



# BEHAVIORAL HEALTH COMMISSION **ANNUAL REPORT**

2024



## LETTER FROM THE CHAIR

San Bernardino County Behavioral Health Commission  
Annual Report

Dear Community Members, Partners, and Stakeholders,

As Chair of the San Bernardino County Behavioral Health Commission (BHC), I am honored to present this Annual Report to those impacted—directly or indirectly—by mental illness, substance use, or co-occurring conditions, and to all who care deeply about the future of behavioral health in our county.

In alignment with the Countywide Vision, the BHC continues to champion a progressive, inclusive, and accessible behavioral health system—one that fosters wellness, recovery, and resiliency for individuals, families, and entire communities. We remain committed to ensuring that cultural and linguistic responsiveness is integrated into all services, and that community voices—including those of consumers, family members, educators, and advocates—inform the policies and systems we support.

Working hand-in-hand with the Department of Behavioral Health (DBH), we actively promote public education and community engagement. Through monthly public meetings and outreach events, the Commission seeks to reduce stigma, build trust, and foster greater understanding about behavioral health conditions and available resources. These efforts empower community members with knowledge and strengthen our shared commitment to wellness for all.

The BHC is especially encouraged by the steadfast support of the San Bernardino County Board of Supervisors, the County Administrative Office, and our many community partners—ranging from Transitional Age Youth Centers and Clubhouses to DBH staff and local families. This collaboration underscores our shared belief that a consumer-centered behavioral health system is both a moral imperative and the key to lasting transformation.

We fully embrace the “help first” model and are proud to support efforts that integrate behavioral health, mental health, and substance use treatment into the broader healthcare landscape. As stigma continues to decline, more individuals and families will access care without fear, and our communities will grow stronger as a result.

On behalf of the Commission, I thank you for your continued support, insight, and advocacy. Together, we are building a system that prioritizes dignity, equity, and hope.

With sincere appreciation,

**Allie Mink**

*Chair, San Bernardino County Behavioral Health Commission*

## STATEMENTS



**Supervisor Jesse Armendarez – County Supervisor, *Second District*:** As a dedicated leader and advocate for the people of San Bernardino County, my focus is on improving the accessibility and effectiveness of mental health services throughout the region. I am committed to working collaboratively with behavioral health providers, community organizations, and stakeholders to ensure that every individual has access to the support they need, whether in times of crisis or throughout their recovery journey. By prioritizing mental health, we can build stronger, healthier communities where all individuals can thrive. My goal is to create sustainable, innovative solutions that address both immediate needs and long-term systemic challenges. Especially for our most vulnerable, they are the ones who need it most.

## EXECUTIVE COMMITTEE



**Allie Mink – Chair, *Third District*:** My priority as a Behavioral Health Commissioner is to insure that our County offers easily accessible, easy to navigate, high quality, comprehensive, Mental Health resources that serve and support all those affected by Behavioral Health Conditions, whether in: first crisis, in recovery, or in need long term support for Serious Mental Illness. As an individual who has been immersed in Mental Health Education, Support and Advocacy for over 15 years, I know that while over 22% of individuals live with a Mental Illness, the effects of Mental Illness affect 100% of our community.



**Jonathan C. Cahow – Vice Chair, *First District*:** The Behavioral Health System in San Bernardino County is multi-faceted with an incredible amount of moving parts. I believe my role as a commissioner is to bring stakeholders together, be they consumers, providers, or county entities. As we understand each other's unique perspectives, we can more effectively serve the needs of the community and support this very important work.



**Jennifer Oglesby – Secretary, *Second District*:** As a Behavioral Health Commissioner, my purpose is to advocate for and enhance mental health services in San Bernardino County. I am committed to ensuring that behavioral health resources are accessible, effective, and tailored to the diverse needs of our community. By fostering collaboration among stakeholders, including individuals with lived experience and service providers, my goal is to create an environment where mental health support is available to all, regardless of background or circumstance. With a focus on innovative solutions, my work is dedicated to promoting mental wellness and supporting individuals on their journey to recovery.

## STATEMENTS EXECUTIVE COMMITTEE



**Lynn Summers – Treasurer, Fifth District:** I have been honored to serve as a Behavioral Health Commissioner for five years, representing the 5th district. My goal for this committee is to empower the community through education and enable them to have a voice for their families and loved ones.

## COMMISSIONERS



**Amanda Uptergrove – Commissioner, First District:** As a Behavioral Health Commissioner, pastor, and parent of a minor child who struggles with behavioral health issues, I understand firsthand the importance of accessible and effective mental health services in our community. I am committed to ensuring that every individual in San Bernardino County has access to the support they need to thrive. By fostering collaboration between service providers, local organizations, and individuals with lived experience, I aim to create a behavioral health system that is inclusive, responsive, and compassionate. My goal is to promote recovery, resilience, and overall well-being for individuals and families, and to make sure no one faces these challenges alone.



**Michael Hall – Commissioner, Second District:** I have gained extensive experience over my 25 years in law enforcement with the Department of Behavioral Health. I spent the last decade really advocating for a much better relationship and communication between DBH and the law enforcement community, which led me to start the COAST program. The program consisted of a social worker, a police officer, and a firefighter with a support dog, who went out to handle mental health calls in Fontana. The program has been so successful that other cities in the county of San Bernardino have followed suit. We hope it continues to grow, as it appears to be very productive and helpful to the community. As for my goals on the commission, I want to advocate for those in the community who fall through the cracks. Often, that means “Tough talk and advocacy through compassion and empathy.” It’s not easy to hear that what we have been doing for decades doesn’t work, but the fact of the matter is that we can always improve a little every day, and that’s what I strive for.



**Dr. Valerie Samuel – Commissioner, Second District:** As a Behavioral Health Commissioner, my mission is to champion the mental health and well-being of all individuals in San Bernardino County, with a focus on underserved populations. With extensive experience in clinical psychology and mental health advocacy, I am dedicated to enhancing access to quality care and fostering community-based solutions. I strive to bridge gaps in services, promote culturally competent practices, and collaborate with local stakeholders to build a stronger, more resilient behavioral health system. Together, we can create lasting change and support the holistic recovery and growth of our community members.

## STATEMENTS



**Troy Mondragon – Commissioner, Third District:** I am a consumer and a lifelong resident of San Bernardino County. My experience in behavioral health spans nearly 25 years, and my interests and advocacy include consumer and lived-experience perspectives, youth, adults, families, communities, education, and Latino health and wellness. My goal is to ensure that the third district and our county have the most current and comprehensive behavioral health services.



**Dakota Westlake – Commissioner, Third District:** I bring over 10 years of experience in behavioral and mental health services across San Bernardino and Riverside Counties, including work with foster youth, families navigating custody challenges, individuals impacted by HIV, and those living with co-occurring disorders. As the Owner and Clinical Lead of a private practice in Redlands, I am dedicated to providing compassionate and equitable care. I also bring lived experience, having faced my own struggles with depression since adolescence and navigating the impact of addiction in my family. This dual perspective as both provider and consumer strengthens my commitment to stigma-free, accessible behavioral health services. As District 3 Commissioner, I aim to create a human connection to DBH and its partners' services, ensuring that residents feel heard and supported. By fostering transparency and sharing knowledge, I hope to both advocate for community needs and empower individuals with the agency to advocate for themselves.



**John T. Chapman – Commissioner, Fourth District:** I was appointed as Behavioral Health Commissioner by Supervisors Curt Hagman, with additional support from Supervisor Jesse Armendarez, based on my extensive experience leading healthcare operations at major hospitals and regional and state healthcare associations. I currently serve as President and CEO of San Antonio Regional Hospital in Upland, California, and as Regional CEO for San Bernardino and Riverside counties for the Hospital Association of Southern California. My goals as Commissioner are to provide my experience in developing effective healthcare solutions for our community, facilitate collaboration between multiple healthcare entities for these solutions, and provide my expertise in providing leadership accountability, operational efficiency, and cost effectiveness measured by metrics and measurable success factors as we improve behavioral health and overall healthcare outcomes.



**Delinia Lewis – Commissioner, Fourth District:** Currently, I serve as an Adjunct Professor at Mount San Antonio College and hold the position of Associate Warden at the California Institution for Women. As a Commissioner, I am dedicated to improving mental health support for formerly incarcerated individuals, aiming to facilitate their successful reintegration into the community and promote healthier transitions for all.



## STATEMENTS



**Jennifer Spence-Carpenter – Commissioner, Fourth District:** As a commissioner I help advise and review county mental health policies, advocate for improvements, and educate the public and policymakers on mental health issues. My commitment is to get mental health services to all in need. Sometimes an issue is a temporary issue needing a short term goal and intervention and other times it is chronic long term diagnosis and long term goals for treatment. Both are important to have the appropriate services available in a timely matter without the stigma of receiving services or having a diagnosis. I work on making services accessible and effective through collaboration with Fourth District Supervisor and his staff. Prior to my work in San Bernardino County I had 18 years counseling experience working with at risk youth. I bring this passion with me to this committee.



**Eloisa Contreras – Commissioner, Fifth District:** As a bilingual DBH Commissioner, my purpose is to be able to serve our English and Spanish speaking community, our youth with special needs, our women going through transitional challenges, our unhoused with drug addiction and mental health needs. I will be serving and bringing awareness of the programs, resources and services available to them. I will be a bilingual liaison between our providers, law enforcement, the community and our Fifth District Supervisor.

## NEWLY APPOINTED COMMISSIONERS

*We look forward to the contributions from the following Commissioners:*



**Kelvin D. Moore – Commissioner, Fifth District:** With 42 years of experience in the medical field, I have dedicated the last 26 years to serving the Rialto community in California. As a former Transportation Commissioner for the City of Rialto, I have actively engaged in local governance. I have also contributed to various boards, including House of Hope, a recovery home for unhoused men, and Kids Care International, which provides food, clothing, and education both domestically and internationally. Currently, I serve on the Mayor's Advisory Council for Homelessness in Fontana, and I am an elected member of the West Valley Water District. In my role as DBH commissioner, my mission is to collaborate with local agencies, government entities, and community organizations to ensure residents are aware of the behavioral and mental health services available in the county. I will also work closely with school districts, churches, and other establishments to enhance education and support for residents in need. As an Associate Pastor, I will collaborate with our agencies and with our faith community to foster engagement in the spirit of compassion and transparency.

*The San Bernardino County Behavioral Health Commission would like to extend its deepest gratitude to several esteemed former Commissioners whose commitment, leadership, and service have left a lasting legacy on our behavioral health system.*

- Dr. Akin Merino, January 10, 2012 - February 25, 2025
- Gilbert Navarro, January 21, 2021 - May 7, 2024
- Lorrie Denson, October 31, 2017 - April 2, 2025
- Mark Graham, April 12, 2022 - July 18, 2024
- Michael Grabhorn, December 5, 2011 - July 9, 2024
- Dr. Monica Caffey, June 15, 2010 - February 17, 2025
- Timothy A. Brown, December 9, 2023 - January 31, 2025
- Veatrice Jews, February 2, 2007 - April 6, 2025

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### Commissioner Objectives

- Attend monthly Behavioral Health Commission (BHC) Meetings.
- Participate in public meetings to discuss policies, review programs, and engage with stakeholders.
- Participate in the District Advisory Committee (DAC).
- Collaborate with community partners to support individuals with disabilities and promote inclusion.
- Program site visits and reviews.
- Conduct site visits to behavioral health and substance use programs to assess service quality and gather community feedback.
- Review and provide input on the Behavioral Health Services Act (BHSA) plans.
- Evaluate annual updates and 3-year plans to ensure alignment with community needs and state requirements.
- Advocate for cultural and linguistic competent services.
- Support programs that address the unique needs of diverse populations across San Bernardino County.
- Engage in public education and stigma reduction.
- Attend and participate in community forums, town halls, and outreach events to promote awareness and recovery.
- Collaborate with the Board of Supervisors (BOS) and the Department of Behavioral Health (DBH).
- Serve as an advisory body to help shape behavioral health strategies and policies.
- Support Transitional Age Youth (TAY) Clubhouses and Peer Programs.
- Promote recovery-focused programs designed for young adults and those with lived experience.
- Promote the "Help First" model.
- Champion accessible, consumer-centered behavioral health care without preconditions for treatment.

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### Commissioner Activities Summary

- Attend Monthly Behavioral Health Commission (BHC) Meetings.
- Participate in public meetings to discuss policies, review programs, and engage with stakeholders.
- Participate in the District Advisory Committee.
- Collaborate with community partners to support individuals with disabilities and promote inclusion.
- Program Site Visits and Reviews.
- Conduct site visits to mental health and substance use programs to assess service quality and gather community feedback.
- Review and Provide Input on the Mental Health Services Act (MHSA) Plans.



(CONT.)

- Evaluate annual updates and 3-year plans to ensure alignment with community needs and state requirements.
  - Advocate for Culturally and Linguistically Competent Services.
  - Support programs that address the unique needs of diverse populations across San Bernardino County.
  - Engage in Public Education and Stigma Reduction.
  - Attend and participate in community forums, town halls, and outreach events to promote awareness and recovery.
  - Collaborate with the Board of Supervisors and Department of Behavioral Health (DBH).
  - Serve as an advisory body to help shape behavioral health strategies and policies.
  - Support Transitional Age Youth (TAY), Clubhouses, and Peer Programs.
  - Promote recovery-focused programs designed for young adults and those with lived experience.
  - Promote the "Help First" Model.
  - Champion accessible, consumer-centered behavioral health care without preconditions for treatment.
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### **District Advisory Committee Outcomes**

- **Increased Representation of Individuals with Disabilities**  
Elevated the voices of self-advocates and family members through consistent participation and leadership in DAC meetings.
- **Policy Recommendations Implemented**  
Provided feedback that led to revisions in local policies and procedures to improve accessibility and equity in behavioral health services.
- **Improved Access to Services**  
Identified and addressed service gaps in transportation, communication support (e.g., ASL interpreters, plain language materials), and physical accessibility at program sites.
- **Expanded Community Engagement**  
Strengthened partnerships with regional centers, community-based organizations, and advocacy groups to better serve individuals with disabilities.
- **Staff Training on Disability Awareness**  
Promoted development of training initiatives to increase cultural and disability competence among behavioral health and county agency staff.
- **Enhanced Program Oversight**  
Participated in program reviews and site visits to assess disability access and inclusion, leading to meaningful improvements in service environments.
- **Creation of Inclusive Communication Strategies**  
Helped implement more accessible public materials and virtual engagement tools (e.g. closed captioning, plain language summaries and multi-language options).
- **Recognition of Disability-Related Events and Advocacy**  
Supported the observance of events like Developmental Disabilities Awareness Month and Disability Employment Awareness Month, raising public awareness.

## Behavioral Health Commission (BHC) Goals for 2025

- **Advance Equity in Behavioral Health Services**  
Promote cultural and linguistically responsive care across all DBH programs, with a focus on underserved and marginalized communities.
- **Strengthen Consumer and Family Engagement**  
Expand opportunities for individuals with lived experience and their families to participate in decision making, program design and BHC activities.
- **Enhance Oversight and Accountability**  
Conduct focused site visits, program reviews, and community feedback sessions to ensure transparency and quality in service delivery.
- **Support Behavioral Health Housing Solutions**  
Collaborate with the BOS, DBH and community partners to advocate for housing resources for individuals with behavioral health and substance use challenges.
- **Expand Youth and TAY Engagement**  
Prioritize support for TAY services and increase youth involvement in BHC led initiatives.
- **Reduce Behavioral Health Stigma Countywide**  
Promote public education campaigns, events, and outreach that normalize conversations around behavioral health and recovery.
- **Increase DAC Visibility and Impact**  
Strengthening the work of the DAC by increasing member participation, public awareness, and policy influence.
- **Advocate for Workforce Development**  
Support initiatives that address staffing shortages, enhance provider training, and build a more diverse and compassionate behavioral health workforce.
- **Monitor and Inform BHSA Planning**  
Provide input on the BHSA Annual Updates and three-year plan to ensure alignment with community needs.
- **Foster Interagency and Community Collaboration**  
Deepen partnerships with education, criminal justice, healthcare, and housing sectors to create a more integrated system of care.

## 2024 SUBJECT MATTER PRESENTATIONS

DATE	TOPIC	PRESENTERS
January 4, 2024	No Presentation	
February 1, 2024	MHSA	Maribel Gutierrez and Dr. Rebecca Scott-Young
March 7, 2024	No Presentation	
April 4, 2024	Care Court/Laura's Law	Tina Entz – Dr. Rebecca Scott-Young
May 2, 2024	No Presentation	
June 6, 2024	Laura's Law	Tina Entz and Julie Hale
July 18, 2024	Adult Justice Involved & Diversion Services	Dr. Alyce Belford and Vivian Bermudez
August	DARK	
September 5, 2024	Mental Health Diversion Services	Dr. Alyce Belford and Alex Friedman
October 3, 2024	No Presentation	
November 7, 2024	Crisis Intervention Training (CIT)	Miriam Clark
December	Awards Ceremony & Tea	

### **Engaging with Underserved Communities**

The San Bernardino County BHC is deeply committed to ensuring that behavioral health services are inclusive, equitable, and reflective of the county's rich cultural and geographic diversity. Throughout 2024, the Commission actively prioritized engagement with underserved populations particularly those facing systemic barriers to care such as communities of color, rural residents, from TAY and the Department of Adult and Aging Services (DAAS) to older adults, individuals with disabilities, veteran's and justice-involved individuals.

To support these efforts, Commissioners participated in targeted outreach events, community forums, and DAC meetings, where lived experience and grassroots perspectives helped guide recommendations to the DBH. Commissioners also conducted site visits across all five supervisorial districts to assess service accessibility and promote consumer-informed improvements.

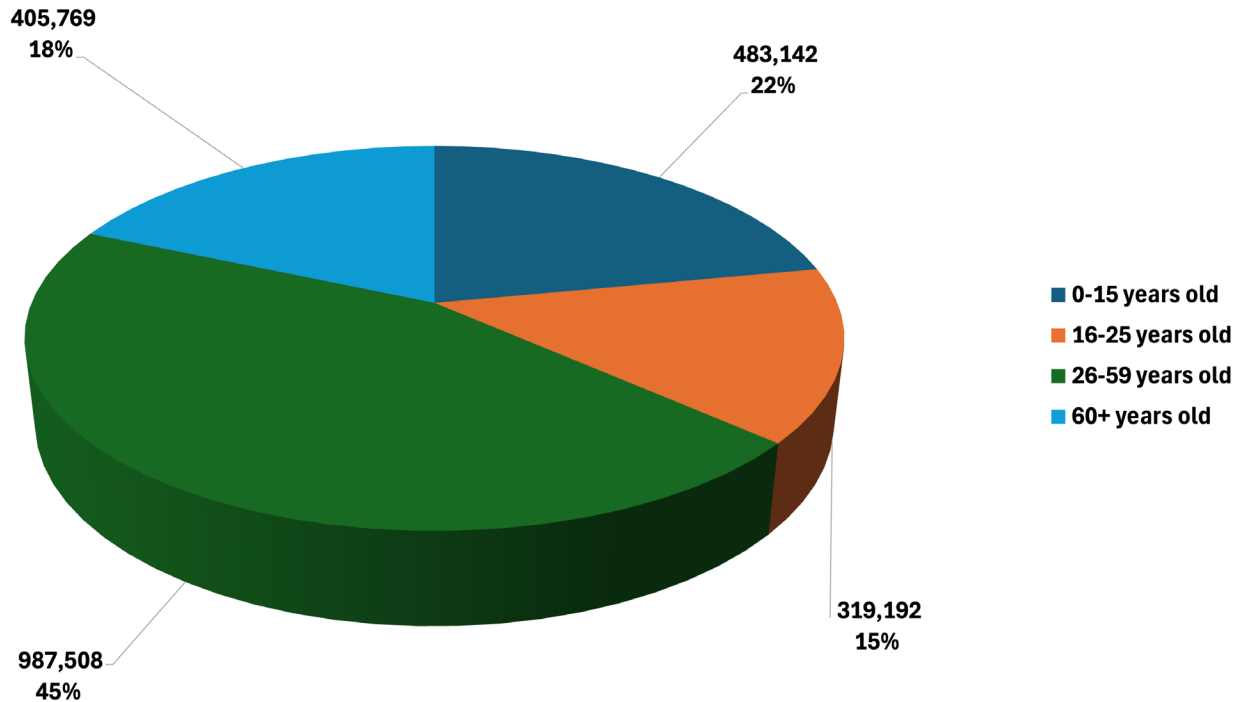
Public meetings were hosted in accessible locations and supported through hybrid platforms to increase participation among those with transportation or mobility barriers. Translation services, American Sign Language (ASL) interpretation, and inclusive communication tools were made available to ensure that language and disability access did not impede community voice.

In addition, the Commission partnered with peer advocates, faith-based organizations, youth networks, and cultural coalitions to co-host education and engagement events that focused on stigma reduction, mental health literacy, and pathways to recovery.

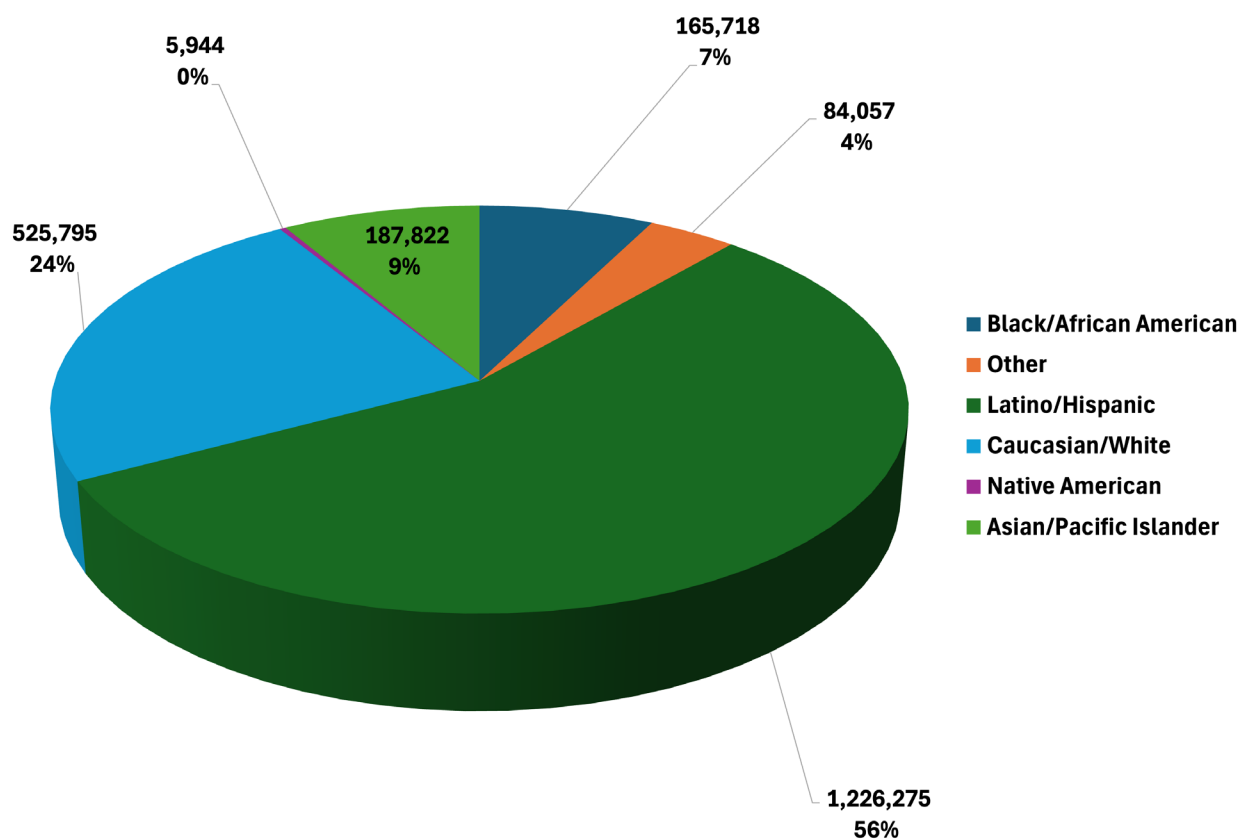
These combined efforts reflect the BHC's ongoing mission to listen, learn, and lead with equity, ensuring that every resident, regardless of background or circumstance, can be seen, heard, and supported in their behavioral health journey.

January 1, 2023 - December 31, 2023

**SB County Total Population (2023) by Age Group (Total: 2,195,611/ 100%)**



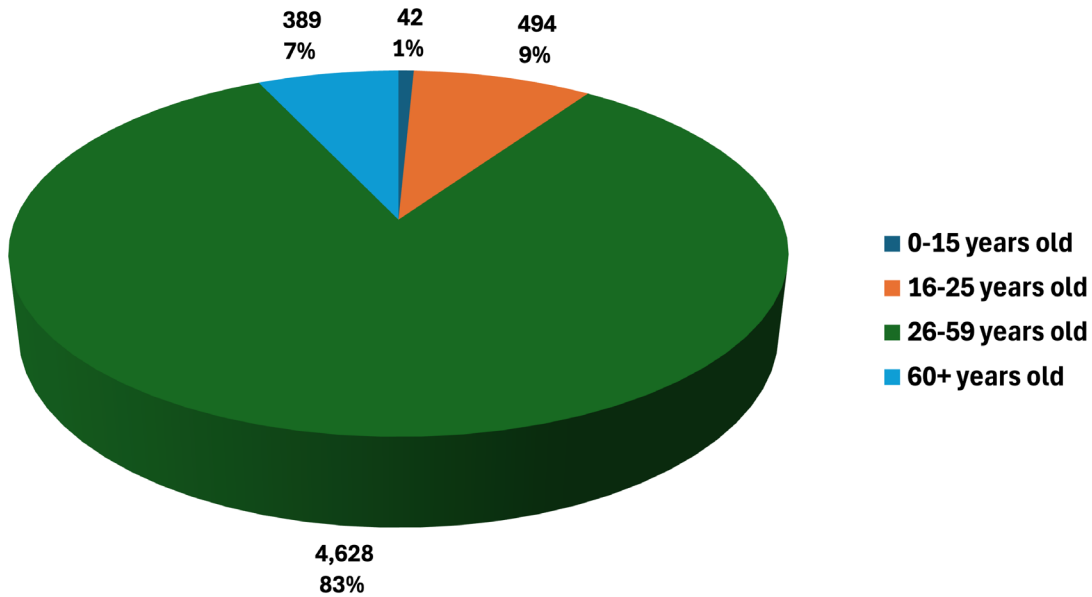
**SB County Total Population (2023) by Ethnic Group (Total: 2,195,611/ 100%)**



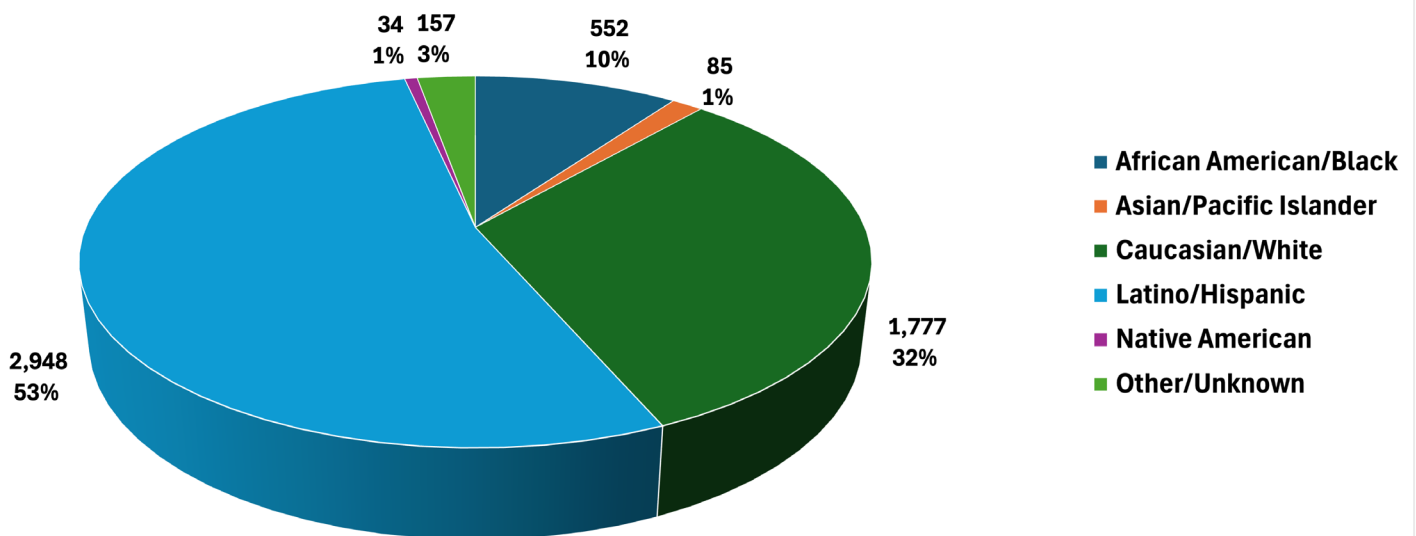
January 1, 2024 - December 31, 2024

## SUDRS

SB County SUD Consumers (2024) by Age Group (Total: 5,553 / 100%)



SB County SUD Consumers (2024) by Ethnic Group (Total: 5,553/ 100%)

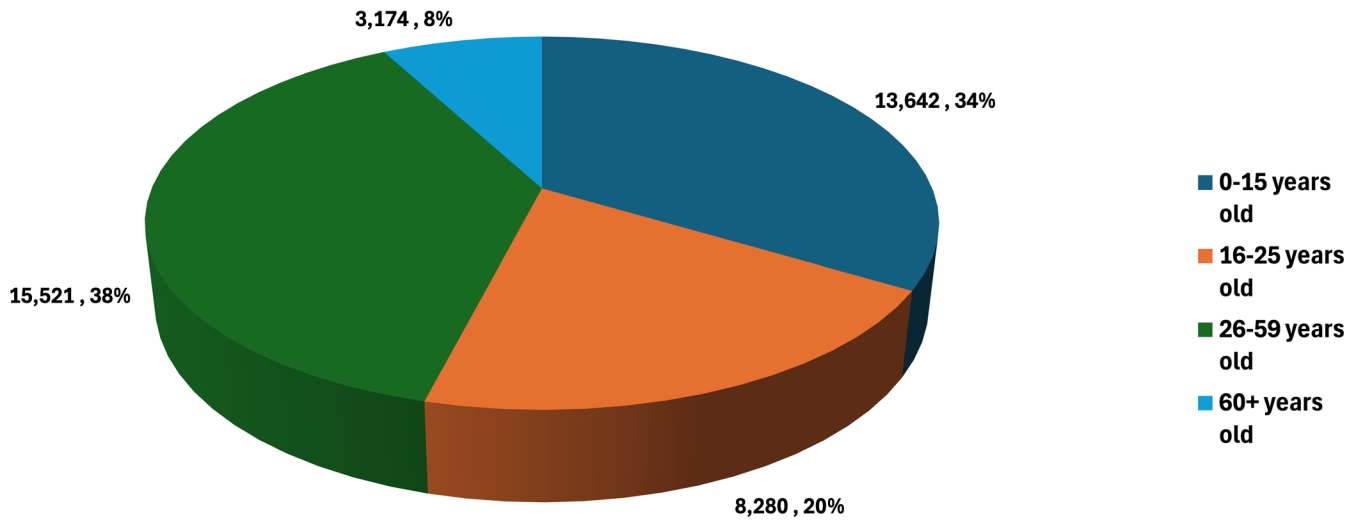




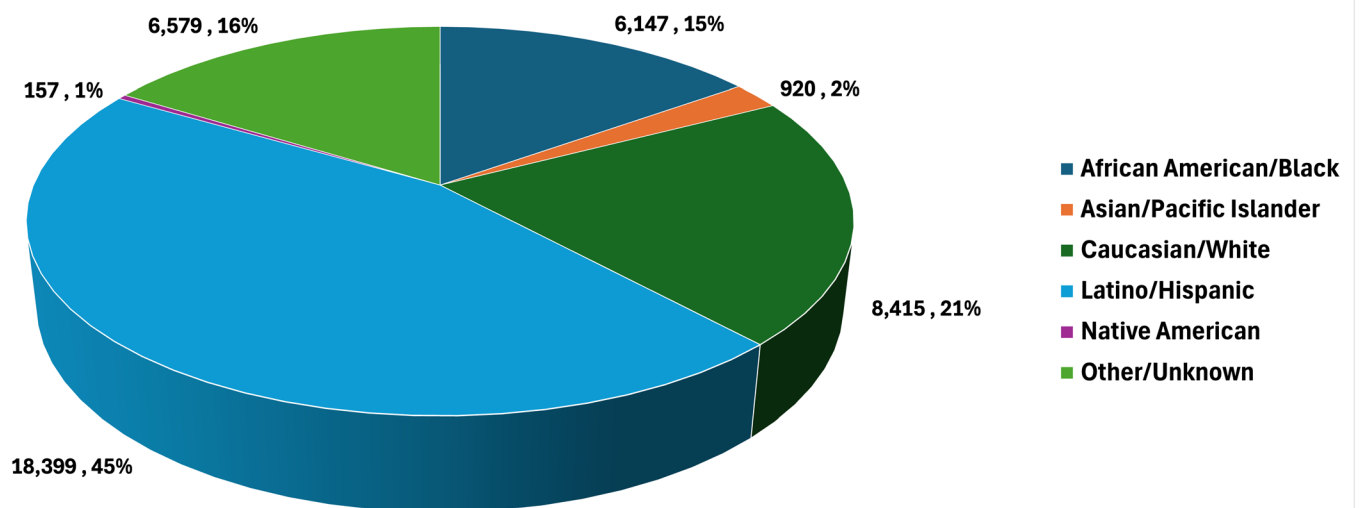
January 1, 2024 - December 31, 2024

## MENTAL HEALTH

SB County MH Consumers (2024) by Age Group (Total: 40,617 / 100%)



SB County MH Consumers (2024) by Ethnic Group (Total: 40,617 / 100%)



## DBH RESOURCES

The following guide serves as a resource for locating mental health and substance use disorder services in San Bernardino County.

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

This guide is a summary of San Bernardino County Department of Behavioral Health (DBH) and DBH contract provider services and is not inclusive of all services and/or providers. DBH's Provider Directory, which includes each licensed, waived, or registered mental health provider and licensed substance use disorder services provider employed with or contracted by DBH to deliver Medi-Cal services may be viewed at

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

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

### **East Valley**

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

### **West Valley**

Chino, Fontana, Montclair, Ontario, Pomona, Rancho Cucamonga, Upland

### **Desert/Mountain**

Adelanto, Apple Valley, Barstow, Big Bear, Crestline, Hesperia, Lucerne Valley, Needles, Sky Forest, Trona, Victorville

### **Morongo Basin**

Joshua Tree, Morongo Valley, Twentynine Palms, Yucca Valley

Cities with service providers outside of San Bernardino County include Riverside, Tarzana, Palm Springs, and Lancaster.

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. Teams are available to respond 24/7/365, including holidays.*

**Community Crisis Response Teams (CCRT)** – community-based mobile crisis response program for children and adults experiencing a psychiatric emergency. Services are available 24/7/365.

**Call (800) 398-0018 | Text (909) 420-0560**

**Crisis Walk-In Centers (CWIC)** – urgent mental health centers for individuals of all ages. Services are voluntary and may include intervention, risk assessments, medications, and evaluations for hospitalization, when necessary.

12240 Hesperia Rd., Ste. A, Victorville, CA 92395 (760) 245-8837

7293 Dumosa Ave., Ste. 2, Yucca Valley, CA 92284 (760) 365-2233

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

Merrill Center, 14677 Merrill Ave., Fontana, CA 92335 (951) 643-2340

Windsor Center, 1481 N. Windsor Dr., San Bernardino, CA 92404 (909) 361-6470

## OUTPATIENT SERVICES

*Services may include crisis intervention, assessment, referral, individual/group therapy, medication support, and case management. Outpatient clinics serve children, youth, adults and older adults, and are open Monday through Friday, from 8 a.m. to 5 p.m., unless otherwise indicated. You may call or visit a clinic to schedule an appointment.*

### East Valley

#### **Mesa Counseling Services,**

850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9301

#### **Phoenix Community Counseling Center**

820 E. Gilbert St., San Bernardino, CA 92415 (909) 387-7200

#### **South Coast Community Services**

1030 Nevada St., Ste. 200, Redlands, CA 92374 (909) 792-0747

34324 Yucaipa Blvd., Ste. B – D, Yucaipa, CA 92399 (909) 790-0210

#### **Valley Star Community Services**

1585 South D St., Ste. 101, San Bernardino, CA 92408 (909) 388-2222

### Desert/Mountain

**Apple Valley Community Clinic**, 18818 Hwy 18, Apple Valley, CA 92307 (760) 995-8800

**Barstow Counseling Center**, 1841 E. Main St., Barstow, CA 92311 (760) 255-5700

#### **Citrus Counseling Services**

14075 Hesperia Rd., #106, Victorville, CA 92392 (760) 246-0934

23406 Crest Forest Dr., Crestline, CA 92325 (909) 338-4689

### **Family Services Agency**

11424 Chamberlaine Way, Ste. 11-12, Adelanto, CA 92301 (760) 246-0947

23406 Crest Forest Dr., Crestline, CA 92325 (909) 338-4689

### **Lutheran Social Services**

32770 Old Woman Springs Rd., Ste. C, Lucerne Valley, CA 92335 (760) 248-6612

41945 Big Bear Blvd., Ste. 222, Big Bear Lake, CA 92315 (909) 866-5070

82820 Trona Rd., Trona, CA 93562 (760) 372-5159

**Needles Behavioral Health Center**, 1600 Bailey Ave., Unit 2, Needles, CA 92363 (760) 326-9313

Needles clinic closed every other Friday.

**Victor Valley Behavioral Health**, 12625 Hesperia Rd., Victorville, CA 92395 (760) 995-8300

**Victorville Center**, 12188 Hesperia Rd., Victorville, CA 92395 (760) 477-2199

### **Morongo Basin**

**Valley Star Yucca Adult** (FSP)

7281 Dumosa Ave., Ste. 4, Yucca Valley, CA 92284 (760) 853-4755

### **West Valley**

**Mariposa Community Counseling**

2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1350

**South Coast Community Services**

1425 W. Foothill Blvd., 3rd fl., Upland, CA 91786 (909) 835-4800

11780 Central Ave., Ste. 205, Chino, CA 91710 (877) 527-7227

**Vista Community Counseling**, 17053 E. Foothill Blvd., Fontana, CA 92335 (909) 347-1300

**West End Family Counseling**, 855 N. Euclid Ave., Ontario, CA 91762 (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.

### **Pacific Clinics**

572 N. Arrowhead Ave., Ste. 100, San Bernardino, CA 92401 (909) 266-2700

**EMQ Children & Family Services**

572 N. Arrowhead Ave., Ste. 100, San Bernardino, CA 92401 (909) 266-2700

**High Desert Center Inc., High Desert Child, Adolescent & Family Services Center**

16248 Victor St., Victorville, CA 92395 (760) 243-7151

**Project Sister Family Services Rape/Sexual Assault Crisis Counseling**

363 S. Park Ave., Ste. 303, Pomona, CA 91766 (909) 623-1619

**San Bernardino Sexual Assault Services**

444 N. Arrowhead Ave., Ste. 101, San Bernardino, CA 92401 (800) 656-4673

(CONT.)

**Valley Star Children & Family Services**

1585 S. D St., Ste. 101, San Bernardino, CA 92408 (909) 388-2222

**Victor Community Support Services**

1908 Business Center Dr., Ste. 220, San Bernardino, CA 92408 (909) 890-5930

15095 Amargosa Rd., Ste. 201, Victorville, CA 92394 (760) 245-4695

**Barstow Transitional Age Youth (TAY) Center**

222 E. Main St., Ste. 106, Barstow, CA 92311 (760) 243-5417

**OTHER SERVICES AND SUPPORT**

*Services For Children, Transitional-Age Youth, And Families*

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

**San Bernardino County Preschool Services**

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

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

**San Bernardino County Preschool Services**

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

**Student Assistance Program (SAP)** – school-based program for students and families. Services include education for substance abuse, mental health, academic, emotional and social issues.

**Desert Mountain Children's Center**

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

58967 Business Center Dr., Ste. C - E, Yucca Valley, CA 92284 (760) 369-3130

**Lutheran Social Services**

41945 Big Bear Blvd., Ste. 222, Big Bear Lake, CA 92315 (909) 866-5070

**Mountain Counseling and Training**

340 Hwy 138, Crestline, CA 92335 (909) 336-3330

**South Coast Community Services**

1030 Nevada St., Ste. 200, Redlands, CA 92374 (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (877) 527-7227

34324 Yucaipa Blvd., Ste. B - D, Yucaipa, CA 92399 (877) 527-7227

222 N. Mountain Ave., Upland, CA 91786 (877) 527-7227

**Victor Community Support Services**

600 N. Arrowhead Ave., Ste 300, San Bernardino, CA 92401 (909) 522-4656

**West End Family Counseling**, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

**Transitional Age Youth (TAY) Centers** – provides prevention services to unserved and underserved and inappropriately served youth, ages 16 to 26.

## SPECIALTY CHILDREN'S SERVICES

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

**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, CA 91710 (909) 628-1201

**Desert Mountain Children's Center**

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

42007 Fox Farm Rd., Ste. 2A, Big Bear Lake, CA 92315 (909) 866-2165

58967 Business Center Dr., Ste. C- E, Yucca Valley, CA 92284 (760) 369-3130

**Mountain Counseling and Training**, 340 Hwy. 138, Crestline, CA 92325 (909) 336-3330

**Ontario Montclair School District/Robert Hardy Professional Development Center**

515 S. Bon View Ave., Ontario, CA 91761 (909) 930-6793

**San Bernardino County Schools/Barbara Phelps Community Day School**

1812 W. Park Ave., Redlands, CA 92373 (909) 748-0259

**South Coast Community Services**

1030 Nevada St., Ste. 200, Redlands, CA 92374 (909) 792-0747

1425 W. Foothill Blvd., 3rd fl., Upland, CA 91786 (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (909) 835-4800

34324 Yucaipa Blvd., Ste. C, Yucaipa, CA 92399 (909) 790-1300

**Upland Unified School District**, 601 5th Ave., Upland, CA 91786 (909) 949-6526

**Victor Community Support Services**, 1053 N. D St., San Bernardino, CA 92410 (909) 522-4656

**West End Family Counseling Services**, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

## CLUBHOUSES

*Peer-Run Support Centers for individuals managing their behavioral health. Services include support groups, social activities, community connection opportunities and other wellness services. Individuals may or may not be accessing clinical services. You may call or visit a location for more information. Open Monday through Friday from 9:00 a.m. to 4:00 p.m.*

**A Place to Go Clubhouse**

32770 Old Woman Springs Rd., Ste. B, Lucerne Valley, CA 92356 (760) 248-2327

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

**C.A.R.E. Center (Consumer Advocacy & Recovery Engagement Center) Clubhouse**

34366 Yucaipa Blvd., Yucaipa (909) 266-2794

**Central Valley Fun Clubhouse**, 1501 S. Riverside Ave., Rialto, CA 92376 (909) 877-4889

**Desert Stars**, 1841 E. Main St., Barstow, CA 92311 (760) 255-5705



(CONT.)

**Hopeful Horizons**, 58457 29 Palms Hwy #102B, Yucca Valley (760) 369-4057

**Pathways to Recovery**, 17053 E. Foothill Blvd., Ste. B, Fontana, CA 92335 (909) 347-1373

**Santa Fe Wellness Club**, 56020 Santa Fe Trail, Ste. M, Yucca Valley, CA 92284 (760) 369-4057

**Spike's Clubhouse**, 1004 Broadway Suite B, Needles (760) 623-0855

**Serenity Clubhouse**, 12625 Hesperia Rd., Ste. B, Victorville, CA 92395 (760) 955-6224

**TEAM House**, 201 W. Mill St., San Bernardino, CA 92408 (909) 388-5640

## PREVENTION & EARLY INTERVENTION (PEI) PROGRAMS

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

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

### South Coast Community Services

1425 W. Foothill Blvd., Ste. 201, 310, Upland, CA 91786 (877) 527-7227

1030 Nevada St., Ste. 200, Redlands, CA 92374 (877) 527-7227

34324 Yucaipa Blvd., Ste. B - D, Yucaipa, CA 92399 (877) 527-7227

**Victor Community Support Services**, 12421 Hesperia Rd., Ste 2, Victorville, CA 92392 (760) 243-5417

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

### Ontario Montclair School District Health and Wellness Services

9916 Central Ave., Montclair, CA 91763 (909) 450-2502

10200 Lehigh Ave., Montclair, CA 91763 (909) 445-1616

1556 S. Sultana Ave., Ontario, CA 91761 (909) 418-6923

### Pacific Clinics

58945 Business Center Dr., Ste. D, Yucca Valley, CA 92284 (760) 228-9657

572 N. Arrowhead Ave. Ste 100, San Bernardino, CA (877) 722-2737

### Riverside-San Bernardino Indian Health Inc.

170 N. Yucca Ave., Barstow, CA 92311 (760) 256-9016

**The Mom and Dad Project**, 41820 Garstin Drive, Big Bear Lake (909) 878-2326

### Valley Star Behavioral Health Inc.

1585 S. D St., Ste. 101, San Bernardino, CA 92408 (909) 388-2222

### Victor Community Support Services

600 N. Arrowhead Ave., Ste. 300, San Bernardino, CA 92401 (909) 522-4656

15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

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

### **San Bernardino County Preschool Services**

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (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.

### **Pacific Clinics**

572 N. Arrowhead Avenue, San Bernardino, CA (909) 266-2770

58457 Twentynine Palms Hwy, Suite 102A Yucca Valley, CA (760) 228-9657

### **Victor Community Support Services**

222 E. Main St., Ste. 117, Barstow, CA 92311 (760) 255-1496

12421 Hesperia Rd., Ste 2, Victorville, CA 92392 (760) 243-5417

**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, CA 92313 (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.

**Rim Family Services**, 28545 State Hwy.18, Skyforest, CA 92385 (909) 336-1800

### **San Bernardino County Department of Aging & Adult Services**

686 E. Mill St. San Bernardino, CA (800) 510-2020

### **A Greater Hope**

9681 Business Center Dr Ste. B, Rancho Cucamonga, CA 91730 (909) 652-0552

610 E Main St, Barstow, CA 92311 (760)256-0432

## **RESIDENTIAL TREATMENT**

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

**Crisis Residential Treatment (CRT) Centers** – 16-bed residential mental health treatment centers for individuals, age 18 to 59, who are experiencing an acute psychiatric episode or crisis. Services are voluntary and may last up to 90 days, available 24/7/365.

Casa Paseo Center, 720 E. Gilbert Ave., San Bernardino, CA 92415 (909) 332-6000

Desert Hill Center, 16552 Sunhill Dr., Victorville, CA 92395 (760) 780-4400

Morongo Oasis Center, 60805 29 Palms Hwy., Joshua Tree, CA 92252 (760) 974-5990

Wellspring Center, 15217 San Bernardino Ave., Fontana, CA 92335 (951) 643-2150

**The STAY (Serving Transitional Age Youth)** – a voluntary, 14 bed, short term crisis residential facility for youth ages 18 to 26. Services are voluntary and may last up to 90 day. Services are available 24/7/365.

780 E. Gilbert St., San Bernardino, CA 92404 (909) 763-4760

(CONT.)

**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. For residential placement and availability, please call the Screening, Assessment and Referral Center at **(800) 968-2636**.

**Cedar House Life Change Center**

18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120

**Inland Valley Recovery Services**

934 N. Mountain Ave., Ste. A & B, Upland, CA 91786 (909) 949-4667

1260 E. Arrow Hwy., Bldg. B & C., Upland, CA 91786 (909) 932-1069

**Tarzana Treatment Centers**

44447 10th St., Lancaster, CA 93534 (661) 726-2630

18646 Oxnard St., Tarzana, CA 91356 (888) 777-8565

**VARP, Inc.**

Gibson House for Men, 1100 N. D St., San Bernardino, CA 92410 (909) 884-0840

Gibson House for Women, 1135 N. D St., San Bernardino, CA 92410 (909) 888-6956

## OTHER SPECIALIZED PROGRAMS

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

**Administration/East Valley** (909) 421-9430

**High Desert**, 12625 Hesperia Rd., Victorville, CA 92395 (760) 995-8306

**TAY Services**, 17053 E. Foothill Blvd., Fontana, CA 92335 (909) 347-1344

West Valley, 2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1322

**Recovery Based Engagement Support Teams (RBEST)** – is a voluntary, client-centered program that provides community-based outreach and engagement services to individuals with untreated mental illness. Our goal is to activate and connect individuals to appropriate care, including outpatient mental health services, substance use treatment, and intensive wraparound support. We prioritize the individual's immediate needs and goals, reduce barriers through engagement, and facilitate access to treatment.

(909) 421-9452

RBEST also offers services under **Assisted Outpatient Treatment (AOT)** and the **CARE Act**:

- **Assisted Outpatient Treatment (AOT)**, or Laura's Law- is a civil court-ordered, community-based mental health program that allows for court-ordered outpatient treatment for individuals with severe mental illness (SMI) in California, aiming to improve their treatment compliance and reduce risks to themselves and others. It offers a less restrictive alternative to inpatient care for individuals with severe mental illness who have difficulty adhering to voluntary treatment. AOT promotes engagement with treatment plans and coordination with providers.
- The **Community Assistance, Recovery, and Empowerment (CARE) Act** allows designated adults ("petitioners") to request a civil court to establish a voluntary CARE agreement or a court-ordered

CARE plan. These plans may include treatment, housing support, and other services for individuals (“respondents”) with untreated schizophrenia or other psychotic disorders.

**Homeless and Supportive Services** – If you are struggling with homelessness, please dial 2-1-1 from any phone to be connected to a live person who can provide you with housing assistance information and other supportive resources. Available 24 hours a day, in English and Spanish. You may also visit [www.211sb.org](http://www.211sb.org) or dial 211.

The Department of Behavioral Health is a part of the County’s Interagency Council on Homelessness and Homeless Provider Network. There are four programs included in Homeless and Supportive Services: DBH also works to combat homelessness through a variety of referral only programs listed below.

**Innovative Remote Onsite Assistance Delivery (InnROADs)** - works with community and county agencies to provide services to people who are experiencing homelessness and living in rural and isolated areas. InnROADs is a collaborative partnership between San Bernardino County Department of Aging and Adult Services, Behavioral Health, Public Health, and the Sheriff. (909) 387-7406

**Community Supports** - provides Housing Navigation and Housing Search for clients that have a severe mental illness and have been linked to a housing voucher/rental subsidy from the Coordinated Entry System. (909) 387-7406

**Homeless Outreach Support Team (HOST)** - assists homeless residents in obtaining Supplemental Security Income (SSI) and collaborates with other entities that provide outreach and engagement. (909) 387-7406

**Supportive Services** - staff members provide tenancy support and supportive services to those in Permanent Supportive Housing. (909) 387-7406

## SUBSTANCE USE DISORDER & RECOVERY SERVICES

### Outpatient Treatment Providers

*Outpatient treatment programs provide alcohol and drug-related individual and group counseling, individualized treatment planning, and case management to prevent relapses and support recovery. All locations serve adults and some also serve youth ages 12 to 17. Call or visit a provider for more information.*

***You may also call (800) 968-2636 for more information on any substance use disorder services.***

#### Desert/Mountain

**Barstow Behavioral Health**, 1841 E. Main St., Ste. 218, Barstow, CA 92311 (760) 255-5700

**High Desert Child, Adolescent & Family Services Center, Inc.**

225 Barstow Rd., Barstow, CA 92311 (760) 255-1083

16248 Victor St., Victorville, CA 92395 (760) 243-7151

#### East Valley

**Cedar House Life Change Center**

18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120

**Inland Behavioral & Health Services, Inc.**

1963 N. E St., San Bernardino, CA 92405 (909) 881-6146

**Inland Valley Recovery Services San Bernardino Recovery Center**

939 N. D St., San Bernardino, CA 92410 (909) 889-6519

### **Rialto Behavioral Addiction Treatment Services**

850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9465

### **West Valley**

**Clare-Matrix**, 812 N. Euclid Ave., Ontario, CA 91762 (909) 395-0888

### **Inland Valley Recovery Services**

934 N. Mountain Ave., Ste. A – C, Upland, CA 91786 (909) 949-4667

### **Mariposa Community Counseling**

2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1376

## **RECOVERY SERVICES/CENTERS**

*Community based centers that support recovery by offering self-help groups, resources, and education. You may call or visit a location for services.*

### **Inland Valley Recovery Services**

934 N. Mountain Ave., Ste. A & B, Upland, CA 91786 (909) 949-4667

939 N. D St., San Bernardino, CA 92410 (909) 889-6519

### **Rim Family Mobile Resource Center**

28545 State Hwy. 18, Skyforest, CA 92385 (909) 336-1800

**NARCOTIC TREATMENT PROGRAMS** - Medication assisted treatment for opioid substance use disorders, offering medical evaluation, and counseling services.

### **Aegis Treatment Centers, LLC**

125 W. F St., Ontario, CA 91762 (909) 986-4550

11776 Mariposa Rd., Ste. 103, Hesperia, CA 92345 (760) 956-2462

125 W. F St., Ontario, CA 91762 (909) 986-4550

1889 W. Redlands Blvd., Redlands, CA 92373 (909) 501-5167

**Colton Clinical Services**, 2275 E. Cooley Dr., Colton, CA 92324 (909) 370-1777

### **Desert Treatment Clinic**

1330 N. Indian Canyon Dr. Ste. A-C, Palm Springs, CA 92262 (760) 322-9065

**Riverside Treatment Center**, 1021 W. La Cadena Dr. Riverside, CA 92501 (951) 784-8010

**Perinatal Treatment Programs** - Intensive outpatient services for pregnant/parenting women and their children.

### **Inland Behavioral & Health Services, Inc.**

1963 N. E St., San Bernardino, CA 92405 (909) 881-6146

### **Inland Valley Recovery Services**

934 N. Mountain Ave., Ste. A-D, Upland, CA 91786 (909) 949-4667

### **High Desert Child, Adolescent & Family Services Center, Inc.**

16248 Victor St., Victorville, CA 92395 (760) 243-7151

## SUBSTANCE USE DISORDER SERVICES

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

### **Adult Drug Court Programs**

**Clare-Matrix**, 812 N. Euclid Avenue, Ontario, CA 91762 (909) 395-0888

**High Desert Child**, Adolescent & Family Services Center, Inc.

16248 Victor St., Victorville, CA 92395 (760) 243-7151

### **Juvenile Drug Court Programs**

**Clare-Matrix**, 812 N. Euclid Ave., Ontario, CA 91762 (909) 395-0888

**Inland Valley Recovery Services San Bernardino Recovery Center**

939 North D St., San Bernardino, CA 92410 (909) 889-6519

**High Desert Child, Adolescent & Family Services Center, Inc.**

16248 Victor St., Victorville, CA 92395 (760) 243-7151

**Driving Under the Influence (DUI) Programs** – provides education, individual and interactive group counseling, and referral resources for adults. Referrals must originate from the Superior Court.

**Alcohol Education and Recovery Services**, 12560 Central Ave., Chino, CA 91710 (909) 591-4761

Correctional Healthcare, 353 W. Sixth St., San Bernardino, CA 92401 (909) 888-0149 Dalton and Associates, 12209 Hesperia Rd., Ste. G, Victorville, CA 92395 (760) 241-1777

### **Jackson-Bibby Awareness Group**

14420 Civic Dr., Ste. 3, Victorville, CA 92392 (760) 241-3300

222 E. Main St., Ste. 218, Barstow, CA 92311 (760) 256-6114

1200 Arizona St., Ste. A10, Redlands, CA 92374 (909) 792-6925

**Rehabilitation and Alcohol Program**, 17205 Arrow Blvd., Fontana, CA 92335 (909) 356-9390

**Social Science Services**, 18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120

### **Valley Improvement Programs**

8540 Archibald Ave., Rancho Cucamonga, CA 91730 (909) 987-4036

210 W. B St., Ontario, CA 91762 (909) 983-3665

1589 W. Ninth St., Ste. E, Upland, CA 91786 (909) 985-2785

**Deferred Entry of Judgment (DEJ) Services** – provides understanding of the addiction process to encourage recovery from drugs for adults. Referrals must originate from the Superior Court.

**High Desert Child, Adolescent & Family Services Center, Inc.**

16248 Victor St., Victorville, CA 92395 (760) 243-7151

**Inland Behavioral & Health Services**, 1963 N. E St., San Bernardino, CA 92405 (909) 881-6146

**Valley Improvement Programs, Inc.**

210 W. B St., Ontario, CA 92762 (909) 983-3665

1589 W. Ninth St., Ste. E Upland, CA 91786 (909) 985-2785



(CONT.)

**Withdrawal Management (Detox) Programs** – *monitored detoxification services in a residential treatment or hospital setting.*

**Cedar House Life Change Center**

18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120

**Tarzana Treatment Centers**

44447 10th St., Lancaster, CA 93534 (661) 726-2630

18646 Oxnard St., Tarzana, CA 91356 (888) 777-8565

## JUVENILE JUSTICE

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

**Court for the Individualized Treatment of Adolescents (CITA)** – outpatient therapy and psychiatric care for youth in the juvenile justice system.

755 E. Gilbert St., San Bernardino, CA 92404 (909) 387-7792

**Forensic Adolescent Services Team (FAST)** – services for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC) or housed at a probation treatment facility.

900 E. Gilbert St., San Bernardino, CA 92415 (909) 387-7118

**A Restorative Integration for Successful Engagement (ARISE)** - The program includes a secure treatment facility for youth who would have previously been committed to the Department of Juvenile Justice.

21101 Dale Evans Parkway, Apple Valley, CA 92307 (760) 961-6707

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

755 E. Gilbert St., San Bernardino, CA 92404 (909) 387-7792

15345 Bonanza Rd., Victorville, CA 92392 (909) 387-7792

**Juvenile Justice Community Reintegration (JJCR)** – for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC). Services include individual case planning, home visits, referrals to resources, and academic and vocational support.

755 E. Gilbert St., San Bernardino, CA 92404 (909) 387-7792

15345 Bonanza Rd., Victorville, CA 92392 (909) 387-7792

## ADMINISTRATIVE OFFICES AND SUPPORT PROGRAMS

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

**Medical Records** – maintains, secures, and facilitates the release of medical records/health information. 850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9350

**Office of Equity and Inclusion** – develops and promotes cultural competence for DBH staff and service providers. (909) 252-5150

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

850 E. Foothill Blvd., Rialto, CA 92376 (800) 440-2391

**Public Relations and Outreach** – develops and implements effective communication and public relations strategies and coordinates community outreach and education.

Email: [DBH-PublicRelations@dbh.sbcounty.gov](mailto:DBH-PublicRelations@dbh.sbcounty.gov)

**Youth Collaborative and Justice Involved Services** – coordination and monitoring of the children's system of care.

303 E. Vanderbilt Way, San Bernardino, CA 92415 (909) 252-5146

## 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) 252-5150 (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 TAGLINE

### 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 Զանգահարեք

1 (888) 743-1478 (TTY հեռատիպ11).

### Русский (Russian)

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

### (Farsi)

یامش یارب ناگیار تروصب ین ابز تالی هست ،دی نک یم وگتفگی سراف نابز هب رگا : هجوت

دی یر گب سامت 1 (888) 743-1478 (TTY: 7-1-1) اب . دشاب یم مهارف

### 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 ਧਰੋ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬ ਬੋਧੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਦੀ ਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਦੀ ਮੁਫਤ ਉਪ ਧਬ ਹੈ। 1 (888) 743-1478 (TTY: 7-1-1)  
'ਤੇ ਕਾ ਕਰੋ।

### ةبرعلا (Arabic)

1 (888) 743-1478 مقرب لصتا . ناجم لاپ كى ل رفاوتت ةيوغلل ةدعاسملا تامدخ نى إف ،ةغلل ركذا ثدحتت تنك اذإ : ةظوحلم

## CALIFORNIA WELFARE AND INSTITUTIONS CODE SECTION 5604

The local behavioral health board shall: (WIC 5604.2(a))

1. Review and evaluate the community's public behavioral health needs, services, facilities, and special problems in any facility within the county or jurisdiction where mental health or substance use disorder evaluations or services are provided, including, but not limited to, schools, emergency departments, and psychiatric facilities.
2. (A) Review any county agreements entered into pursuant to Section 5650. (B) The local behavioral health board may make recommendations to the governing body regarding concerns identified within these agreements.
3. (A) Advise the governing body and the local behavioral health director as to any aspect of the local behavioral health program. (B) Local behavioral health boards may request assistance from the local patients' rights advocates when reviewing and advising on mental health or substance use disorder evaluations or services provided in public facilities with limited access.
4. (A) Review and approve the procedures used to ensure citizen and professional involvement at all stages of the planning process. ((B) Involvement shall include individuals with lived experience of mental illness, substance use disorder, or both, and their families, community members, advocacy organizations, and behavioral health professionals. It shall also include other professionals who interact with individuals living with mental illnesses or substance use disorders on a daily basis, such as education, emergency services, employment, health care, housing, public safety, local business owners, social services, older adults, transportation, and veterans.
5. Submit an annual report to the governing body on the needs and performance of the county's behavioral health system.
6. (A) Review and make recommendations on applicants for the appointment of a local director of behavioral health services.
- (B) 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 behavioral 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.





