



Lassen County Behavioral Health
**Mental Health Services and
Substance Use Disorder Treatment**

555 Hospital Lane
Susanville, CA 96130
Phone: (530) 251-8108

Toll-Free 24-Hour Access Line
1-888-530-8688

Office Hours
8:00 am-5:00 pm, Monday – Friday
Excluding Holidays

Patient Rights Advocate
Smithwaters Group
3666 I Street
Sacramento, CA 95816
1-800-970-5816

Office of Ombudsman
Hours of Operation: Monday through Friday,
8am to 5pm PST; excluding holidays

By Phone: (888) 452-8609

Email: MMCDOmbudsmanOffice@dhcs.ca.gov

National Suicide Prevention Lifeline

Lassen County
Behavioral Health

**Guide to
County Behavioral Health
Services**



Main Office
555 Hospital Lane, Susanville, CA 96130
(530) 251-8108

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Excluding Holidays

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Welcome to Behavioral Health!

Welcome to Lassen County Behavioral Health (LCBH). We provide mental health services and substance use disorder services for people who live in Lassen County, including people who are eligible for Medi-Cal mental health services and Drug Medi-Cal (DMC) substance use treatment services.

As your behavioral health services plan, we have specific responsibilities to:

- Provide treatment to help you address mental health symptoms and/or substance use disorders.
- Work with you to determine the kinds of services that you need.
- Provide or arrange for quality care for you.
- Be sensitive to your needs and respect your privacy.
- Refer you to appropriate resources.

As a plan participant, you also have specific responsibilities to:

- Keep your appointments as scheduled; or call if you cannot make your appointment.
- Work on your treatment goals with your providers.
- Work with us to choose the best treatment staff for you.

Banner Lassen Medical Center

1800 Spring Ridge Dr.
Susanville, CA 96130
530-252-2000

Crossroads Ministries

2410 Main St
Susanville, Ca 96130
530-251-0701

Call for hours and additional information



24/7 CALL, TEXT, CHAT



Additional Community Resources

Lassen County Public Health

1445 Paul Bunyan Rd. Ste. B
Susanville, Ca 96130
Monday – Friday 8:00 AM - 5:00 PM
Excluding Holidays
530-251-8183

Salvation Army

1560 Main Street
Susanville, CA 96130
530-257-0314

Lassen Family Services

1306 Riverside Dr.
Susanville, CA 96130
Main Phone: 530-257-4599
Crisis Line: 530-257-5004
www.lassenfamilyservices.org

Service Network

Our extensive network of providers will work with you to help you meet your treatment goals.

Our network of county staff and contract/out-of-county providers include:

- Psychiatrists (MD) (via telepsychiatry)
- Licensed Vocational Nurses (LVN)
- Licensed/ Waivered Marriage and Family Therapists (LMFT)
- Licensed/ Waivered Clinical Social Workers (LCSW)
- Medication Support Staff
- Mental Health Case Managers
- Substance Abuse Counselors (CADTP/CADC)
- Peer Support Specialists
- Patients Right's Advocate
- Case Managers

- Narcotic Treatment Program (NTP) Providers
- Medical and Dental Providers
- Psychiatric Inpatient Facilities
- Residential Providers

A complete Provider Directory is available in our clinic lobbies, at the Wellness Center, and on our website. The Provider Directory lists staff and contract provider names, contact information, and service specialties. Ask an LCBH staff person if you need a paper copy.

Available Services

The following services are available for eligible children, youth, adults, and older adults who are experiencing severe emotional disturbance or serious mental illness, and/or who need substance use treatment.

Most services are available in English and Spanish. Other language assistance resources are available as needed. All language assistance services are free.

If you are a Medi-Cal beneficiary, the Beneficiary Guide to Medi-Cal Mental Health Services and the DMC Beneficiary Handbook are provided to you when you start receiving services. Copies are also available upon request.

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-530-8688 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-530-8688 (TTY: 711).

What are my rights as a client?

We are committed to protecting your client rights.

Some of your 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 preferences for treatment and care during times when you cannot communicate or make decisions.
- 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 written materials. All language assistance services and alternate formats are FREE.

24/7 Access Line

We provide a toll-free, 24/7 Access Line to give you information about how to get mental health and/or substance use treatment services.

The Access Line can answer questions about our clinic hours and location; the types of services that we offer; and how to file a grievance or an appeal if you have a problem with our services.

The Access Line can also help if you are having a crisis related to a mental health or substance use issue.

Call us toll-free, 24 hours a day, 7 days a week, at 1-888-530-8688.

Clinical Assessment

We assess your current emotional, behavioral, mental health, and substance use problems. This assessment determines the types and levels of services that you need to help you reach your goals.

Frequently Asked Questions

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 about 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 LCBH services directly with your provider. You may also contact the Patients' Rights Advocate regarding any issues.

Every effort will be made to resolve the issue at an informal level.

For more information on resolving problems, please pick up a copy of the [Client Problem Resolution Guide](#) available in the LCBH clinic lobbies and at the LCBH Wellness Center.

The Grievance and Appeal forms are visibly located and accessible in our clinic lobbies and at the Wellness Center.

Self-addressed envelopes are included with the forms, in case you would like to submit a grievance or appeal by mail.

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

For help, please talk to your therapist, the LCBH Director, or the Patients' Rights Advocate

Treatment Planning

We work with you to write a plan for your treatment. Your Treatment Plan will outline your goals, the types of treatment you will receive, and how long treatment will last.

Outpatient Treatment

We provide mental health and/or substance use disorder counseling to help reduce symptoms and improve functioning. Outpatient services include individual, family, and group counseling.

Medication Services

As needed, we assess you for medication services to reduce symptoms of mental illness.

We will let you know about any side effects of the medications that we prescribe, so that you can make an informed decision about taking them.

We also offer referrals to providers of Narcotic Treatment Program (NTP) services to help treat substance use disorders.

Local Behavioral Health Board

The primary duty of the state-mandated Lassen County Behavioral Health Board (BHB) is to advocate and promote recovery for people with mental illness and substance use issues.

The BHB identifies culturally-relevant client and system needs, monitors cost-effectiveness of services, and makes recommendations to the Lassen County Board of Supervisors.

BHB membership includes LCBH clients, family members, county and contract providers, and other interested community members.

The community is invited to attend all BHB meetings.

Meetings are held on the second Monday of every month from 5:30 pm-7:00 pm.

Please call **530-251-8108** for meeting location.

Mobile Crisis Services

Mobile crisis services are a community-based intervention designed to provide de-escalation and relief to individuals experiencing a behavioral health or substance use-related crisis wherever they are, including at home, work, school, or in the community. Mobile crisis services are provided by a multidisciplinary team of trained behavioral health professionals. The mobile crisis services benefit will ensure that Medi-Cal beneficiaries have access to coordinated crisis care 24 hours a day, 7 days a week, 365 days per year.

Case Management and Service Coordination

Working with you and your family (as appropriate), we arrange the services that you need, including medical, educational, social, vocational, and other community services.

Crisis Intervention Services

We provide 24/7 services to help you resolve crisis mental health and emergency substance use situations. If you feel that you are in crisis, please contact us 24/7 at 1-888-530-8688.

Acute Psychiatric Hospitalization

We can arrange for inpatient hospital services to treat an acute mental health crisis. If you feel that you are in crisis, please contact us 24/7 at 1-888-530-8688.

Outreach and Education

We offer written information to help you learn about the mental health and substance use services that we offer.

Written brochures are available at our clinic and Wellness Center, as well as in places around the county, including local health centers, food banks, schools and churches, and other community centers.

We provide educational materials about substance use disorders, such as information about addiction, treatment, and recovery.

Additional Adult Services

The LCBH Adult System of Care also delivers or contracts for the following services:

- Perinatal substance use disorder services – for eligible pregnant and parenting women.
- Residential Services – for eligible individuals experiencing mental illness and/or substance use issues, who need a higher level of care. Men's facilities are available; and facilities for women, and for women with children, are also available.

Intensive Outpatient Treatment and Withdrawal Management services – for

- eligible individuals with substance use disorders, who need a higher level of care.

Additional Children's Services

The LCBH Children's System of Care offers these services for eligible children and youth:

- EPSDT - Early and Periodic Screening, Diagnostic, and Treatment
- TBS – Therapeutic Behavioral Services
- ICC – Intensive Care and Coordination
- IHBS – Intensive Home-Based Services
- Special school-site services