**Site Map**

**Pages Numbered**

1. **Homepage**

* Services We Offer
  + Urgent Care
  + Substance Use Disorder and Recovery Services
  + Outpatient Clinics
  + Other Services and Supports
* Announcements
* Sidebar of Webpage
  + Mental Health 24-hour Helpline
  + Substance Use Disorder 24-hour Helpline
  + Handbooks
    - Mental Health Plan Beneficiary Handbook (Regular and Large print in English and Spanish)
    - Drug Medi-Cal Organized Deliver System Member Handbook (Regular and Large print in English and Spanish)
    - Quality Improvement Plan
    - Presumptive Transfer

1. **Urgent Care Services**

* CCRT
* CWIC
  + Victorville
  + Yucca Valley
* CSU
  + Merrill Center
  + Windsor Center

1. **Services**
2. Outpatient Clinics
   * East Valley Locations
     + Mesa Counseling Service
     + Phoenix Community Counseling Center
     + South Coast Community Services
     + Valley Star Community Services
   * Desert/Mountain
     + Barstow Counseling Center
     + Family Services Agency
     + Lutheran Social Services
     + Needles Behavioral Health Center
     + Victor Valley Behavioral Health
     + Victorville Center
   * Morongo Basin
     + Hi Desert Behavioral Health Services
     + Valley Star Yucca Adult (FSP)
   * West Valley
     + Mariposa Community Counseling
     + South Coast Community Services
     + Vista Community Counseling
     + West End Family Counseling
   * Services for specific populations
     + EMQ Children and Family Services
     + High Desert Child, Adolescent & Family Services Center
     + Project Sister Family Services Rape/Sexual Assault Crisis Counseling
     + San Bernardino Sexual Assault Services
     + Valley Star Children & Family Services
     + Victor Community Support Services
3. Other Services and Supports
4. Services for Children, Transitional Youth, and Families
   * + - Family Resource Center (FRC)
       - Preschool PEI Program
       - LIFT Program
       - Student Assistance Program (SAP)
       - Transitional Aged Youth (TAY) Centers
       - Resilience Promotion in African American Children (RPIAAC)
     + Specialty Children’s Services
       - * Early Identification & Intervention Services (EIIS)
         * School-Aged Treatment Services (SATS)
         * Screening, Assessment, Referral & Treatment (SART)
         * Success First/Early Wrap
         * Therapeutic Behavioral Services (TBS)
5. Clubhouses
   * + A Place to Go
     + Amazing Place
     + Central Valley Fun
     + Desert Stars
     + Our Place
     + Pathways to Recovery
     + Santa Fe Social Club
     + Serenity
     + Team House
6. Prevention & Early Intervention Programs
   * + - * Community Wholeness & Enrichment (CWE)
         * Family Resource Centers (FRC)
         * LIFT Program
         * Military Services & Family Support Program (MSFS)
         * Native American Resource Center
         * Older Adults Community Services
         * Preschool PEI Program
         * Promotores de Salud /Community Health
         * Resilience Promotion in African American Children (RPIAAC)
         * Student Assistance Program (SAP)
7. Residential Treatment
   * + - * CRTs
         * The STAY
         * SUD Residential
8. Other specialized programs
   * + - * Community Supervised Treatment After Release (CSTAR)
         * Employment Program
         * Recovery Based Engagement Support Teams (RBEST)
         * Homeless Services
9. Substance Use Disorder and Recovery Services
   * Outpatient Treatment Providers
   * Recovery Services/Centers
   * Perinatal Treatment Programs
   * Narcotic Treatment Programs
   * SUDRS Handbooks, Provider Directory and MAT Formulary
10. Education and Training
    * + - * Mental Health First Aid
          * Applied Suicide Intervention Skills Trainings
          * General DBH mental health and substance use disorder services
          * Cultural Competency
          * Environmental Prevention Providers
          * Crisis Intervention Training for Law Enforcement, First Responders, and other Community Agencies
11. Service Guides, Directories and Resource Library
    * + - * Services Guide
          * Mental Health Plan Beneficiary Handbook (Regular and Large print in English and Spanish)
          * Mental Health Plan Organizational/Rendering Provider Directory
          * Drug Medi-Cal Organized Deliver System Member Handbook (Regular and Large print in English and Spanish)
          * Substance Use Disorder and Recovery Services Provider Directory
          * Contracted Psychiatric Hospitals
          * Educational Brochures
          * Other Resources
12. **Programs**
    1. OEI
    2. MHSA
    3. Children and Youth Collaborate Services
    4. Quality Management

* External Quality Review Organization (EQRO) reports
  + - * Mental Health Plan Beneficiary Handbook English/ Spanish
      * Notice of Privacy Practices English/Spanish
      * Performance Outcomes System
      * Quality Improvement Performance Plan Fiscal Year 20-21
  1. Compliance

1. **For Agencies**
2. Documents
3. CANS website
4. Referral Only Programs
5. Adult Forensic Services Programs
   * + - Choosing Healthy Options to Instill Change and Empowerment (CHOICE)
       - Diversion Opportunity for Outpatient Recovery Services (DOORS)
       - Re-Integrative Supportive Engagement Services (RISES)
       - Supervised Treatment After Release (CSTAR)
       - Telecare Forensics Assertive Community Treatment (FACT)/Community FACT
6. Children’s System of Care
   * + - Centralized Children's Intensive Case Management Services (CCICMS)
       - Juvenile Court Behavioral Health Services (JCBHS) / Healthy Homes
       - Parent Partner Program
       - SB 163 Wraparound
7. Juvenile Justice Programs
   * Court for the Individualized Treatment of Adolescents (CITA)
   * Forensic Adolescent Services Team (FAST)
   * Integrated New Family Opportunities (INFO)
   * Juvenile Justice Community Reintegration (JJCR)
8. Other Referral Only Services and Supports

* Adult Continuing Care Program
* CalWORKs
* Coalition Against Sexual Exploitation (CASE)
* Community Reintegration Services (CRS)
* Conservatorship Investigation Program
* Deferred Entry of Judgment (DEJ) Services
* Driving Under the Influence (DUI) programs
* Drug Court Programs
* Emergency Shelter Services
* Homeless Outreach and Support Team (HOST)
* Innovative Remote Onsite Assistance Delivery (INNROADs)
  + - * + Long-Term Residential Care
        + Placement After Stabilization (PAS)
        + Supportive Services
        + Triage, Engagement and Support Teams (TEST)
        + Therapeutic Alliance Program (TAP)
        + Triage Transitional Services (TTS)
        + Withdrawal Management Detox Programs

1. **For Consumers**
2. Medical Records
   * How to request medical records and forms
3. Consumer Forms
   * Change of Provider Request
   * Grievances Process
   * Appeal Process
   * Second Opinion Request
   * State Fair Hearing Process
   * Notice of Adverse Benefits Determination
   * Notice of Appeal Resolution
   * Notice of Privacy Practices
   * Advance Health Care Directives
4. Office of Consumer and Family Affairs
5. **Behavioral Health Commission**
   * + Meeting
     + Agendas and Minutes
     + District Advisory Committee
     + Annual Report and By-Laws
6. **About Us**
7. Welcome
   * Message from the Director
   * About
   * Vision, Mission, Values
   * Contact
8. Careers and Internships
   * + Job Openings
     + Internship Programs
     + Volunteer Services Program
     + About
9. Media and Events
   * Upcoming Events
   * Media Inquiries
   * Social Media
   * Resilient and Real Podcast
   * Branding Resources
10. Administrative Offices (brief description and contact info.)

* Billing
* Children’s Youth and Collaborative Services
* Child & Youth Connection
* Compliance
* Contracts
* Facilities and Property Management
* Fiscal Services
* Human Resources
* Information Technology
* Internal Audits
* Managed Care Coordination
* Medical Records
* Medical Services
* Mental Health Services Act Administration
* Office of Equity and Inclusion
* Patients’ Rights
* Payroll
* Public Relations and Outreach
* Quality Management
* Receipts
* Research and Evaluation
* SUDRS Administration
* Workforce Education and Training