



# WELCOME HANDBOOK

A guide for participants,  
their families, and caregivers.

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Art in this handbook was contributed by mental health program participants through the PhotoVoice Empowerment Project, coordinated by the Office for Consumer Empowerment and the Committee for Social Inclusion, and funded by the Mental Health Services Act.

# Welcome to Contra Costa Behavioral Health Services

The information in this handbook will help you and the people in your support system, such as your family and friends, to find the services that best meet your needs.

We focus on the whole person, meaning our programs and strategies help with all of the issues affecting your health, not just the one that prompted your visit.

Also, no matter how you were referred or where you receive care, every door is the right door—you can access all of our services through that point of contact with our behavioral healthcare system.

Through us, you can connect with resources such as mental health and substance abuse treatment, help with benefits and even referrals to help you find employment or housing.

We and our community partners strive to provide:

- Hope for individuals to become their unique and best selves.
- Recovery that empowers individuals to manage their symptoms and reclaim meaningful lives and relationships.
- Partnership in bringing participants, family, friends, and professionals together in the hope-filled journey of recovery.

Behavioral Health provides accessible and compassionate services for people of all ages and backgrounds in Contra Costa County.

We are here to help. To learn more about us, visit [cchealth.org/bhs](http://cchealth.org/bhs).



Cynthia Belon, LCSW  
Director of Behavioral Health Services

# If there is a life-threatening emergency **call 911.**

## **EMERGENCIES**

If someone is experiencing a mental or emotional crisis and needs help right away, go to Psychiatric Emergency Services (PES) at Contra Costa Regional Medical Center, 2500 Alhambra Avenue in Martinez. **The PES 24-hour line is 925-646-2800.**

For questions and non-emergency services, call **the Behavioral Health Access Line at 1-888-678-7277.**

## **URGENT CARE**

If someone needs **non-emergency urgent care for a behavioral health concern, call 925-313-7940** or visit the Miller Wellness Center at 25 Allen Street in Martinez. Help is available from noon to 8:15 p.m. weekdays and from 8 a.m. to 4:15 p.m. Saturdays.

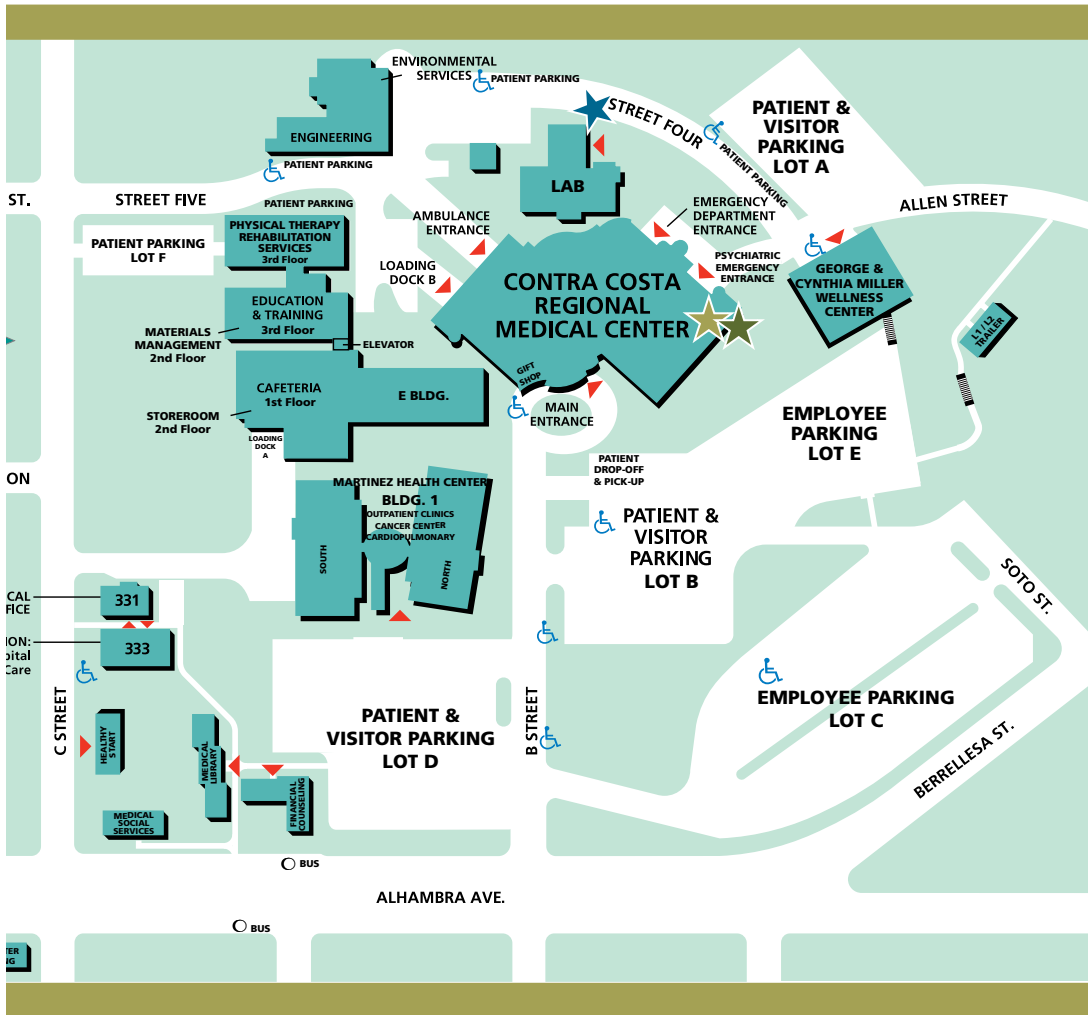
## **WHAT IS 5150?**

"5150" refers to Section 5150 of the California Welfare & Institutions Code. When an individual is a danger to self or others, or is lacking the ability to meet basic needs (such as food, clothing, or shelter) because of a mental or emotional problem, this is the criteria for a 5150 legal hold to place someone at a locked, inpatient facility for their own safety during a mental health emergency.

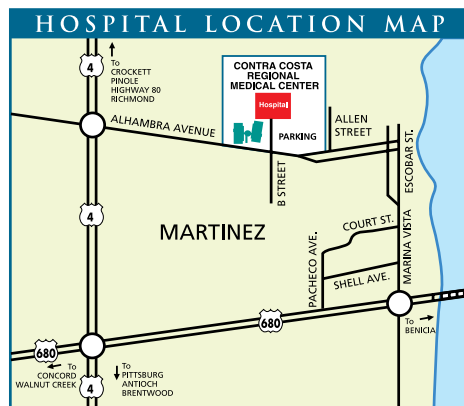
If you or your family member is experiencing this and is not willing or able to come to PES voluntarily, **call 911.** Officers will respond and assess the situation. If officers agree that the 5150 criteria are met, they will arrange to take the person to Contra Costa Regional Medical Center in Martinez. PES staff can hold a person for up to 72 hours for assessment, evaluation, and crisis intervention.

Family members and caregivers of people on 5150 holds can provide information to staff, but state privacy laws prohibit PES from sharing a patient's medical information without their permission.

“Most people assume that the path for a person with mental illness is dark and hopeless. With help, guidance, and insight, it is possible to reach the light of recovery and wellness.  
—PhotoVoice Participant (Class of 2012)”



- ★ Psychiatric Emergency Services
- ★ Inpatient Psychiatric Services
- ★ Miller Wellness Center



# HOW TO ACCESS SERVICES

The **24-hour Behavioral Health Access Line** is an easy-to-use resource for mental health and substance use services. Call **toll-free 1-888-678-7277** for:

- Questions about mental health services and supportive recovery resources for substance use disorders.
- Assistance finding services.
- Insurance questions and referrals to low-cost and sliding scale services if uninsured.

Be prepared to answer questions on your needs and provide your Medi-Cal or other insurance information. Language interpretation services are available. Call during business hours (8 a.m. to 5 p.m.) weekdays for quickest service.

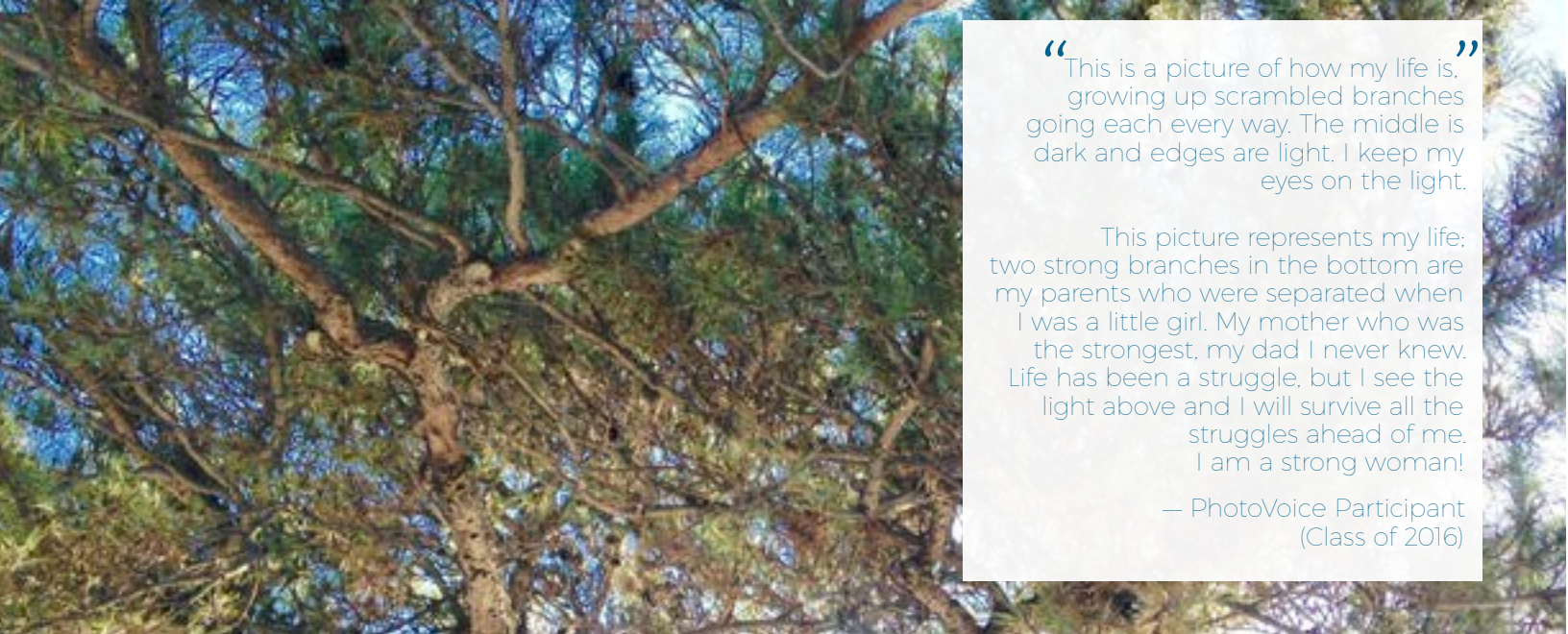
## Other 24-hour lines

Crisis and Suicide Hotline..... 1-800-833-2900  
211.org..... 211  
Free national hotline for referrals to social services

## Psychiatric Urgent & Emergency Care

George & Cynthia Miller Wellness Center—Behavioral Health  
25 Allen St., Martinez, CA 94553  
925-313-7940  
Short-notice/same-day behavioral health appointments

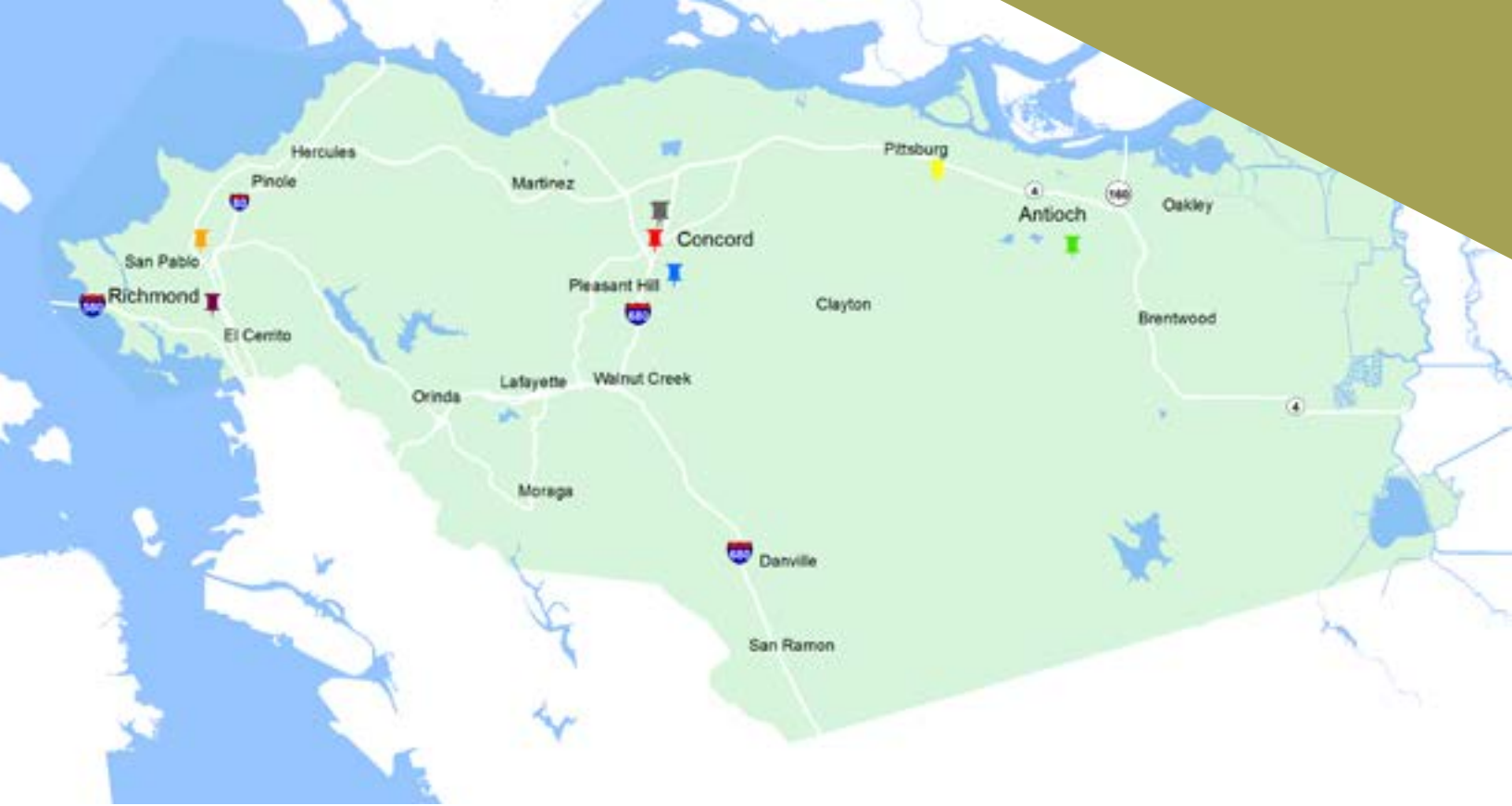
Psychiatric Emergency Services  
2500 Alhambra Ave, Martinez, CA 94553  
925-646-2800



“This is a picture of how my life is, growing up scrambled branches going each every way. The middle is dark and edges are light. I keep my eyes on the light.”

This picture represents my life: two strong branches in the bottom are my parents who were separated when I was a little girl. My mother who was the strongest, my dad I never knew. Life has been a struggle, but I see the light above and I will survive all the struggles ahead of me. I am a strong woman!

— PhotoVoice Participant  
(Class of 2016)



## CONTRA COSTA COUNTY MENTAL HEALTH CLINICS

### East County Adult Mental Health Services

2311 Loveridge Rd., 2nd Floor  
Pittsburg, CA 94565  
925-431-2600

### East County Children's Behavioral Health

2335 Country Hills Dr.  
Antioch, CA 94509  
925-608-8700

### West County Adult Mental Health Services

2523 El Portal Dr. #103  
San Pablo, CA 94806  
510-215-3700

### West County Children's Mental Health Services

303 41st St.  
Richmond, CA 94805  
510-374-3261

### Central County Adult Mental Health Services

1420 Willow Pass Rd. #200  
Concord, CA 94520  
925-646-5480

### Central County Children's Mental Health

2425 Bisso Lane #200  
Concord, CA 94520  
925-646-5468

### First Hope

1043 Oak Grove Road  
Concord, CA 94518  
925-681-4450  
Early identification and intervention to prevent psychosis

### Older Adult Mental Health

2425 Bisso Lane #100  
Concord, CA 94520  
925-521-5620

## Mental Health Family Services Coordinators

The Adult and Children Family Services Coordinators are the family voice in Behavioral Health Administration and provide supervision and training for the Adult Family Support Workers and Children's Family Partners in the clinics.

Adult.....	925-957-5139
Children.....	925-521-5722

## OTHER COUNTY PROGRAMS AND DEPARTMENTS

Assisted Outpatient Treatment (Laura's Law).....	844-422-2268
Behavioral Health Services & Mental Health Administration 1340 Arnold Dr. #200, Martinez, CA 94553.....	925-957-5150
Conservatorship.....	925-335-3900
Employment & Human Services Department (Medi-Cal; for more information on Medi-Cal visit <a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a> ).....	1-866-663-3225
Health, Housing and Homeless Services.....	925-313-7700
Mental Health Financial Counseling Department.....	925-372-4444
Office for Consumer Empowerment.....	925-957-5105
See pg.14 for a description of services	
Office of Patients' Rights (provides grievance advocacy).....	925-293-4942
Office of Quality Improvement (handles grievances).....	925-957-5160
Primary Care Appointments for Contra Costa Regional Medical Center & Health Centers.....	1-800-495-8885
or online at <a href="http://cchealth.org/mycclink/">http://cchealth.org/mycclink/</a>	
Vocational Services.....	925-288-3950
See your service provider for a referral	
Mobile Response Teams.....	1-877-411-1089
Serves youth and families in serious distress 7 days per week	

## COMMUNITY CONSUMER- AND FAMILY-CENTERED SUPPORTS

National Alliance on Mental Illness (NAMI) provides support, outreach, education, and advocacy to individuals living with and families affected by mental illness ( <a href="http://www.namicontracosta.org">www.namicontracosta.org</a> ).....	925-942-0767
Putnam Clubhouse is a social and vocational rehabilitation work program for people living with and in recovery from mental illness ( <a href="http://www.putnamclubhouse.org">www.putnamclubhouse.org</a> ) 3024 Willow Pass Rd., Suite 230, Concord, CA 94519.....	925-691-4276
RI International is a global organization that supports people to succeed in the community where they live, work, and play ( <a href="http://www.riinternational.com">www.riinternational.com</a> ) 3711 Lone Tree Way, Antioch, CA 94509.....	925-732-7930
2975 Treat Blvd. #C-8, Concord, CA 94518.....	925-363-7290
2101 Vale Rd. #300, San Pablo, CA 94806.....	510-236-3020

To learn more about services and programs in your area, ask treatment staff for a regional service directory.



# MENTAL HEALTH SERVICES FOR ADULTS & THEIR FAMILIES/CAREGIVERS

Mental Health Services operates three regional adult mental health clinics and one older adult mental health clinic, and supports additional services throughout Contra Costa.

## Clinic Services

- Psychiatric and medication assessments, consultation, and medication management.
- Individual, family, and group outpatient therapy.
- Case management to coordinate services.
- Community Support Workers (peer providers), professionals with experience as a mental health participant, help navigate our services and resources.
- Family Support Workers with experience caring for loved ones with serious mental illness, available to inform and support family members of participants on services and information needed to provide better care to their loved ones.
- Wellness and prevention planning using the evidence-based Wellness Recovery Action Plan (WRAP) process.
- Assistance planning and managing financial benefits and resources.
- Crisis intervention, including psychiatric diagnostic assessment, medication, emergency treatment, screening for hospitalization and intake, discharge planning and placement, and referral services.

## Other Services

- Crisis, transitional, and supervised residential care.
- First Hope, a prevention program that provides diagnostic and treatment services for adolescents and young adults who are at risk for psychosis.
- Community reintegration services for those with co-occurring mental health and substance related disorders who are transitioning from the justice system.
- Full Service Partnership (FSP) for participants who may need 24-hour services, including crisis intervention and stabilization, treatment, peer support, and family education services .
- Short-term case management transition services for participants with severe and persistent mental illness, in order to engage them in mental health services and move into the appropriate environment.
- Vocational services including job search preparation, referrals, coaching, and benefits management.
- Assisted outpatient treatment for those with severe mental illness who may be a danger to themselves or others, and will not participate in treatment.
- Evidence-based practices based on need.

## Services for Older Adults

- Intensive Care Management (ICM) to support aging in place.
- Improving Mood Providing Access to Collaborative Treatment (IMPACT) for those experiencing depression while receiving medical care.
- Senior peer counseling.

# MENTAL HEALTH SERVICES FOR CHILDREN & THEIR FAMILIES

Children's Mental Health Services operates three regional clinics as well as offers home, school, and community-based services to meet the varied needs of children, youth and their families.

## Clinic Services

- Psychiatric and medication assessments, consultation, and medication management
- Individual, family, and group outpatient therapy
- Case management to coordinate services
- Family Partners, with lived experience caring for family members with serious mental illness, support families of participants and help them navigate services and resources
- Wraparound services for children with serious emotional disturbances that involves each family's social network
- Evidence-based practices, which are practices that have research showing they are effective treatments; practices include:
  - ◊ Therapy for depression and anxiety.
  - ◊ Therapy for self-harmful behaviors.
  - ◊ Therapy for post-traumatic stress disorder and difficulties related to traumatic life events.
  - ◊ Positive Parenting Program (Triple P) to increase parents' confidence in their parenting abilities.
  - ◊ Family-based treatment of eating disorders.

## Other Services

- Psychological evaluations to aid with placement planning and treatment of children in the child welfare system who have been removed from the home due to abuse or neglect.
- First Hope, a prevention program that provides diagnostic and treatment services for adolescents and young adults who are at risk for psychosis.
- Full Service Partnership (FSP) for participants who may need 24-hour services, including crisis intervention and stabilization, treatment, family support, and family education services .
- Intensive Home-Based Services (IHBS) provides intervention in the home and school for foster children and youth at risk of foster care placement.
- Mobile Response Team (MRT) travels to participants who are 18 and younger to provide immediate crisis intervention.
- Multi-Dimensional Family Therapy (MDFT) is family-based treatment for substance-abusing adolescents, or those with co-occurring substance use and mental disorders.
- Multi-Systemic Therapy (MST) is community-based, family-driven treatment for antisocial or delinquent behavior in youth.
- Therapeutic Behavioral Services (TBS) for youth who are placed or being considered for placement in a high-level group home or locked treatment facilities for treatment.

# SUBSTANCE USE DISORDERS SERVICES

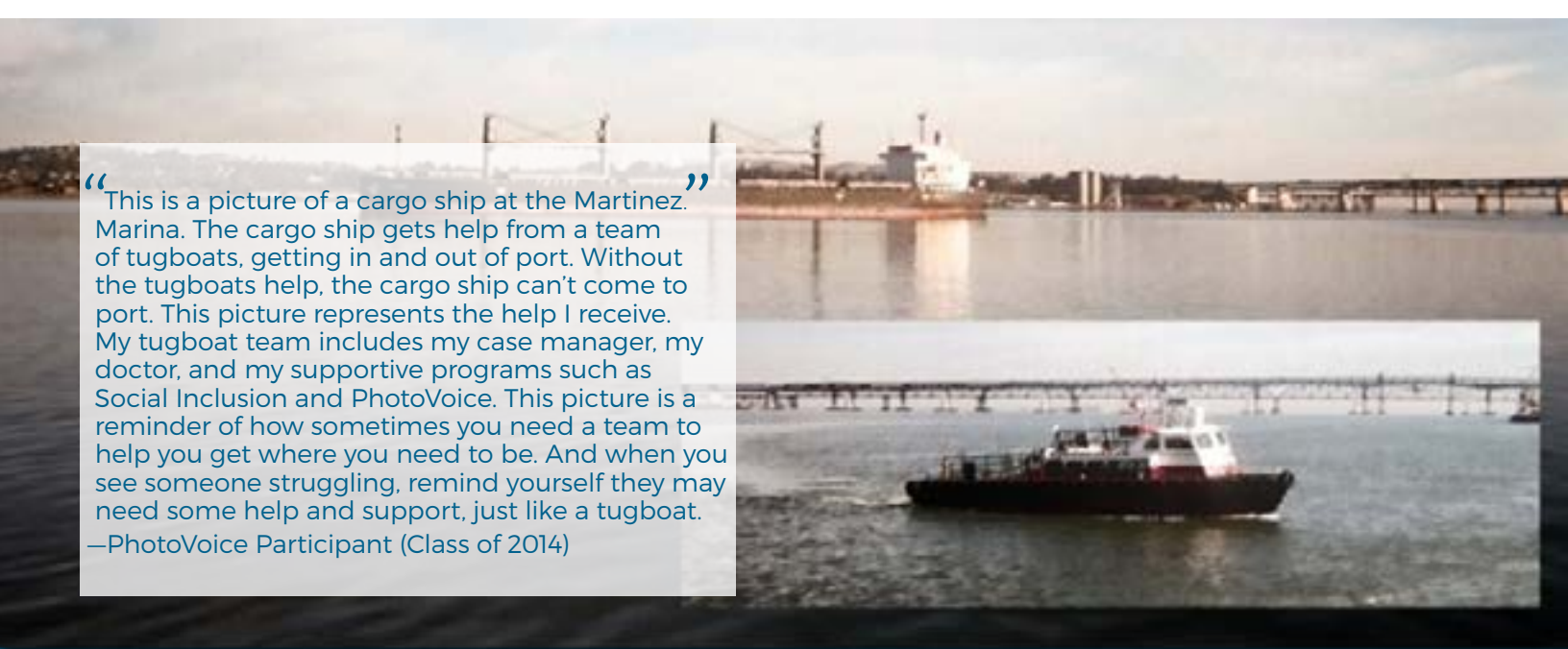
Alcohol and Other Drug Services (AODS) provides a planned, comprehensive approach for providing substance use disorder prevention and treatment services in Contra Costa County.

## Core Services

- Detoxification in a 24-hour, non-medical, monitored environment to ensure safe withdrawal from alcohol or drugs.
- 24-hour residential programs featuring structured therapeutic activities, assessment, treatment plan development and monitoring. Counselors provide vocational counseling, job search, and employment referrals, along with support to prevent relapse and linkage to 12-Step based groups.
- Outpatient drug-free counseling for individuals, groups, and families, including education and relapse prevention services.
- Methadone maintenance and detoxification services for heroin, involving medically supervised administration of daily doses of methadone in conjunction with behavioral health counseling. AOD works with the Choosing Change clinics to provide referrals, system navigation and behavioral health support to patients taking Suboxone for opioid dependence.

## Youth, Family, and Community Services

- Family-centered, culturally competent, and youth-specific treatment in outpatient and residential settings for youth 13 to 18 years of age.
- Prevention services engage diverse communities and schools to reduce underage use and youth access to alcohol and other drugs.
- Driving Under the Influence (DUI) programs are available for first-time and multiple offenders.



“ This is a picture of a cargo ship at the Martinez Marina. The cargo ship gets help from a team of tugboats, getting in and out of port. Without the tugboats help, the cargo ship can't come to port. This picture represents the help I receive. My tugboat team includes my case manager, my doctor, and my supportive programs such as Social Inclusion and PhotoVoice. This picture is a reminder of how sometimes you need a team to help you get where you need to be. And when you see someone struggling, remind yourself they may need some help and support, just like a tugboat. —PhotoVoice Participant (Class of 2014)

# OFFICE FOR CONSUMER EMPOWERMENT SERVICES

The Office for Consumer Empowerment (OCE) ensures that people with lived mental health experience have a leadership role in shaping clinical and wellness services in Contra Costa County.

Through education and engagement, we empower consumers to advocate for consumer-driven, culturally appropriate services.

## Our projects include:

- Service Provider Individualized Recovery Intensive Training (SPIRIT) is a peer-led, college-accredited course for people with lived experience as consumers of mental health services or family members of consumers. Graduates may be considered for peer or family community support worker positions with Contra Costa Behavioral Health Services and peer or family provider positions with community-based organizations. An employment skills and placement program is available for SPIRIT graduates.
- Coordinating the Wellness Recovery Action Plan (WRAP) program, including groups at the County clinics and at some community-based organizations.
- Providing staff support for the Committee for Social Inclusion, a public Behavioral Health Services stakeholder committee meeting monthly that unites consumers, family members, and providers in working to overcome stigma and discrimination in the community.
- Wellness and Recovery Education for Acceptance, Choice and Hope (WREACH) teaches participants and their families how to present their personal recovery and resilience stories to public audiences to reduce stigma faced by people with behavioral health challenges.
- PhotoVoice, a program in which consumers create artwork with photos and their own words about the prejudice, discrimination and stigma faced by people with behavioral health challenges (examples seen throughout this booklet).

“These colors come with Stigma & Ignorance from Society. They represent Life & Growth which I believe we should see in all people. A little COMPASSION can be very POWERFUL! ORANGE is for Self-Harm, people saw me as attention seeking. Now this color is for Optimism! YELLOW represents my struggle with suicide, people saw this as weakness. This color is for Hope! GREEN is for my fight with Mental Illness, being seen as “Crazy,” “Defiant,” and “Inadequate.” Now, this color represents Growth & Healing! BLUE is for Child Abuse, with it came Guilt, Shame, & Trauma. Now, it represents Peace & Trust! PURPLE represents Domestic Violence, ADD, Fibromyalgia, and Homelessness. People treated me like I was Worthless, Stupid, Lazy, and Diseased. This color now represents Creativity! RED represents my life when I used Substances, people seeing this as being a Drain on Society. Now it stands for Love! The WHITE flowers remind me that I am a SURVIVOR!

—PhotoVoice Participant (Class of 2014)



# WHAT TO EXPECT

Knowing what to expect on the road to recovery can help provide peace of mind. While every situation is different, here are some common steps in treatment.

## ASSESSMENT

The first clinic appointment will likely include an assessment. After filling out some paperwork, the participant will meet with a clinician to talk about concerns, background, strengths, and goals.

When the participant is open and candid, staff will be better able to connect them to appropriate services. Tell the clinician about any medications and other healthcare the participant is already receiving.

## PLAN OF TREATMENT

After the clinical assessment the next steps will likely include creating an individualized partnership or treatment plan describing treatment. The participant will help develop this plan.

The plan incorporates strengths, life goals, treatment goals, and strategies for increased wellness. It can include help such as community treatment or—with permission—friends and family.

All of the services in the plan are designed to encourage wellness and recovery. It is important for participants to stick with it and keep all appointments with the treatment team.

During the recovery journey, participants will reach important milestones, but may also experience setbacks – it is common. The plan helps to stay on track, or to get back on track.

## RECOVERY

As there is progress in recovery, participants may transition to different services as needs change. This may include programs, support resources, and groups to help avoid future problems, strengthening skills to manage their own health, and encouraging participation in the community.

Recovery is unique to each participant's needs and goals. While levels and types of mental health and substance use disorders treatment for an individual may vary over time, we are here to help participants achieve their wellness and succeed in their goals.

# PARTICIPANT RIGHTS

Participants have the right:

- to be treated with dignity and respect
- to be free from abuse and neglect
- to participate in treatment, including development of the partnership or treatment plan and discharge plan
- to receive services appropriate to age, sex, gender identity or expression, language, culture, sexual orientation, and spiritual beliefs
- to make complaints without fear of a negative consequence

## INFORMED CONSENT

The provider will explain the participant's treatment options, including the expected results, possible side effects and alternatives, so they can think about the best choice before agreeing to treatment. This is called informed consent.

## RECORDS

The participant (or his or her legal guardian) may access all records that Contra Costa Health Services keeps about your healthcare. Record requests must be in writing. Talk to a provider for details.

## CONFIDENTIALITY


We will not share a participant's medical records or other information about care with anyone, including members of the participant's family, without permission from the participant or his or her legal guardian. Only people involved in providing care can legally access health records without written permission, according to the federal Health Insurance Portability and Accountability Act (HIPAA) of 1996 and 42 Code of Federal Regulations Part 2 (42 CFR Part 2).

During the intake appointment, the clinician will provide more details about privacy rights.



“ This is a charming dog, waiting for someone to acknowledge her. Everyone likes to be acknowledged once in a while. It shows kindness and love for others. Reaching out to someone with a mental illness would be a good start for breaking the stigma that keeps people with mental health conditions from being recognized. It shows acknowledgement of their presence when you say a kind word or do a kind act.

— PhotoVoice Participant  
(Class of 2012)



“Can be a life’s journey toward wholeness and the authentic self.”  
The journey toward the center can be one of countless twists and turns. The center of the labyrinth is but the completion of one journey. There are myriad journeys in life. Each with a beginning and an end. Sometimes the beginning and the end are the same. The completion resembles the start, such as been in my life. Sometimes two steps back and one step forward, going around in circles. Thus, the labyrinth can be as a metaphor for life.  
—PhotoVoice Participant (Class of 2015)

## **PARTICIPANTS: TAKE CHARGE OF YOUR HEALTH**

### **To make the most of your treatment:**

- Be on time. If you can’t make an appointment, call at least 24 hours in advance to cancel or reschedule.
- Follow the rules of your program
- Work with us to build a partnership or treatment plan that suits your needs and fits your life.
- Respect the privacy of others.
- Talk to us. Tell us about your needs, preferences and goals, and let us know about your progress or any challenges in meeting your goals.
- Tell your provider if you experience severe changes in your mood, thoughts, or behavior.
- Tell us about changes in your health, symptoms, lifestyle, or medication, including if you need refills.
- Let staff know about any changes in your name, insurance, or contact information
- Treat your providers and other participants with respect.
- Ask questions.
- Try to exercise regularly, eat well, and take good care of yourself. Ask your provider if you need help.



“ I am beautiful, a part of the whole. If part of the landscape dies it is removed and may be replaced. I am still alive and as a part of this landscape I need nurturing and care. Thanks for the nurturing and care. You are part of this landscape too.

—PhotoVoice Participant (Class of 2016)