

WHAT STEPS SHOULD I TAKE FIRST?

1. Call the number on this brochure for a screening to see if you are eligible to schedule an appointment for an assessment. If you do not meet eligibility we can provide you with some appropriate referrals.
2. If you are eligible for an assessment appointment, prepare yourself for your appointment with a list of issues, concerns, or questions, that you believe would be important to discuss concerning your mental health.
3. Bring your insurance coverage/Medi-Cal card with you. You will be seen regardless of your ability to pay.
4. If your child is a ward of the court, the consent for treatment form must be brought in.
5. Show up to your scheduled appointment. We want to help you find an appropriate course of action and treatment.

WHAT ELSE SHOULD I KNOW?

Improving your mental health can be just as important as improving your physical health when it comes to your overall wellbeing. Our goal is to work together with your physician and other community resources to provide you with a total health plan. By working together, you will receive coordinated care that may better assist you in achieving your goals.

**LAKE COUNTY
BEHAVIORAL HEALTH SERVICES**
P.O. Box 1024, Lucerne, CA 95458
www.lakecountyca.gov

**24-HOUR TOLL-FREE ACCESS LINE
1-800-900-2075**

LUCERNE OFFICE
6302 Thirteenth Avenue
Lucerne, CA 95458
PHONE: (707) 274-9101
FAX: (707) 274-9192

CLEARLAKE OFFICE
7000-B South Center Drive
Clearlake, CA 95422
PHONE: (707) 994-7090
FAX: (707) 994-7164

PEER RUN/ VOLUNTEER CENTERS

- ❖ THE BRIDGE DROP-IN CENTER
14954 BURNS VALLEY RD.— CLEARLAKE
(707) 995-2973
- ❖ CIRCLE OF NATIVE MINDS WELLNESS CENTER
845 BEVINS ST.— LAKEPORT
(707) 263-4880
- ❖ THE HARBOR ON MAIN YOUTH RESOURCE DROP-IN CENTER
FOR TRANSITION AGE YOUTH (TAY)
16170 MAIN ST., SUITE F— LOWER LAKE
(707) 994-5486
- ❖ LA ESPERANZA CENTRO LATINO (WELLNESS CENTER)
14585 B OLYMPIC DR.— CLEARLAKE
(707) 994-4261

Lake County

Behavioral Health Services



WHAT TO EXPECT WHEN REFERRED FOR BEHAVIORAL HEALTH SERVICE

"ARE MENTAL ILLNESSES REAL ILLNESSES?"

The words that we use to describe mental illnesses have changed greatly over time. What has not changed is the fact that mental illnesses are not the regular ups and downs of life. Mental illnesses create distress, do not go away on their own, and are real health problems with effective treatments. When someone breaks their arm, we wouldn't expect them to just "get over it". Nor would we blame them if they needed a cast, sling, or other help in their daily life while they recovered.

"IF THERE IS NO HISTORY OF MENTAL ILLNESS IN MY FAMILY, I WON'T BE AFFECTED, RIGHT?"

Untrue; all of us will be affected by mental illnesses. One in five California adults and children reported they needed help with a mental or emotional problem and approximately nine million children in the U.S. have serious emotional problems, but many do not receive appropriate treatment. Young or old, mental illness can impact any individual at any stage of their life.

"ARE MOST PEOPLE WITH MENTAL ILLNESS DANGEROUS AND SHOULD THEREFORE BE AVOIDED?"

People with mental health challenges are actually more likely to be victims of violence than to be violent. This is a common myth that often times results in discrimination and misunderstanding about mental illness.

"WILL I HAVE TO TAKE MEDICATION?"

Medications are not always the first choice of treatment. We have many evidenced-based therapists that work as well as medications. We want to teach you skills you can use for the rest of your life.

"IF I RECEIVE SERVICES FROM BEHAVIORAL HEALTH WILL MY PERSONAL INFORMATION BE RELEASED TO FAMILY, EMPLOYERS, SCHOOLS OR LANDLORDS?"

Information about the services you receive from Behavioral Health cannot be released without your permission or unless a life is in immediate danger.

"CAN MY CHILDREN BE TAKEN AWAY FROM ME IF I AM RECEIVING SERVICES FROM BEHAVIORAL HEALTH?"

Our staff are mandated to report issues of abuse/neglect and/or in cases where medical emergencies may be needed. Our goal is to provide services that will improve family stability. Our agency does not have the authority to make such decisions, nor do we advocate for it unless the threat of immediate danger exists within the home.

"DOES BAD PARENTING CAUSE MENTAL ILLNESS?"

No one factor can cause mental illness. Mental illnesses are complicated conditions that arise from a combination of genetics, biology, environment, and life experiences. Family members and loved ones have a big role in support and recovery.

"CAN PEOPLE WITH MENTAL ILLNESSES STILL WORK?"

Whether you realize it or not, workplaces are filled with people who have experienced mental illnesses. Mental illness does not mean that someone is no longer capable of working. Some people benefit from changes at work to support their goals, but many people work with few supports from their employer. Many continue to work, volunteer, or contribute their unique skills and abilities to their communities.

"DO PEOPLE EVER RECOVER?"

People can and do recover from mental illnesses. There are many different kinds of treatments, services, and supports that can help. People who experience mental illnesses can and do lead productive, engaged lives. Even when people experience mental illnesses that last for a long time, they can learn how to manage their symptoms so they can get back to their goals.

"WILL I BE HOSPITALIZED?"

An assessment would be provided to determine if psychiatric hospitalization or outpatient care is the best course of treatment. Emergency services are available 24 hours a day, 7 days a week for all individuals who are potentially a danger to themselves or others, or for those who are gravely disabled due to a mental illness.

"CAN I AFFORD TREATMENT?"

Initial and on-going outpatient services for Medi-Cal beneficiaries are available. If you do not have private insurance nor Medi-Cal, you may call to determine if you would qualify for initial and/or on-going services.

"WHAT IF I OR MY LOVED ONE DOESN'T SPEAK ENGLISH?"

Services are available in English and Spanish. If you speak a different language including sign language, an interpreter will be provided at no cost to you. Alternative formats and audio are available for the written materials.

"I HAVE MOBILITY ISSUES."

All of our buildings are handicap accessible.