



**Lake County Behavioral Health
Mental Health Services and
Substance Abuse Program**

6302 Thirteenth Ave.
Lucerne, CA 95458

Phone: (707) 274-9101

Fax: (707) 274-9192

TTY: 711

7000-B South Center Dr.
Clearlake, CA 95422

Phone: (707) 994-7090

Fax: (707) 994-7092

Fax: (707) 994-7164

TTY: 711

Toll-Free 24-Hour Crisis Services
1-800-900-2075 or 1-855-587-6373

Office Hours

8:00 am-5:00 pm, Monday – Friday

Patients' Rights Advocate

(707) 501-3298

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**Lake County
Mental Health Services
and Medi-Cal Mental Health Plan**

**Guide to
County Mental Health
Services**



Lucerne Office

6302 Thirteenth Avenue, Lucerne, CA 95458
Phone: (707) 274-9101

Southlake Office

7000-B South Center Drive, Clearlake, CA 95422
Phone: (707) 994-7090

Toll-Free 24-hour Crisis Services

1-800-900-2075 or 1-855-587-6373

Welcome to Mental Health!

We welcome you to Lake County Behavioral Health (LCBH), Mental Health Services. We provide specialty mental health services for people who live in Lake County, including those who are eligible for Medi-Cal.

As your mental health services plan, we have specific goals. These are to:

- Provide treatment to help you address mental health symptoms.
- Work with you and other health care providers to arrange for quality care for you.
- Be sensitive to your needs and respect your privacy.
- Refer you to appropriate resources.

As an accepted participant, you also have specific responsibilities. These are to:

- Keep your appointments as scheduled, or call if you cannot make your appointment.
- Work on treatment goals with your service provider(s) and doctor.
- Work with us to choose the best treatment staff for you.

preferences for treatment and care during times when you are having difficulty communicating and making decisions. An Advance Health Care Directive can inform others about what treatment that you want or do not want.

- Receive materials in a language or in alternate formats that you can easily understand, like large print or audio. Let us know how we can help you understand our materials. **All language assistance services and alternate formats are FREE.**

If you are a Medi-Cal beneficiary, the complete [Beneficiary Guide to Medi-Cal Mental Health Services](#) is available upon request. A copy is also available in our lobbies.



Please ask staff if you do not see the forms and envelopes.

For more information on resolving problems, please pick up a copy of the [Client Problem Resolution Guide](#) available in the Behavioral Health lobbies. For help, please speak to your therapist, the Behavioral Health Administrator, or the Quality Improvement Supervisor.

Are my client rights taken into consideration?

Staff is committed to protecting your client rights. Some basic rights include the right to:

- Be treated with respect and with due consideration for your dignity, privacy, and confidentiality.
- Participate in decisions about your treatment, including the right to accept or refuse services.
- Give your consent about medication and treatment.
- Be free from any form of restraint or seclusion used as a means of retaliation, coercion, discipline, or convenience.
- Talk to the Patients' Rights Advocate.
- Request and receive copies of your medical records or request that they be changed or corrected.
- Provide us with an Advance Health Care Directive to describe your directions and

Service Teams

A team of experts will work with you to determine if you need services and which services you need. We have an extensive team of specialists and community providers available to help you meet your goals, including:

- Psychiatrists (MD) (via telepsychiatry)
- Registered Nurses (RN)
- Licensed Physician Assistants (PA)
- Licensed Marriage and Family Therapists (LMFT)
- Licensed Clinical Social Workers (LCSW)
- Medication Support Staff
- Mental Health Specialists
- Client Support Assistants

Available Services

The following services are available in **English and Spanish** for children, youth, adults, and older adults who are experiencing serious emotional disturbance or mental illness. **Other language resources are available as needed and will be provided for FREE.**

Clinical Assessment

We conduct a clinical assessment of your current emotional, behavioral, and mental health challenges and need for services. This assessment

helps to determine the types of services you need to achieve outcomes.

Service Coordination

In partnership with you and your family (as appropriate), we arrange and coordinate the delivery of services needed to achieve specific outcomes. Resources are available through county programs, as well as through community-based organizations.

Outpatient Counseling Services (Brief Therapy)

- We provide individual, family, or group counseling to help find resolutions to reduce challenges, reduce distressing symptoms, and improve functioning.
- EPSDT (Early Periodic Screening, Diagnosis, and Treatment) services and TBS (Therapeutic Behavioral Services) are available for children and youth who have Medi-Cal. Please see those specific brochures for information.

Medication Services

As needed, we conduct assessment and medication management services at our clinics to alleviate or reduce symptoms of mental illness.

Coordination Services

We provide assistance to link you to needed medical, educational, social, vocational, rehabilitative, and other community services.

treatment staff. Your choice of treatment staff may include staff who meet your cultural, alternative cultural (e.g., LGBTQ, veterans, seniors) or language needs. Whenever possible, your request will be filled.

At any time, you may ask to change to another treatment staff member. You may obtain a Provider Directory in our clinic lobbies.

How do I resolve complaints and problems, or appeal a denial of a service?

If you are not happy with your services or our decisions concerning your services, you may talk with us or write to us, and we will try to resolve the problem. We encourage you to discuss issues regarding your Behavioral Health services directly with your provider. You may also contact the Consumer Relations Coordinator or the Patients' Rights Advocate regarding problems. Every effort will be made to resolve the issue at an informal level.

To register a grievance or appeal a decision about services, call the Patients' Rights Advocate at (707) 501-3298. In addition, the Grievance and Appeal forms are visibly located and accessible in our clinic lobbies. Self-addressed envelopes are included with the forms, in case you would like to submit a grievance or appeal by mail.

Lake County Mental Health Advisory Board

The primary duty of this state-mandated board is to advocate and promote recovery for those individuals with mental illness by identifying culturally-relevant needs, monitoring cost-effective strategies, and making recommendations to the County Board of Supervisors. Membership consists of clients, family members, community and county providers, county staff, and other interested stakeholders.

The community is invited to attend all Advisory Board meetings. Meetings are held on the third Thursday of every month from 3:00 pm-5:00 pm. Please call (707) 263-2368 for meeting location.

Frequently Asked Questions

How much do I have to pay?

Fees at Lake County Behavioral Health are adjusted according to your income on a sliding scale. Medi-Cal and other insurance coverages are accepted. You may ask about charges by calling Behavioral Health at **1-800-900-2075** during regular office hours.

Can I pick my therapist?

You may inform the staff person completing your first assessment that you would like to choose your

Crisis Intervention

We provide 24-hour services to help you resolve crisis mental health situations. If you feel that you are in a mental health crisis, please contact us 24/7 at 1-800-900-2075.

Acute Hospitalization

We can arrange for inpatient hospital services to treat an acute psychiatric crisis. If you feel that you are in a mental health crisis, please contact us 24/7 at 1-800-900-2075.

Outreach Services

We offer information and education to help you learn about our available services. Informational brochures are available at our clinics, as well as in locations around the county, including Health Services Agency, local health centers, community pantries, Family Resource Center, schools and churches, and other community centers.

Additional Adult Services – the Adult System of Care offers additional resources, including:

- Specialized treatment for individuals experiencing mental illness and substance use challenges.
- Transitional Residential Services supports individuals in their efforts to develop

interpersonal and independent living skills in a non-institutional residential setting.

Additional Children's Services – the Children's System of Care offers Special School Site Services for emotionally disturbed youth.

Collaborative Efforts with Other County Agencies and Community Organizations

- CalWORKS assessment, treatment, and referral
- Sexual Assault Response Team (SART)

County Substance Use Program

- County substance use services include community education, information, and referrals. We also provide substance use treatment counseling, and services for high-risk youth.

Contract Substance Use Programs

- Substance use treatment services are also offered through community providers.



Wellness / Drop-In Centers – Four (4) mental health wellness centers are available in Lake County as unique places for individuals to drop-in for peer services in a positive and supportive environment.

Services at each center may include peer-run support groups; nutrition and cooking classes, exercise groups, and other recovery-based activities. Call a specific center for more information.

- **The Harbor on Main TAY Drop-In-Center**
16170 Main Street, Lower Lake, CA
707-994-5486
- **La Voz de la Esperanza Centro Latino / The Voice of Hope Latino Center**
14585 B. Olympic Drive, Clearlake, CA
707-994-4261
- **Circle of Native Minds Cultural Center**
845 Bevins St., Lakeport, CA
707-263-4880
- **Bridge Drop-In-Center**
14954 Burns Valley Rd, Clearlake, CA
707-995-2973