

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## **Emergency Behavioral Health & Crisis Services in California Listed by County (\*partial list)**

|                       |
|-----------------------|
| <b>ALAMEDA COUNTY</b> |
|-----------------------|

### **Alameda County Behavioral Health Care Services (for Medi-Cal & Uninsured)**

**Access Service Line: 800-491-9099** Option #2 for children services (8:30am- 5:00pm) to enroll in behavioral health services. Provides assessment and referrals into mental health and alcohol/drug programs. Includes some crisis services and evaluations. Parent can also call this number to request mobile assessment.

**24 HOUR LINE Crisis Line:** 800-309-2131 for suicide assessment and harm reduction; linked to live counselor. Also provides the after-hours overnight phone coverage for all county access lines from 5:01pm-7:59am.

**Mobile Crisis Team:** 510-891-5600 (M-F 10:30am-8pm). Currently have limited hours, limited teams and only respond with police. Parent can call 911 or local police number and ask for "Mobile Crisis." Have east, south and north county teams. Team accompanies law enforcement to do in-person assessments.

**\*For those in BERKELEY & Albany:** Berkeley Mental Health Main Line: 510-981-5290

**\*Berkeley & Albany Mobile Crisis Team** 510-981-5254

**\*Non-emergency line Police Department for Berkeley:** 510-981-5900

**Welfare Checks in Alameda County:** call 911 or call their police departments, based upon city of residence. And ask for Mental Health Team.

### **Psychiatric Emergency Services Walk-In**

#### **0-11.9 years old @ Children's Hospital Emergency Department**

747 52<sup>nd</sup> Street, Oakland, CA 94609

510-428-3240

Utilizes their internal Behavioral Emergency Response Team (BERT TEAM) to assess/evaluate for safety and/or holds/placement. Can provide medical clearance for minors pre-inpatient.

#### **12-17.9 years old @ Willow Rock & Seneca** (Outpatient, Crisis Unit and Inpatient Hospital and outpatient services on same campus)

2050 Fairmont Drive, San Leandro, CA 94578

510-483-3030 (press different options for each program)

- **Seneca Center Crisis & Stabilization Unit (option #3)** Have 4 beds but can open some more based on need) Assessments ONLY at this time. The unit is

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

connected to an inpatient unit but *not* a hospital so firm criteria- must be medically stable. Takes walk-in's for initial assessment to see if youth meets criteria for psychiatric hospitalization and if not, do safety plan and send home and/or connect to resources.

- **Willow Rock Inpatient Hospital Unit (option #2)** all youth are first assessed by Seneca Center's Crisis & Stabilization Unit.
- **Willow Rock Outpatient Services:** Short-term treatment for youth with Alameda Medi-Cal, Kaiser or the uninsured.

## BUTTE COUNTY

### **Butte County Behavioral Health Access & Crisis Line: 800-334-6622**

560 Cohasset Road, Chico, CA 95926  
800-334-6622

Walk-ins for an in-person assessments for those in crisis in order to determine if meets criteria for 5150. If do, handles hospitalization process. Crisis Response Team can do onsite or go to hospitals to assess onsite. They can also connect to other services in county (behavioral health, drug/alcohol, etc.).

**Mobile Crisis Team** responds with local law enforcement. Must call 911 or the non-emergency local law enforcement number first and they coordinate with team.

## CONTRA COSTA COUNTY

### **Contra Costa Behavioral Health Access Line: 888-678-7277**

For mental health services with Medi-Cal insurance and can provide community based referrals. Does assessment to determine level of care needs, refer to their providers/agencies for outpatient services, community based or county run clinics.

**Sherriff Department** for welfare checks in case of emergency: 925-646-2441

**CRISIS LINE:** 211 for those with 925 and 510 area codes or can call 1-800-830-5380. **CRISIS TEXT LINE:** Text HOPE to 20121.

**Youth Mobile Response Team (w/Medi-Cal ONLY):** 877-441-1089 (through Seneca)

**Adult Mobile Crisis Response Teams:** 833-443-2672

**Child and Family Services:** 877-881-1116 to report suspected child abuse.

**STAND Domestic Violence Prevention & Support:** 888-215-5555

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## DEL NORTE COUNTY

### **Del Norte County Behavioral Health Access Line (see below for adult and child services)**

For mental health and substance use disorders services with Medi-Cal, Medi-cal/Medi-Care and uninsured insurance and can provide community based referrals. ALL OVER PHONE DUE TO COVID, but can do in-person assessments to determine level of care and then

### **Adult Mental Health and Substance: Behavioral Health Branch Office**

455 K St, Crescent City, CA 95531

707-464-7224 or 1-888-446-4408

Monday-Friday, 8:00am-5:00pm. Provides adult mental health and substance unit

### **Child/Adolescent: Remi Vista Child Clinic (Child Mental Health 0-20 for Medi-Cal insurance)**

370 9th St, Crescent City, CA, 95531

**707-464-4349**

8 a.m. - 5 p.m. Monday - Friday. Parents can call in to begin the process. Also accept referrals from Sutter Health and coordinates an intake appointment. Completes screening to assess for needs. Medication needs are referred to Behavioral Health Branch. Dr. Singh is Del Norte Psychiatry (child, adolescent medication management). Licensed individual therapy for 0-20 years of age and therapists can meet with MD to consult on case.

**24-hour Crisis Services:** 1-888-446-4408 or Dial 911

## FRESNO COUNTY

### **County of Fresno Behavioral Health Access Line: 800-654-3937**

For mental health and substance use disorders services with Medi-Cal, Medi-cal/Medi-Care and uninsured insurance and can provide community based referrals. Do in-person assessments to determine level of care (outpatient for higher level of care refer to their providers/agencies for outpatient services, community based or county run clinics.

**Crisis Line Suicide Prevention Life Line:** 800-273-8255

**Mobile Response:** must call 911, police department goes our first, then PD dispatches mobile team if needed. State that it is a mental health emergency at time of call.

**Fresno County Police Department** non-emergency line for wellness checks: 559-621-7000

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**Crisis & Stabilization Unit (CSU) Center (Exodus Recovery) (Adult & Youth)**

4411 East Kings Canyon Road, Fresno, CA 93702

Youth: 559-512-8700; Adult: 559-453-1008

Open 24/7 for evaluation in person (Crisis Clinic) and emergency medication refill and short term treatment until patient is linked to community services (inpatient or outpatient) up to a 24 hour stay.

**Children's Outpatient Mental Health Services & Urgent Care Wellness Center**

3133 North Millbrook St, Fresno, CA 93703

559-600-8918

Legal guardian and /or parent must bring ID proof, fill out application for outpatient (M-F 7:30-4:00pm) and clinic open from M-Fri 7:30am-5:00pm.

Turn in paperwork, then they are contacted by phone to set up intake appointment.

**Adult Outpatient Mental Health Service & Urgent Care Wellness Center**

4441 East Kings Canyon Road, Fresno, CA 93702

559-600-9171

Open for assessment M-F 8-5pm. Offers outpatient psychiatry and therapy for adults with Medi-cal, Medi-cal/Medi-Care and Uninsured

|                        |
|------------------------|
| <b>HUMBOLDT COUNTY</b> |
|------------------------|

**Humboldt County Mental Health Children & Family Services**

1711 Third Street, Eureka, CA 95501

Child Access Line: 707-268-2800

For mental health and substance abuse services with Medi-Cal, Medi-cal/Medi-Care and uninsured insurance. Does assessments to determine level of care and then refers to their providers/agencies for outpatient services or to crisis services for further evaluation.

**Crisis & Stabilization Urgent Care & Mental Health Services**

720 Wood Street, Eureka, CA 95501

Access Line: 707-268-2900

Can provide child and adult crisis psychiatric evaluation services, psychiatric emergency services and inpatient. Provides adult outpatient mental health and substance abuse services with Medi-Cal, Medi-cal/Medi-Care and uninsured insurance.

**Crisis Line:** 707-445-7715 or 888-849-5728 (24/7)

**Mobile Response Team:** dispatched by calling crisis line or main line first.

**Eureka Police Department** non-emergency number for wellness check: 707-441-4060

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## MARIN COUNTY

**Marin County Behavioral Health Department** (2 ways to access behavioral health services):

- **PHONE SCREENING: Marin County Access Team Line: 1-888-818-1115**  
Parent needs to call this number and speak to a clinician to start process. Both patient and parent must be participate in the first interview and share AS MANY details as possible as this is what determines the level of care and referral for services. Services in Spanish as well.
- **WALK-IN FOR IN-PERSON SCREENING** (only on M, W, F 9-12pm; 1<sup>st</sup> come 1<sup>st</sup> serve)  
250 Bon Air Road, UNIT B, Kentfield, CA 94970 (in Greenbrae)  
Complete full assessment during specific hours to be evaluated and referral to county mental health services.

**Mobile Crisis Response Team:** 415-473-6392 (Monday-Saturday 1pm-9pm)

Call to dispatch a team for in-person psychiatric evaluation for safety concerns of imminent risk of danger to self, danger to others, or inability to meet basic needs (water, food, shelter, and health care). Team of two mental health clinicians that cover the entire Marin county limits, who can coordinate with law enforcement if needed. FREE SERVICE.

**CSU Crisis Stabilization Unit (5 years old- adult)**

250 Bon Air Road, Unit B, Greenbrae, CA 94970

415-473-6666

If in crisis, can walk-in or be referred from mobile team, emergency department, etc.

**Inpatient Psychiatric Unit (on same campus as CSU)**

250 Bon Air Road, Unit A, Greenbrae, CA 94970

## MERCED COUNTY

**Merced County Behavioral Health & Recovery Services**

Youth: 480 East 13<sup>th</sup> Street, Merced, CA 95340

Adult: 301 East 13<sup>th</sup> Street, Merced, CA 95340

Adult and Youth Access Line: 209-381-6800, 888-334-0163

Completes initial assessment for outpatient mental health and substance use services, then refers and links to crisis services if needed, provides outpatient therapy and psychiatric services for Medi-Cal, Medi-cal/Medi-Care and sliding scale for private pay.

**Crisis Line:** 209-381-6819 or 888-334-0163

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**Mobile Response Team:** dispatched through law enforcement and sent out to local hospitals, homes, schools for psychiatric assessment.

**Merced City Police Department** non-emergency number for welfare checks: 209-385-6905

**Merced County Sherriff Department** non-emergency number: 209-385-7444

**Crisis & Stabilization Unit (CSU) (Adult 18+)**

300 East 15<sup>th</sup> Street, Merced, CA 95340

209-381-6819

Adult only. Provides in-person emergency psychiatric evaluations and services to stabilize and can refer to inpatient unit as needed or link to community resources.

|                        |
|------------------------|
| <b>MONTEREY COUNTY</b> |
|------------------------|

**Monterey County Behavioral Health (4 regional clinics)**

**Access Line 888-258-6029** Salinas #1, Marina #2, Soledad #3, King City #4.

Call for each location.

Provides assessment of children and adults for outpatient mental health and substance use services. Based upon outcome refers/links to services (therapy and medication) at appropriate level of care. Serves those with Medi-Cal, Medi-Cal/Medi-Care, uninsured. If crisis, sends call to crisis team.

**Children's Behavioral Health for Outpatient Services (one of several- call for Marina, Soledad and King City's directly operated clinics)**

915 Blanco Circle, Salinas, CA 93906

831-784-2150

County's directly operated for moderate to severe level of care. Offers outpatient mental health services for those with Medi-Cal who meet criteria for level of care.

**Crisis Line:** ask for 'Crisis Team' 831-755-4111

**Mobile Response Team:** dispatched through Crisis Team and/or law enforcement.

**Monterey County Police Department** dispatch number for non-emergencies for welfare check: 831-755-5100

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## NAPA COUNTY

### **Napa County Mental Health Services Access Team**

**Adult & Youth Access Line: 800-648-8650**

Does phone assessments and moderate to severe level of care; for mild level of care they refer/link to services in community. Therapy and psychiatric services offered for Medi-Cal, Medi-Cal/Medi-Care, and the uninsured.

**Crisis Line:** 707-253-4711

### **Crisis Stabilization Services – CSS: Napa Valley Napa Crisis Services (Adult and Youth)**

**Exodus Recovery, Inc.**

*24 Hour / Walk-In Program*

2751 Napa Valley Corporate Drive, Bldg. B, Napa, CA 94558

707-253-4711

**Services Offered:** 24 Hour psychiatric crisis center open 24 hours a day, 7 days a week, 365 days per year. Individuals in crisis can be assessed for stabilization services, medication evaluation and management, or hospitalization if necessary. Needs of the client are assessed and crisis intervention services provided:

- Comprehensive services:
- Mental health assessment
- Medication evaluation and management
- Therapeutic interventions
- Social services and referrals including a variety of discharge plans that range from home to hospital
- Services provided by an interdisciplinary team of MD's, NP's, RN's, MSW's, MFT's
- Walk-in's welcome

## RIVERSIDE COUNTY

### **Riverside County Department of Mental Health- Behavioral Health Information Line**

**CARES Line: 1-800-706-7500**

Substance Use CARES Line: 1-800-499-3008

Triage services. Provides phone assessment to determine level of care and then they link to county agencies/providers or provide referrals to community services. Provides outpatient mental health and/or substance use services for those with Medi-Cal, Medi-Cal/Medi-Care and/or uninsured.

**The Journey Transitional Aged Youth (TAY) Program for ages 18-25:** 951-358-4100

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**Riverside Mobile Response Team**

951-715-5040 (David)

If caller is in crisis, would route to 911 to dispatch mobile response team (aka CREST) for in-person assessment who work with Sheriff Department

**Emergency Treatment Services (Child, Adolescent, Adult)**

9990 County Farm Road, Building 4, Riverside, CA

Walk-ins accepted, evaluate the patient and can be placed on a hold onsite up to 72 hours, or facilitate transfer to an inpatient unit.

**24/7 Mental Health Urgent Care Clinic (Walk-in clinic for adults)**

Riverside: 951-509-2499 (Adult)

Palm Springs: 442-268-7000 (Adult)

Perris: 951-349-4195 (13+)

Provides 24 hour/7 days/365 urgent care mental health screening and assessment services and medications to address the needs of those in crisis in a safe, efficient, trauma-informed, and least-restrictive setting.

**Peer Navigation Line:** 888-768-4968

|                          |
|--------------------------|
| <b>SACRAMENTO COUNTY</b> |
|--------------------------|

**Sacramento County Behavioral Health Information Line**

Youth & Adult Access Line: 916-875-1055

Triage services. Provides phone assessment to determine level of care and then they link to county agencies/providers or provide referrals to community services. If caller is in crisis, can dispatch CST Team for in-person assessment. Provides outpatient mental health and/or substance use services for those with Medi-Cal, Medi-Cal/Medi-Care and/or uninsured.

**Mobile Crisis Response Team:** is dispatched through 911 or Sacramento County law enforcement.

**Local Suicide Prevention Line:** 916-368-3111

**National Suicide Prevention Life Line** 1-800-273-TALK (8255); 1-800-SUICIDE

**Crisis & Stabilization Unit (CSU) (youth and adult with Medi-Cal only)**

2150 Stockton Blvd, Sacramento, CA

916-732-3637



*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

Receive referrals from law enforcement, EDs, mobile team, urgent cares, etc. Have beds for up to 24 hours to complete assessment/evaluation and link accordingly to inpatient hospitals or to mental health resources.

**Mental Health Urgent Care Clinic** (Walk-in clinic for adult and child)

Managed by Turning Point

2130 Stockton Blvd, Building 300, Sacramento, CA

916-520-2460

Walk-in clinic that provides immediate psychiatric assessment, emergency psychiatric medication and short-term services; can place on 5150 hold as needed.

|                          |
|--------------------------|
| <b>SAN BENITO COUNTY</b> |
|--------------------------|

**San Benito County Behavioral Health Department Access Line:** 831-636-4020 & 888-636-4020

Can assess over the phone (via appt) for crisis services as well as outpatient mental health and substance use services. Serves those with Medi-Cal, uninsured, government type of insurances accepted. Once level of care is determined, referred is made to appropriate services.

**Suicide Prevention Crisis Line:** 831-636-4020 & 888-636-4020

**Mobile Crisis Response Team: Comprehensive Crisis Services:** 888-636-4020 & 888-636-4020 (all ages)

**San Benito County Behavioral Health Clinic**

1131 San Felipe Road, Hollister, CA 95023

Can walk in 8-5 to complete assessment but calling first is best, to set appointment. Offers psychiatric, psychotherapy, and substance use services.

|                              |
|------------------------------|
| <b>SAN BERNARDINO COUNTY</b> |
|------------------------------|

**Department of Behavioral Health Access & Referral Unit Line (24/7):** 909-386-8256; 888-743-1478

Serves those with Medi-Cal, uninsured, government type of insurances accepted. Provide outpatient referrals for therapy and psychiatry for children, adolescent and adult.

**Children & Youth Collaborative Services (CYCS)** 909-501-0700

Help connect youth for more intensive services at a higher level of care. Multiple programs within the CYCS program that can provide specialty mental health services.

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**Victor Valley Behavioral Health** through Department of Behavioral Health  
12625 Hesperia Road, Victorville, CA 92392  
760-995-8300

### **Crisis Walk-In Clinics (CWIC)**

Provide urgent in person psychiatric behavioral health services to San Bernardino County residents experiencing a psychiatric crisis. CWIC staff are multidisciplinary including Psychiatrists, Clinical Therapists, Peers, and Nursing staff available to provide crisis intervention, crisis stabilization, and medical evaluation services.

CWICs are open 24/7 and have 2 locations:

Valley Star Behavioral Health, Inc.  
12240 Hesperia Road, Victorville, CA 92395  
(760) 245-8837 • 7-1-1 for TTY Users

Valley Star Behavioral Health, Inc.  
7293 Dumosa Ave., Suite 2, Yucca Valley, CA 92284  
(855) 365-6558

### **Crisis Stabilization Unit (CSU) Ages 13+**

The Crisis Stabilization Units (CSUs) are unlocked, voluntary; 23-hour psychiatric urgent care centers that offer a positive, safe, quiet and calm home-like environment to individuals aged 13 and older experiencing a mental health crisis in San Bernardino County. CSUs provide crisis intervention, crisis stabilization, medical evaluation, and peer support. Referrals and linkage provided upon discharge.

Services provided by CSU:

- Crisis Intervention and stabilization
- Psychiatric evaluation and medication, if needed
- Voluntary Peer-to-Peer enriched engagement and support
- Integrated substance use disorder services/case management
- Therapeutic interventions.
- Referral and linkage to culturally and linguistically appropriate services

Referral Process: Individuals and families may self-refer. Referrals may also be generated by local law enforcement/emergency responders, hospital emergency and medical departments, San Bernardino County Department of Behavioral Health programs, clinics, and community partners.

TWO LOCATIONS:

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**East Valley: Windsor Center** Crisis Stabilization Unit  
1481 N. Windsor Drive, San Bernardino, CA  
(909) 361-6470 or 7-1-1 for TTY User

**West Valley: Merrill Center** Crisis Stabilization Unit  
14677 Merrill Ave, Fontana, CA  
(951) 643-2340 or 7-1-1 for TTY Users

|                             |
|-----------------------------|
| <b>SAN FRANCISCO COUNTY</b> |
|-----------------------------|

**San Francisco County Behavioral Health Access Line: 888-246-3333**

Can assess for crisis as well as need for outpatient mental health services. Serves those with Medi-Cal, uninsured, government type of insurances accepted.

**SF Suicide Prevention Crisis Line (Emotional Support Crisis Line): 415-781-0500 (24/7 lines)**

**Mobile Crisis Team: Comprehensive Crisis Services: 415-970-4000 or 415-970-3800 (all ages)**

**Edgewood Center for Children and Families, Edgewood Behavioral Health:**

**Crisis & Stabilization Unit (CSU) Ages 6-17** (Private Insurance Only and Kaiser)  
2681 28th Ave, San Francisco, CA 94116  
415-682-3278

Created in conjunction with the San Francisco Department of Public Health to evaluate and triage children and youth experiencing psychiatric crises. Offers child-focused evaluation and intervention in a family-friendly setting including:

- Comprehensive psychiatric evaluation and risk assessment
- Medical screening
- Collaborative treatment planning with an individualized, strength-based focus
- Crisis stabilization and prevention
- Discharge planning including linkage with community supports and services
- Coping skills building and safety planning
- Parent and guardian support and education
- Multidisciplinary team provides nursing and clinical care 24/7.

**Hospital Diversion Program (HD) Ages 12-17**

1801 Vicente Street, San Francisco, CA 94116  
415-681-3211; Intake Team: 415-682-3172

Residential housing alternative to psychiatric hospital and shelter care or temporary placement for children. Typical length of stay is ten to twelve days. Can have up to 24 kids, co-ed. Primary Mental Health, 24 hour staffing and observation. Tailors program for each child including CBT, DBT, mindfulness, life skills, emotional regulation skills,

***This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.***

frustration tolerance skills, etc. Meal plans for special needs. Eating disorders accepted but with as much clinical direction as possible. Incorporates individual, group and family sessions. Family involvement important and required 1-2x a week. Psychiatrists assigned to all youth in Hospital Diversion. Admission criteria for acceptance into the program requires that the youth:

- Has acute psychiatric symptoms or is referred for mental health assessment in an unlocked setting
- Cannot be managed outside a 24-hour program and/or exhibits significant danger to self or others
- Lacks significant support, resources and ability to effectively utilize community-based treatment
- Exhibits significant impairment in judgment, impulse control and/or cognitive/perceptual ability due to psychiatric problems
- Significantly impaired interpersonal functioning including with peer and family relationships
- Significant dysfunction in educational and/or occupational settings

**Crisis & Stabilization Psychiatric Urgent Care Clinic (Adult 18+ only) (Medi-Cal only)**

52 Dore Street, San Francisco, CA 94103

415-553-3100 (Annie, Program Director)

Hospital Diversion Program. Open 24/7. Accepts walk-in's to allow for overnight stabilization; after which can be referred to SF's acute hospital diversion units (4 houses for 2 weeks stays) and/or longer term programs or community resources.

|                           |
|---------------------------|
| <b>SAN JOAQUIN COUNTY</b> |
|---------------------------|

**San Joaquin County Mental Health Services**

**Access Line: 209-468-9370 or 1-888 468-9370 (24 hour line)**

M-F 8-4:50pm. Provides phone screening to determine level of care and if meets criteria, then assessed further and linked to services at appropriate level of care. Serves children and adults with Medi-Cal, Medi-Cal/Medi-Care and uninsured.

**Child, Adolescent and Adult Crisis & Stabilization Unit (CSU): 209-468-8686**

1212 N California Street, San Joaquin, CA 95202

209-468-0110 Child Front Desk Line

Open 24/7. Takes referrals from law enforcement, agencies, programs and walk-in's. Provides assessment to children and adults for psychiatric emergencies. Provides emergency crisis and stabilization services for up to 23 hours and 59 minutes. Safety planning, discharge planning and/or can place on hold if needed and transfer to hospital. Accepts both private insurance and Medi-cal.

**Mobile Response Team:** goes through Crisis Team

**Warm Line 24/7:** 209-468-3585

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## SAN LUIS OBISPO COUNTY

**San Luis Obispo County Behavioral Health Access Line:** 800-838-1381

Phone assessment is completed by a therapist, outpatient services offered based on level of need for Medi-Cal members (mental health and drug/alcohol). Can route crisis calls to appropriate entity.

**Crisis Line:** M-F 8-5pm: 800-838-1381

**After Hours SLO Hotline:** 800-783-0607

**Mobile Crisis:** Mental Health Evaluation Team (MHET Team) is dispatched through law enforcement, can call 911 or Access Line to connect for mobile services.

## SAN MATEO COUNTY

**San Mateo County Behavioral Health and Recovery Services (BHRS)**

**Access Call Center:** 800-686-0101 option #4; TDD: 800-943-2833

Call to access outpatient mental health and/or substance use services for those with Medi-Cal and/or uninsured. Provides an assessment, information and referral based on your individual needs. Must leave message and agent will return call within 3 business days.

**San Mateo County 24-Hour CRISIS LINE:** 650-579-0350

Provided by San Mateo County Behavioral Health Services Division, managed by Star Vista. Provides telephone contact, assessment, counseling referrals, resources and follow-up for individuals in crisis and their family/friends, including those individuals at risk of suicide. They will dispatch law enforcement if necessary. Only provides mobile assessments to schools, called in by school site personnel. Calls roll over to them from 1-800-273-TALK (8255).

**Psychiatric Emergency Services (PES)** are available at:

- **San Mateo Medical Center (24 hours a day, 7 days a week)**

222 West 39th Ave, San Mateo, CA, 94403

650-573-2662

If in crisis, can walk in for psychiatric assessment. Can then facilitate hospitalization or linkage to resources/services. Open for all ages.

- **Mills-Peninsula Medical Center (24 hours a day, 7 days a week)**

1501 Trousdale Drive, Burlingame, CA 94010

650-696-5915

If in crisis, can walk in for psychiatric assessment. Can then facilitate hospitalization or linkage to resources/services. Open to adolescents and adults.

***This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.***

**Call 911:** *"If you or someone you know is experiencing a mental health emergency or is in a life threatening situation, call or text 9-1-1 and say: "I'm calling/texting about a mental health emergency and request a **CIT (Crisis Intervention Trained) Officer.**"*

**Psychiatric Emergency Response Team (PERT):** a team (psychologist and police officer) that can go out on calls for in-person evaluation, if needed. Dispatched through law enforcement if CIT team not sufficient.

**ADULTS (18+) ONLY Family Service Support Team (FAST Team) Psychiatric Mobile Support (not CRISIS) Team:** 650-368-3178 (managed by Cassia Street). Takes message and sends to a provider in field, and they call back within 24-48 hours. Community support (NOT CRISIS TEAM) who works with families to help stabilize patient, medication, housing and other resources. FAST is for families who are concerned about a member of their family who is showing signs and symptoms of serious emotional distress who have **no prior services** or current unsuccessful utilization of services.

San Mateo County Community resources for Behavioral Health:

<http://sanmateo.networkofcare.org/mh/services/subcategory.aspx?cid=38087&tax=RP-1400.8000-050>

|                             |
|-----------------------------|
| <b>SANTA BARBARA COUNTY</b> |
|-----------------------------|

**Santa Barbara County's Behavioral Wellness Access Line:** 888-868-1649

(Lompoc, Santa Maria, and Santa Barbara) 24 hour line, staffed for crisis calls and assessments for outpatient mental health evaluations. Outpatient services are for Medi-Cal members only and based upon level of care determined by screening.

**Mobile Crisis Teams:**

- Safety Crisis Team (0-20 years): 888-334-2777 (for all locations 8am-8pm, 7 days)  
Team can respond with law enforcement for safety purposes, if needed. Go to schools, homes, hospitals or anywhere needed, assess for risk and can then write a hold for minor or adults up to 21 years.
- Cares West Crisis services (Adult 21+), and cover mobile services for ALL ages after hours (8:01pm-7:59am):
  - Santa Barbara: 805-884-6828
  - Lompoc: 805-737-6645
  - Santa Maria: 805-803-8709

**Crisis Line: County utilizes the National Suicidal Life Line:** 800-273-8255

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

## SANTA CLARA COUNTY

### **Santa Clara County Behavioral Health Services Department Call Center**

Access Line: 800-704-0900 (select language prompt 1<sup>st</sup>)

Follow the prompts to speak with a representative for the following:

- Press #1 to be connected to a **Suicide Hotline**
- Press #2 for **Mobile Crisis Services**
- Press #3 If you need **urgent mental health referral** – to be seen right away
- Press #4 for a referral to **outpatient mental health or substance abuse services**

**Uplift Family Crisis Services:** 408-379-9085 or toll-free 1-877-41-CRISIS (available 24/7).

- **Mobile Crisis Response Team (Youth):** Team of mental health providers who go out onsite to home, school or community setting to assess the need for hospitalization.
- For adult callers, Uplift refers them back to the county mobile team.

### **Uplift Family Crisis Stabilization Unit (CSU)**

251 Llewellyn Ave, Building F, Campbell, CA 95008

408-364-4083

Open 24/7. Youth ages 5-17 placed on psychiatric holds, can stay for up to 23 hours and 59 minutes as an alternative to an ER for psychiatric assessment and stabilization emergency services, safety planning and discharge planning with linkage to resources. Receive patient through referrals from mobile crisis, urgent cares, emergency departments, law enforcement. For both private insurance, Medi-Cal and uninsured patients. 12 bed capacity.

**Suicide & Crisis Line 24/7:** 855-278-4204 (24/7). Offers support over phone and can notify local police to intercede as needed. Provides referrals to resources (mental health, housing, food, etc.). During call can also refer for in-person assessment to:

- **YOUTH Mobile Crisis (under 18) @ UPLIFT Family Services:** 408-379-9085 or 877-41-CRISIS (27474). They provide mobile response for children within Santa County (no insurance restrictions). Parent calls in, call routes to their live answering service, parent leaves call back number. They page their clinician who calls parent back to complete phone screening to see if child meets criteria within 10 minutes. If criteria is met for an in person evaluation, a team of 2 clinicians go out to the home, school or community setting.
- **ADULT Mobile Crisis Response Team (for adults from 8am-8pm):** 800-704-0900 option #2.

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

**Bill Wilson's SOS Crisis Line for ages 6-17 (24/7):** 408-278-2585. Hotline for crisis situation for youth between ages 6-17. Will assess each caller to determine if they need to dispatch a counselor to the home, school or community setting for an in person psychiatric assessment. Does safety planning, can place the client on a hold, and coordinates with law enforcement as needed. For all Santa Clara County residents.

**Bill Wilson's TAY Crisis Line for 16-24 (24/7):** 408-850-6140. This hotline for urgent immediate needs, homeless youth or prior Bill Wilson clients ages 16-24 who are in a crisis situation. Will assess each caller to determine if they need to dispatch a counselor to the home for in person psychiatric assessment. For all Santa Clara County residents.

**Bill Wilson's General Crisis Line (24/7):** 408-850-6125. Provides a phone screening, free and confidential for support and resources. For more general cases for any resident of Santa Clara County or nationwide.

**Alum Rock Crisis Line & Mobile Services for ages 0-18 (24/7):** 408-294-0579. Provides assessment to ensure safety of caller. Responds to crisis call where a provider can go out to the home, school and/or community setting to evaluate for safety around suicidal ideation and aggression, does safety planning and can place to a psychiatric hold if needed. Can coordinate with law enforcement. Also provides support over the phone to any caller. For all Santa Clara County residents.

**Rebekah Children's Services Hospital Diversion Program (HD) Ages 6-17**

290 Loof Ave, Gilroy, CA 95020

408-846-2412; FAX # 408-846-4847 for any referral information

Breanna Lopez, Campus Services Clinical Program Supervisor

2 week inpatient program, 6-17 co-ed unit (typical age on unit is 11-17 y/o). Safety skills is main focus; must meet criteria (at high risk of hospitalization or stepping down from a 5150, multiple hospitalizations self-harm suicide attempts, aggression and/or danger to others). DBT, CBT and Mindfulness integrated services. 2 individual sessions/week, 1 family session/week. Monday – Friday: 2 therapy groups a day, on weekends 1 group, 1 MD appt per week. Can bring school

work to work on and have access to non-public school for 50 min 4x a week (access to teacher as well). Can provide physical restraints to those who need. If have medical conditions, have an RN 24/7. Unlocked facility in a gated community. Referral process: prefer to get notes from treating therapist, psychiatrist or psychiatric hospital.

**Adult Mental Health Urgent Care Clinic (Adults 18+, Medi-Cal, Medi-care)**

871 Emborg Court, #100, San Jose, CA 95128

408-885-7855

Emergency Crisis Clinic from 8am-10pm for walk-in's 365 days a year. Assess for safety and link to services accordingly. Urgent care walk in clinic for assessments, short term emergency



*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

medication services for up to 59 days. If meets criteria for 5150, can place hold and transport to Emergency Psychiatric Services (EPS) 408-885-6100. EPS keeps those psychiatric patients already placed on 5150, monitor situation while providing emergency psychiatric services and then if needed, will present them to inpatient community hospitals. Includes adults with LPS, conserved, residential homes, homeless, institute of mental disorders (IMDs).

**Momentum Crisis & Stabilization Unit (CSU) (Adults 18+)**

101 Jose Figueres, Unit 50, San Jose, CA 95116  
408-207-0560

Can accept walk-in's or referrals from law enforcement, mobile team, and agencies for adults Medi-Cal, Medi-Cal/Medi-Care. 8 bed capacity. Admits adults for short term crisis stabilization for those who don't meet criteria for inpatient hospitalization. Provide services for up to 23 hours and 59 minutes. They create discharge plan with linkage to services (housing, mental health services, etc.).

|                          |
|--------------------------|
| <b>SANTA CRUZ COUNTY</b> |
|--------------------------|

**Santa Cruz County Behavioral Health: Main Access Line 1-800-952-2335**

1400 Emeline Ave, Building K, Santa Cruz, CA 95060

Child Front Desk: 831-454-4900 (due to Covid-19, closed and calls route to adult side)

Adult Front Desk: 831-454-4170

Walk-in hours M-F 8-5pm to be evaluated (*due to Covid-19 no walk in, all via phone*) for child and adult outpatient mental health and drug/alcohol services for Medi-Cal, Medi-Cal/Medi-Care and uninsured. Currently competing all assessments over phone and then refers patient to services based upon level of care. If in crisis, can connect to crisis services.

**Mobile Emergency Response Team (MERT): 800-952-2335**

1400 Emeline Ave, Santa Cruz, CA 95060

Can walk into office for assessment M-F 8-5 or can call to request mobile team. Team goes to hospital, schools, homes, group homes, community settings.

When calling **911** for mental health emergency, there are now trained **Mental Health Liaisons** who can accompany law enforcement, so caller should state it is a "**mental health crisis**" to obtain this liaison's services.

**Suicide Prevention Line- use the National Suicide Prevention Life Line 1-800-273-TALK (8255); 1-800-SUICIDE.**

**Crisis & Stabilization Program (CSP) for all ages (run by Telecare Corporation)**

2250 Soquel Ave, Santa Cruz, CA 95062

831-600-2800, press option 1

***This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.***

Can walk-in if in crisis or arrive by ambulance or law enforcement for assessment, like an ER for psychiatric assessment to determine next course of action. Those 65+ or medically unstable must have medical clearance first. If does not meet criteria, they are released with linkage to resources (mental health, housing, food, shelter). Minors kept separate from adults. For those with Medi-Cal only.

## **SOLANO COUNTY**

**Solano County Mental Health Access Line: 800-547-0495**

M-F 8:30am-5pm. Provides assessment for outpatient mental health services for those with Medi-Cal.

**Crestwood Crisis Stabilization Services (CSS) Clinic**

**Youth and Adult 7-65 years of age**

2101 Courage Drive, Fairfield, CA 94533

707-428-1131

Provides short term crisis and stabilization services for up to 23 hours and 59 minutes for youth and adult population 9 ages 5 and up for those with Solano County medical.

**Solano County Resource Line:** 707-422-7792. Volunteer line run by the National Alliance on Mental Illness that provides support for callers who are not in imminent danger or risk.

## **SONOMA COUNTY**

**Sonoma County Mental Health Access Team:** 707-565-6900 or 800-870-8786

2225 Challenger Way, Santa Rosa, CA (Adult)

2227 Capricorn Way, Santa Rosa, CA 95407 (Child/Family & TAY program)

M-F 8-5pm. Provides in person and/or over the phone assessment for mental health services to youth and adults with Medi-Cal and Med-care. Determine the level of care and then can link to appropriate services.

**Crisis Line** (for psychiatric emergencies): 707-576-8181, 707-565-4970, 800-746-8181

**Mobile Support Team:** dispatched only through local law enforcement.

**Crisis & Stabilization Unit (CSU):**

2225 Challenger Way, Santa Rosa, CA 95407

707-576-8181, 707-565-4970, 800-746-8181

*This list of resources is for informational use only. The Child & Adolescent Psychiatry Division of Stanford University and Stanford Children's Health does not endorse nor recommend any of the listed programs nor providers. We encourage you to contact your insurance for additional providers that are not on the list. We cannot guarantee the information as contact numbers can change without notice.*

24/7 for adult and children with psychiatric emergencies. Take walk-ins and referrals from other agencies and programs. Assess and provide emergency psychiatry services for up to 23 hours and 59 minutes. Can place on a hold if needed and transfer to local inpatient units. Accepts private insurance, Medi-Cal and Medi-Care (not Kaiser).

**Friendship Line** (warm line): 1-800-971-0016. For adults over 60 and/or adults living with disabilities run by the institute of aging to offer support, resources (24 hours, 7 days a week).

## TULARE COUNTY

**Tulare and Kings County Mental Health Access Team:** 559-667-0929 or after hours 1-800-320-1616

Behavioral Health CRISIS LINE # 1-800-320-1616 or 559-730-9929

**Warm Line:** 1-877-306-2413 (Spanish, English and interpreter for all languages) Provides telephone support by peer support advocates to listen whenever someone needs to talk. Can help link to resources and can connect the call to crisis line.

## VENTURA COUNTY

**Ventura County Behavioral Health Department (VCBH)'s Screening Triage Assessment Referral (STAR) Program:** 1-805-981-4233 (8-5:00pm). They assess for mental health outpatient options and refer to various county clinics.

**Ventura County Behavioral Health Crisis Team and Access Line (24/7):** 1-866-998-2243  
Use for after hours and if in crisis. Mobile Crisis Team available if needed.  
Two functions: assess and Phone assessment completed and offered services based on needs.

**Mobile Crisis Team:** dispatched through Access Line, so call 866-998-2243.

**Seneca Children's Crisis & Stabilization Unit (CSU) (Child Unit Ages 6-17):**

2130 North Ventura Road, Oxnard, CA 93036  
805-289-8000

Accepts referrals from Ventura County Bx Health, hospitals, ambulance, law enforcement and community. They are a 23 hour and 59 minutes crisis stabilization unit for ages 6-17 who are actively experiencing a crisis (suicidal, homicidal or gravely disabled). Patients can come voluntarily or be placed on a 5585 hold. Team assesses child and provides supportive psychiatric services. If meets criteria for inpatient, will place on hold and facilitates a transfer to hospital. If does not meet criteria, does safety planning and discharges with resources and referrals.