

WELCOME
RESIDENTS OF MADERA
COUNTY

A variety of mental health services and programs are available to mental health clients in Madera County. Madera County Behavioral Health Services provides a continuum of services to children, youth, adults, and their families at three locations as well as with contracted private therapists in the community. A list of mental health providers is available upon request.

SCREENING AND REFERRAL

Services may be accessed by calling the Mental Health Plan (MHP) at the number listed below. Callers will speak to a licensed mental health clinician who will provide a referral to the most appropriate programs and/or services.

Madera County (559) 673-3508
Toll free (888) 275-9779

CHILDREN'S SERVICES

- Assessment is a thorough analysis of the history and current status of an individual's mental, emotional, and behavioral concerns. Cultural issues and history are also identified. The assessment is used to determine what mental health services are needed.

- Individual, family, and group counseling/therapy are provided to persons who would benefit.

- Psychiatric services evaluate and

monitor individuals who need and are willing to take psychotropic medication.

- Dual Diagnosis groups are available for adolescents who have both a mental health and substance related diagnosis.

- Case Management services are offered to help families and individuals connect with community resources.

- Therapeutic Behavioral Services (TBS) are available for children/youth up to age 21 who are full scope Medi-Cal beneficiaries. TBS is one-on-one therapeutic contact between a mental health provider and a beneficiary for a specified brief time period designed to maintain the child's or youth's residential placement and prevent psychiatric hospitalization by resolving target behaviors and achieving short-term goals.

- There is a collaborative program between Madera County Behavioral Health Services, Madera County Department of Social Services, Madera County Public Health Department, and Madera County Office of Education. The program offers assessment and comprehensive treatment for children in out-of-home placement.

- Juvenile Justice Programs provide individual, group, and family counseling for youth who are court ordered through the Probation Department or referred by the School

Attendance Review Board.

ADULT SERVICES

- Assessment is a thorough analysis of the history and current status of the individual's mental, emotional, and behavioral concerns. Pertinent cultural issues and history are also identified. The assessment is used to determine what mental health services are needed.

- Individual, family, and group counseling/therapy are provided to persons who would benefit.

- Case management helps consumers find and connect with resources to solve and alleviate everyday living problems.

- Intensive case management helps individuals stabilize and improve their ability to function and prevent possible hospitalization.

- Psychiatric services evaluate and monitor individuals who need and are willing to take psychotropic medication.

- Dual Diagnosis treatment is provided for individuals who have both a mental health and a substance related diagnosis.

- Intensive treatment and prevention services are also available through the Mental Health Services Act funding. These include peer/family member support services available through Hope House in Madera and the Mountain Wellness Center in Oakhurst. Contact

the Mental Health Plan for more information.

PSYCHIATRIC EMERGENCY
TEAM

- Emergency services are available 24 hours a day, 7 days a week for individuals who are potentially a danger to themselves or others, or for those who are gravely disabled due to a mental illness. An immediate assessment is provided to determine if psychiatric hospitalization or other care is required.

SUGGESTIONS

Suggestions and opinions are an important part of providing good care. Please give us this feedback by calling the Mental Health Plan at (559) 673-3508 or (888) 275-9779 or using the suggestion boxes in the waiting rooms of Behavioral Health Services programs.

MADERA COUNTY
BEHAVIORAL HEALTH
SERVICES

(559) 673-3508
TOLL FREE (888) 275-9779
TTY (800) 735-2929

Cal Relay Services
(English & Spanish)
Dial 711

English Speech to Speech
866-288-1909
Spanish Speech to Speech
866-288-4151

GRIEVANCE PROCEDURE

We encourage you to discuss concerns about mental health services with your therapist or program staff. You may also talk to the Quality Management Coordinator at (559) 673-3508 or (888) 275-9779; or call the Patients' Rights Advocate at (559) 673-3508 ext. 1267 or (888) 275-9779; or the California Department of Health Care Ombudsman at (800) 896-4042; or TTY (800) 896-2512 or email MHombudsman@dhcs.ca.gov.

If you are unable to resolve a concern about any aspect of service, you may at any time, for any reason file a grievance with the Quality Management Coordinator. A grievance may be filed verbally by calling (559) 673-3508 or (888) 275-9779, or by completing a Grievance Form. Formal Grievance forms and pre-addressed envelopes are available in the reception area of all clinics and provider offices. Grievance forms are also available on the County website <http://maderacounty.com>

You may designate someone to act on your behalf at any time. A consumer representative is also available to assist you by calling (559) 673-3508 or (888) 275-9779.

The Patients' Rights Advocate may be contacted at (559) 673-3508 ext. 1267 to assist in resolving grievances.

APPEAL PROCEDURE

If you wish to appeal an "Action" by the Mental Health Plan, you may call the Quality Management Coordinator at (559) 673-3508 or (888) 275-9779 – toll free. An "Action" is when the MHP:

- Denies or limits authorization of a requested service.
- Reduces, suspends, or terminates a previously authorized service.
- Denies, in whole or in part, payment for a service.
- Fails to act within the timeframes for

disposition of standard grievances, the resolution of standard appeals, or the resolution of expedited appeals.

- Fails to provide services in a timely manner, as determined by the MHP.

An Expedited Appeal may be used when a decision must be made quickly to protect the beneficiary's life, health, or ability to function at a maximum level

Beneficiaries have a right to request a State Fair Hearing after the Appeal process has been completed. You may contact the Patient's Rights Advocate or the State Ombudsman listed below to assist in filing for a State Fair Hearing. All State Fair Hearing decisions are final.

YOUR MENTAL HEALTH SERVICES WILL NOT BE AFFECTED IN ANY WAY, NOR WILL YOU BE SUBJECT TO ANY PENALTY, BY FILING A GRIEVANCE OR AN APPEAL.

Oakhurst Counseling Center (OCC)

49774 Road 426, #D,

Oakhurst (559) 683-4809

Pine Recovery Center (PRC)

117 N. R. Street, Suite 101,

Madera, CA (559) 662-0527

BHS, CRC, OCC and PRC are open for beneficiaries with scheduled appointments and emergency walk-ins 8:00 a.m. to 5:00 p.m., Monday through Friday.

TOLL FREE (888) 275-9779

TTY (800) 735-2929

**Cal Relay Services
(English & Spanish)**

Dial 711

**English Speech to Speech
866-288-1909**

**Spanish Speech to Speech
866-288-4151**

Please ask receptionist about your **right to free language assistance** services as well as alternative formats of this brochure. If you have **physical limitations**, we will help you find available, appropriate and accessible services.

MADERA COUNTY BEHAVIORAL HEALTH SERVICES

SERVICES GUIDE

P. O. Box 1288 /

Madera, CA 93639-1288

209 E. 7th St. / Madera, CA 93638



24-HOUR PHONE LINES

**Emergency Psychiatric Services
Madera County (559) 673-3508
Toll Free (888) 275-9779**

**Screening and Referral for Services
Madera County (559) 673-3508
Toll Free (888) 275-9779**

WHERE TO GET MENTAL HEALTH SERVICES

Behavioral Health Services (BHS)

**209 E. 7th Street,
Madera (559) 673-3508**

Chowchilla Recovery Center (CRC)

**215 S. 4th St.,
Chowchilla, CA (559) 665-2947**