



## Important Phone Numbers:

*Spanish speakers are available.*

Santa Barbara Children's Clinic, 884-1600  
Santa Barbara Adult Clinic, 681-5190  
Santa Maria Children's Clinic, 934-6385  
Santa Maria Adult Clinic, 934-6380  
Lompoc Children's Clinic, 737-6600  
Lompoc Adult Clinic/CARES West, 737-6690  
Psychiatric Health Facility (PHF), 681-5244  
CARES South (Adults), 884-6850  
CARES North (Adults), 739-8700  
SAFTY (Safe Alternatives for Treating Youth)  
Children's Crisis Line, 1-888-334-2777  
Alcohol and Drug Program, 681-5440

## How to Obtain Services:

A variety of services are available throughout the county.

- ✓ If an individual is experiencing a mental health crisis that places anyone in immediate danger, call 911.
- ✓ If an individual is experiencing a mental health crisis that does not involve immediate danger, and if the person in crisis has insurance coverage through a health plan (Blue Cross, Aetna, etc.), call the health plan to get a referral to a covered mental health provider.
- ✓ For all others, call the 24-Hour Toll-Free Access Line at **(888) 868-1649**. The call is toll-free, and someone will answer to assist you 24 hours per day, seven days a week.



SANTA BARBARA COUNTY  
DEPARTMENT OF  
**Behavioral Wellness**  
A System of Care and Recovery

(805) 681-5220

[countyofsb.org/behavioral-wellness](http://countyofsb.org/behavioral-wellness)

# Welcome to Behavioral Wellness

Santa Barbara County  
Department of Behavioral Wellness



# Frequently Asked Questions



## If I have questions or need more information, who may I ask?

Please mention questions and concerns to the person helping you. Also, ask about an orientation group for new clients.

## Are people who go to CARES or clinics for help placed in a hospital?

The services a client receives depends on each person's situation. Professionals at Crisis and Recovery Emergency Services (CARES) will ask you some questions to learn how best to contribute to your recovery. In many instances, you may be helped at CARES or referred to another clinic, program or mental health professional. Once in a while, a client may be taken to a medical hospital for "medical clearance" to determine if a medical condition is causing a mental health problem.

## Are clients always sent home after being seen in a medical hospital?

Occasionally a client will be transferred from a medical hospital to a mental health hospital to receive specialty services.

## What is the typical length of stay in a mental health hospital?

The length of stay in a mental health hospital varies based on the needs of each client, safety and symptoms. Most clients stay between 24 hours and several days.

## What is an "ROI" or "Release of Information Form"?

By signing a Release of Information (ROI) form, a client permits the clinical team to communicate with family members and other professionals assisting you.

## If I am unhappy with services, what are my options?

If you are unable to resolve a problem by discussing it with your clinician, you may request a grievance form. You will not lose services if you file a grievance. You also have the right to change your clinician. Request a change-of-clinician form.

## What is a Patients' Rights Advocate?

A Patients' Rights Advocate (PRA) is someone designated to protect the rights of mental health clients. A PRA is available for advocacy, referrals, education and problem resolution for clients, family and staff. PRAs work to investigate and resolve complaints and concerns in a timely manner at the lowest level possible. For assistance, questions or concerns, in South County, please call 681-4735. In Central and North County, call 934-6548.

## Are interpretation services available?

Yes. If you need assistance, please let the person helping you know.



## May I receive help filling out an application for Medi-Cal?

Yes. Inform your clinical team, and someone will either assist you or direct you to the Department of Social Services.

## What is a Support Group?

Clients and family members meet regularly throughout the county. Some meetings are conducted in Spanish. Meetings focus on a variety of recovery topics. Support groups offer opportunities for people with similar experiences to provide emotional support and to exchange problem-solving strategies and tools.

## What is a Peer Recovery Specialist?

In each region of the county, an individual with lived experiences in behavioral health is available to provide clients peer support and linkage to community services. In South County, call Maureen Mina, 681-5455 or Silvia Perez\*, 681-5273. In North county contact Diana Zavala,\* 934-6581.

\*Speaks Spanish.

## How may I learn more about mental health?

Links to brochures and videos in English and Spanish about many mental health topics may be found at [www.countyofsb.org/behavioral-wellness](http://www.countyofsb.org/behavioral-wellness)