



HOW TO GET SERVICES

Anyone may request mental health, alcohol and drug services by calling the Access Team. Our mental health clinicians provide screening, referrals and assessments, either by phone or on a walk-in basis. We will always treat you with respect, sensitivity and confidentiality. Information is available 24 hours a day, seven days a week. Bilingual staff and/or interpreter services (including American Sign Language) are available for free.

WHO CAN ASK FOR SERVICES?

You or anyone who cares about you may contact the Access Team, including your doctor, school staff or family members.

WHO QUALIFIES?

Clients must live in Shasta County and meet program eligibility criteria.

IS THIS CONFIDENTIAL?

Yes. We do not release information to anyone without client permission, or as allowed or required by law.

AVAILABLE SERVICES

Youth Services include urgent mental health care, hospital discharge planning and follow-up, and screening and assessment. Youth also have access to services through contract providers, including services at many schools.

Adult Services help adults who have severe, persistent mental illness and extended histories of long-term psychiatric hospitalization. Our treatment planning teams include psychiatrists, nurses, clinicians, and substance abuse specialists.

Crisis Stabilization Services cares for people in mental health crisis for up to 23 hours. In this facility, people can relax and allow necessary medications to take effect in a calm, quiet environment. The **Crisis Residential and Recovery Center** is a voluntary residential facility that provides people with local support following a mental health crisis. Clients here can stabilize and develop a plan for their future.

Alcohol and Drug Services are available to adults and youth struggling with addiction. Numerous services are available through the Health and Human Services Agency and community groups.

HOW IT WORKS

However you arrive, we will help you. Consumers and families are involved at all levels. We are focused on recovery. We are culturally proficient.

When you contact us, you will work with our Access Team to determine what services you need. You might need primary care. You might benefit from a visit to one of our wellness recovery centers. If you need more intensive services, you may be referred to Crisis Stabilization Services, the Crisis Residential and Recovery Center, the emergency room or a mental health hospital.

OUR TREATMENT PHILOSOPHY

Everyone who comes through our door will be welcomed and offered support. We will follow through to make sure you get what you need. We will help connect you with services for employment, medication, counseling, transportation, pregnancy peer support, healthy living and more.

OUR BUSINESS PHILOSOPHY

We strive to earn your trust by being accessible and accountable to our clients and community partners.

OUR MISSION

Partnering to provide accessible and comprehensive alcohol, drug and mental health services within the community.

OUR VISION

Wellness and recovery through supportive communities.

OUR VALUES

Welcoming · Accessible · Quality · Strength-Based · Integrated · Supportive · Partnering

CONTACT US

(530) 225-5252

Español (800) 855-2000

Toll Free (800) 821-5252

TTY (800) 735-2929

Fax (530) 225-3870

If you have a psychiatric emergency or need urgent care, call 911.



The Access Team

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Español (800) 855-2000

Toll Free (800) 821-5252

TTY (800) 735-2929

Fax (530) 225-3870

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Clinic hours

8 a.m. to 5 p.m. Monday through Friday

Last Access walk-in: 4 p.m.



Funding is provided through the Mental Health Services Act.

SHASTA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Mental Health, Alcohol and Drug Services
www.shastahhsa.net
Revised 12/2010

ACCESS TO TREATMENT & RECOVERY SERVICES



SHASTA COUNTY HEALTH AND
HUMAN SERVICES AGENCY
Mental Health, Alcohol and Drug
Services

www.shastahhsa.net

CONTACT INFORMATION

Youth Services

Phone (530) 225-5900, (888) 385-5201

Youth Access Services: (530) 225-5252

Adult Services

Phone (530) 225-5900, (888) 385-5201

Crisis Services

Crisis Stabilization Services

Crisis Residential and Recovery Center

Phone (530) 225-5252, (888) 385-5201

Compliance/Quality Management/Managed Care

Phone (530) 245-6750

HIPAA Privacy Officer

Phone (530) 225-5995

Patients Rights Advocate

(530) 225-5506

Problem Resolution

(530) 245-6750 or (888) 385-5201

OUR LOCATIONS

Redding

2640 Breslauer Way

Redding, CA 96001

(530) 225-5200

Toll Free: (888) 385-5201

Anderson

2889 East Center St.

Anderson, CA 96007

(530) 378-6840

Hours: 8 a.m. to 5 p.m., Monday through Friday

Other Contact Information

www.shastahhsa.net

California Relay Service:

(800) 735-2929