branding Resources

d. Administrative Offices (brief description and contact info.)
   Billing
   Children’s Youth and Collaborative Services
   Child & Youth Connection
   Compliance
   Contracts
   Facilities and Property Management
   Fiscal Services
   Human Resources
   Information Technology
   Internal Audits
   Managed Care Coordination
   Medical Records
   Medical Services
   Mental Health Services Act Administration
   Office of Equity and Inclusion
   Patients’ Rights
   Payroll
   Public Relations and Outreach
   Quality Management
   Receipts
   Research and Evaluation
   SUDRS Administration
   Workforce Education and Training