



**Nevada County  
Mental Health Services  
and Medi-Cal Mental Health Plan  
and Drug Medi-Cal Organized Delivery System**

**Nevada County Behavioral Health  
Adult Services**

500 Crown Point Circle, Suite 120  
Grass Valley, CA 95945  
Phone: (530) 265-1437

**Children's Services**

Brighton Greens Resource Center  
988 McCourtney Road  
Grass Valley, CA 95949  
Phone: (530) 470-2736

**Truckee Adult & Children's Services**

10075 Levon Avenue, Suite 204  
Truckee, CA 96161  
Phone: (530) 582-7803

**Crisis Services**

1-888-801-1437 or (530) 265-5811

**Office Hours**

8:00 am-5:00 pm, Monday - Friday

**Patients' Rights Advocate**

(530) 265-1437

# Guide to County Behavioral Health Services



**Adult and Children's  
Behavioral Health Services**

Offered in Clinics located in Grass Valley and  
Truckee

**24-hour Crisis Services**

1-888-801-1437 or  
(530) 265-5811

## Welcome to Behavioral Health!

We welcome you to Nevada County Behavioral Health Services (NCBH). We provide specialty mental health and substance use services for people who live in Nevada County, including those eligible for Medi-Cal and Drug Medi-Cal.

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

- Provide treatment to help you address mental health symptoms and substance use problems.
- 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.

## Service Teams

Our team of experts will work with you to determine if you need services and which

- 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.
- Receive information on available treatment options and alternatives.
- 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 are having difficulty communicating and making decisions. An Advance Directive can inform others about what treatment you want or do not want.
- Receive written materials in Spanish 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. Copies are also available in our lobbies.**

informal level. To file a grievance, call the Patients' Rights Advocate at (530) 265-1437.

For more information on resolving problems, please pick up a copy of the Client Problem Resolution Guide available in our lobbies. For help, please speak to your therapist or counselor, the Behavioral Health Director, or the Quality Assurance Manager.

### **Can I pick my therapist or counselor?**

You may inform the staff person completing your first assessment that you would like to choose your treatment staff. Your choice of treatment staff may include staff who meet your cultural, alternative cultural (e.g., LGBTQ, veterans, seniors), language needs or therapist you've seen in the 12 months prior to receiving services from NCBH. 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 lobbies.

### **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.

services you need. We have specialists and community providers available to help you meet your goals, including:

- Psychiatrists (MD)
- Licensed Clinical Psychologists
- Licensed Clinical Social Workers (LCSW)
- Licensed Marriage and Family Therapists (LMFT)
- Licensed Vocational Nurses (LVNs)
- Medication Support Staff
- Service Coordinators
- Mental Health Rehabilitation Specialists
- Alcohol and Drug Certified Treatment Counselors

### **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, mental health, and substance use challenges to determine the types of services that you need to achieve your goals.

#### ***Service Coordination***

In partnership with you and your family (as

appropriate), we link you to needed medical, educational, social, vocational, rehabilitative, and other services. Resources are available through county programs, as well as 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.

### ***Medication Services***

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

### ***Crisis Intervention***

We provide 24-hour services to help you resolve crisis situations. If you feel that you are in a mental health crisis, please contact us 24 hours a day, 7 days a week, at 1-888-801-1437.

### ***Outreach Services***

We offer information and education to help you learn about available services.

### ***Residential Withdrawal Management Services***

Services are provided through contract with local substance use treatment providers.

more information, or visit online at [www.commongoalsinc.org](http://www.commongoalsinc.org)

- **Community Recovery Resources (CoRR)** – Provides outpatient counseling for adults and adolescents; Mothers in Recovery; Drinking Driver Program; Drug Diversion Program; Drug Testing; Residential Treatment; Withdrawal Management; and Supportive Transitional Housing. Locations are in Grass Valley and Truckee. Call (530) 273-9541 for more information, or visit online at [www.corr.us](http://www.corr.us)

## **Frequently Asked Questions**

### **How much do I have to pay?**

Fees at NCBH are adjusted according to your income on a sliding scale. You may ask about charges by calling Behavioral Health at 1-888-801-1437 during regular office hours. Medi-Cal and other insurance coverages are accepted.

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

If you are not happy with 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 Patients' Rights Advocate regarding problems. Every effort will be made to resolve the issue at an

- Sexual Assault Response Team (SART)

### ***Mental Health and Substance Use 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 first Friday of every month from 9:30 am-12:00 noon. Please call (530) 265-1437 for meeting location.

### ***County Alcohol and Drug Program***

County substance use services include community education, information, and referrals.

***Contract Substance Use Programs*** – Substance use treatment services are offered through the following community providers:

- **Common Goals, Inc.** – Provides outpatient substance use treatment for adults and adolescents; Anger Management; Drug Diversion Program; Drug Testing and Men’s Transitional Housing. Grass Valley and North San Juan locations. Call (530) 274-2000 for

### ***Residential Substance Use Treatment***

Treatment is authorized through NCBH for adults requiring substance use treatment in a safe supervised setting.

### ***Transitional Living for Adults with Substance Use Disorders***

Temporary housing with supportive services to help people stabilize their lives is offered through local providers.

### ***Crisis Stabilization Unit/Mental Health Urgent Care***

The 24/7 Crisis Stabilization Unit (CSU) is an important component of the Mental Health Urgent Care Center. It is a calm, supportive, and healing environment where individuals can stay in a safe, recovery-oriented atmosphere.

Length of stay is limited to less than 24 hours.

- There are four (4) beds in the CSU.
- Services include an initial evaluation with appropriate interventions and referrals, which may include services in the CSU.
- Staffed by an on-call psychiatrist, licensed nursing staff, and a professional therapist to assist with all aspects of a mental health crisis.

### ***Insight Respite Center***

The mission of the Insight Respite Center is to create a supportive and healing environment for individuals with mental health challenges who are

going through difficult times, to prevent crisis intervention or hospitalization. There are four (4) individual rooms available for guests, free of cost, in a short-term, shared-living situation.

### **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 hours a day, 7 days a week, at 1-888-801-1437.

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

- On-site Adult Education Program to help realize potential and develop independent living skills.
- Assertive Community Treatment Team services are provided by our contract provider, Turning Point Community Programs at (530) 273-5440; [www.tpcp.org](http://www.tpcp.org)
- Transitional Residential Services supports individuals in their efforts to develop interpersonal and independent living skills in a non-institutional residential setting.
- Odyssey House Transition Home is a 10-bed Transitional Residential Treatment Program to assist clients gain the necessary skills to live independently in the community.
- Spirit Peers for Independence and Recovery Center provides peer-run wellness programs by

staff and volunteers that have identified as having a mental health challenge or addiction. (530) 274-1431

- Recovery Services are available to adults and youth to prevent relapse after completion of treatment.

**Additional Children's Services** – the Children's System of Care offers additional resources as needed, including:

- Special School Site Services – Classrooms for emotionally-disturbed youth.
- Early Periodic Screening, Diagnosis, and Treatment (EPSDT) services and Therapeutic Behavioral Services (TBS) are available for children and youth who have Medi-Cal. See the specific brochures for information.
- Assertive Community Treatment Team Services – Provided by contract with Sierra Forever Families, (530) 478-0900, [www.sierraaff.org](http://www.sierraaff.org); and Victor Community Support Services, (530) 265-2244; [www.victor.org](http://www.victor.org)

**Collaborative Efforts with Other County Agencies and Community Organizations**

- Family Preservation Program
- CalWORKS assessment, treatment, and referral
- Therapeutic Courts: Drug Courts; Proposition 36; Mental Health Court
- Crown Point Snacks – Vocational program