



Behavioral Health

SERVICES GUIDE

Revised August 2023

The following guide is a resource to find mental health and substance use disorder services in San Bernardino County.

These services support children, youth, adults and older adults who are experiencing a severe and persistent mental illness and are uninsured or on Medi-Cal, and youth, adults and older adults with a substance use disorder.

This guide is a summary of San Bernardino County Dept. of Behavioral Health (DBH) and DBH contract provider services and is not inclusive of all services and/or providers. DBH's Provider Directory, which includes each licensed, waived, or registered mental health provider and licensed substance use disorder services provider employed with or contracted by DBH to deliver Medi-Cal services may be viewed at www.sbcounty.gov/dbh/ProviderDirectory.

www.sbcounty.gov/dbh

ABOUT THE DEPARTMENT

The San Bernardino County Department of Behavioral Health (DBH) provides mental health and substance use disorder services to county residents who are experiencing major mental illnesses or substance abuse issues.

DBH provides culturally and linguistically appropriate mental health/ substance use disorder treatment to all age groups, with a primary emphasis placed on treating children/youth who may be seriously emotionally disturbed, adults who are experiencing a serious and persistent mental illness, and individuals who are experiencing substance use disorders. DBH also provides an array of prevention and early intervention services for both mental health and substance abuse.

DBH programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote wellness, recovery and resiliency for individuals, families and communities.

**GEORGINA YOSHIOKA, DSW, MBA, LCSW
DIRECTOR**

PREFACE

This guide is current as of August 2023.

Services are alphabetized by **HEADING**, program name, and street number/region.

For all telephone numbers listed, dial 711 for TTY users.

To obtain this guide in large print, another language, or for new/updated information, call (888) 743-1478.

This guide includes service providers in the following San Bernardino County cities:

East Valley

Bloomington
Colton
Grand Terrace
Highland
Loma Linda
Redlands
Rialto
San Bernardino
Yucaipa

West Valley

Chino
Fontana
Montclair
Ontario
Pomona
Rancho Cucamonga
Upland

Desert/Mountain

Adelanto
Apple Valley
Barstow
Big Bear
Crestline
Hesperia
Lucerne Valley
Needles
Sky Forest
Trona
Victorville

Morongo Basin

Joshua Tree
Morongo Valley
Twentynine Palms
Yucca Valley

Cities with service providers outside of San Bernardino County include Riverside, Tarzana, Palm Springs, and Lancaster.

Please note - this guide is a summary of DBH and DBH contract provider services and is not inclusive of all services and/or providers. DBH's Provider Directory, which includes each licensed, waived, or registered mental health provider and licensed substance use disorder services provider employed with or contracted by DBH to deliver Medi-Cal services may be viewed at www.sbcounty.gov/dbh/resources.

For access to behavioral health services and information 24 hours a day, call DBH Access and Referral line at (888) 743-1478. In case of an emergency, call 911.

For general information navigating DBH services for yourself or a loved one, contact DBH's Office of Consumer and Family Affairs at (909) 388-0884.

CRISIS AND URGENT CARE SERVICES

You may call or walk into a clinic for services. No appointment is necessary.

Community Crisis Response Teams (CCRT) – community-based mobile crisis response program for children and adults experiencing a psychiatric emergency. Teams are available to respond from 7 a.m. to 10 p.m. daily.

Call (800) 398-0018 | Text (909) 420-0560

Crisis Walk-In Centers (CWIC) – urgent mental health centers for individuals of all ages. Services are voluntary and may include intervention, risk assessments, medications, and evaluations for hospitalization, when necessary. Open 24 hours a day, 365 days a year including holidays.

12240 Hesperia Rd., Ste. A, Victorville, CA 92395 (760) 245-8837

7293 Dumosa Ave., Ste. 2, Yucca Valley, CA 92284 (760) 365-2233

Crisis Stabilization Units (CSU) – urgent mental health centers for individuals of all ages. Services are voluntary and may include, crisis intervention, risk assessment, medications, and evaluations for hospitalization, when necessary. Open 24 hours a day, 365 days a year, including holidays.

Merrill Center, 14677 Merrill Ave., Fontana, CA 92335 (951) 643-2340

Windsor Center, 1481 N. Windsor Dr., San Bernardino, CA 92404 (909) 361-6470

OUTPATIENT SERVICES

Services may include crisis intervention, assessment, referral, individual/group therapy, medication support, and case management. Outpatient clinics serve children, youth, adults and older adults, and are open Monday through Friday, from 8 a.m. to 5 p.m., unless otherwise indicated. You may call or visit a clinic to schedule an appointment.

East Valley

Mesa Counseling Services, 850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9301

Phoenix Community Counseling Center

820 E. Gilbert St., San Bernardino, CA 92415 (909) 387-7200

South Coast Community Services

1030 Nevada St., Ste. 200, Redlands, CA 92374 (909) 792-0747

34324 Yucaipa Blvd., Ste. B – D, Yucaipa, CA 92399 (909) 790-0210

Valley Star Community Services

1585 South D St., Ste. 101, San Bernardino, CA 92408 (909) 388-2222

Desert/Mountain

Apple Valley Community Clinic , 18818 Hwy 18, Apple Valley, CA 92307	(760) 995-8800
Barstow Counseling Center , 1841 E. Main St., Barstow, CA 92311	(760) 255-5700
Family Services Agency	
11424 Chamberlaine Way, Ste. 11-12, Adelanto, CA 92301	(760) 246-0947
23406 Crest Forest Dr., Crestline, CA 92325	(909) 338-4689
Lutheran Social Services	
32770 Old Woman Springs Rd., Ste. C, Lucerne Valley, CA 92335	(760) 248-6612
41945 Big Bear Blvd., Ste. 222, Big Bear Lake, CA 92315	(909) 866-5070
82820 Trona Rd., Trona, CA 93562	(760) 372-5159
Needles Behavioral Health Center , 1600 Bailey Ave., Unit 2, Needles, CA 92363	(760) 326-9313
Victor Valley Behavioral Health , 12625 Hesperia Rd., Victorville, CA 92395	(760) 995-8300
Victorville Center , 12188 Hesperia Rd., Victorville, CA 92395	(760) 477-2199

Morongo Basin

Valley Star Yucca Adult (FSP)	
7281 Dumosa Ave., Ste. 4, Yucca Valley, CA 92284	(760) 853-4755

West Valley

Mariposa Community Counseling	
2940 Inland Empire Blvd., Ontario, CA 91764	(909) 458-1350
South Coast Community Services	
1425 W. Foothill Blvd., 3 rd fl., Upland, CA 91786	(909) 835-4800
11780 Central Ave., Ste. 205, Chino, CA 91710	(877) 527-7227
Vista Community Counseling , 17053 E. Foothill Blvd., Fontana, CA 92335	(909) 347-1300
West End Family Counseling , 855 N. Euclid Ave., Ontario, CA 91762	(909) 983-2020

Services for specific populations – *the following providers offer services specific to the needs of special populations. Services include crisis counseling, individual/group/family therapy, medication management, and recovery services. You may call or visit a clinic to schedule an appointment.*

EMQ Children & Family Services

572 N. Arrowhead Ave., Ste. 100, San Bernardino, CA 92401	(909) 266-2700
High Desert Center Inc., High Desert Child, Adolescent & Family Services Center	
16248 Victor St., Victorville, CA 92395	(760) 243-7151
Project Sister Family Services Rape/Sexual Assault Crisis Counseling	
363 S. Park Ave., Ste. 303, Pomona, CA 91766	(909) 623-1619
San Bernardino Sexual Assault Services	
444 N. Arrowhead Ave., Ste. 101, San Bernardino, CA 92401	(800) 656-4673
Valley Star Children & Family Services	
1585 S. D St., Ste. 101, San Bernardino, CA 92408	(909) 388-2222
Victor Community Support Services	
1908 Business Center Dr., Ste. 220, San Bernardino, CA 92408	(909) 890-5930
15095 Amargosa Rd., Ste. 201, Victorville, CA 92394	(760) 245-4695

OTHER SERVICES AND SUPPORT

SERVICES FOR CHILDREN, TRANSITIONAL AGE YOUTH, AND FAMILIES

Preschool PEI Program – *program for preschool children, families and teachers to increase positive behaviors in young children.*

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

LIFT – *support services for pregnant mothers and their children.*

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

Student Assistance Program (SAP) – *school-based program for students and families. Services include education for substance abuse, mental health, academic, emotional and social issues.*

Desert Mountain Children's Center

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

58967 Business Center Dr., Ste. C - E, Yucca Valley, CA 92284 (760) 369-3130

Lutheran Social Services

41945 Big Bear Blvd., Ste. 222, Big Bear Lake, CA 92315 (909) 866-5070

Mountain Counseling and Training

340 Hwy 138, Crestline, CA 92335 (909) 336-3330

South Coast Community Services

1030 Nevada St., Ste. 200, Redlands, CA 92374 (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (877) 527-7227

34324 Yucaipa Blvd., Ste. B - D, Yucaipa, CA 92399 (877) 527-7227

222 N. Mountain Ave., Upland, CA 91786 (877) 527-7227

Victor Community Support Services

600 N. Arrowhead Ave., Ste 300, San Bernardino, CA 92401 (909) 522-4656

West End Family Counseling, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

Transitional Age Youth (TAY) Centers – *provides prevention services to unserved and underserved and inappropriately served youth, ages 16 to 26.*

TURN Behavioral Health Services, Inc., Ontario TAY Center

316 E. E St., Ontario, CA 91764 (909) 983-4466

One Stop TAY Center, 780 E. Gilbert St., San Bernardino, CA 92415 (909) 387-7194

Valley Star Community Services, Valley Star TAY One Stop

58471 29 Palms Hwy., Ste. 102, Yucca Valley, CA 92284 (760) 853-4888

Victor Community Support Services, Victorville TAY Center

15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

Specialty Children's Services

Services for seriously, emotionally disturbed children who are not benefiting from traditional mental health services. Services range from crisis intervention to life skills and educational services. You may call or visit a provider for more information.

Early Identification & Intervention Services (EIS) – for children, up to nine years of age, who are not displaying age-appropriate interactions and attachment.

Citrus Counseling Services,

101 E. Redlands Blvd., Ste. 215, Redlands, CA 92408 (909) 793-1078

Desert Mountain Children's Center

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

42007 Fox Farm Rd., Ste. 2A, Big Bear Lake, CA 92315 (909) 866-2165

58967 Business Center Dr., Ste. C - E, Yucca Valley, CA 92284 (760) 369-3130

Hearts & Lives

24028 Lake Dr., Ste. A, Crestline, CA 92325 (909) 338-3222

27307 State Hwy. 189, Ste. 204-205, Blue Jay, CA 92352 (909) 744-9722

Lutheran Social Services

309 E. Mountain View St., Ste. 100 – 102 & 104, Barstow, CA 92311 (760) 256-7279

Victor Community Support Services

1908 Business Center Dr., Ste. 109, San Bernardino, CA 92408 (909) 890-5930

West End Family Counseling, 1420 S. Milliken Ave., Ste. 508, Ontario, CA 91761 (909) 988-2418

School-Aged Treatment Services (SATS) – for children and youth with a mental health disorder that interferes with their functioning in family, school, or community.

Chino Valley Unified School District, 12970 3rd St., Bldg.1, Chino, CA 91710 (909) 628-1201

Desert Mountain Children's Center

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

42007 Fox Farm Rd., Ste. 2A, Big Bear Lake, CA 92315 (909) 866-2165

58967 Business Center Dr., Ste. C- E, Yucca Valley, CA 92284 (760) 369-3130

Mountain Counseling and Training, 340 Hwy. 138, Crestline, CA 92325 (909) 336-3330

Ontario Montclair School District/Robert Hardy Professional Development Center

515 S. Bon View Ave., Ontario, CA 91761 (909) 930-6793

San Bernardino County Schools/Barbara Phelps Community Day School

1812 W. Park Ave., Redlands, CA 92373 (909) 748-0259

South Coast Community Services

1030 Nevada St., Ste. 200, Redlands, CA 92374 (909) 792-0747

1425 W. Foothill Blvd., 3rd fl., Upland, CA 91786 (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (909) 835-4800

34324 Yucaipa Blvd., Ste. C, Yucaipa, CA 92399 (909) 790-1300

Upland Unified School District, 601 5th Ave., Upland, CA 91786 (909) 949-6526
Victor Community Support Services, 1053 N. D St., San Bernardino, CA 92410 (909) 522-4656
West End Family Counseling Services, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

Screening, Assessment, Referral & Treatment (SART) – *services for children, birth to six years of age, who may have been exposed to abuse, neglect, and/or alcohol or other drugs and as a result, are having social, cognitive, and/or behavioral issues.*

Citrus Counseling Services, 101 E. Redlands Blvd., Ste. 215, Redlands, CA 92373 (909) 793-1078
Desert Mountain Children's Center
17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700
42007 Fox Farm Rd., Ste. 2 A, Big Bear Lake, CA 91315 (909) 866-2165
58967 Business Center Dr., Ste. C - E, Yucca Valley, CA 92284 (760) 369-3130
Victor Community Support Services
1908 Business Center Dr., Ste. 109, San Bernardino, CA 92408 (909) 890-5930
West End Family Counseling, 1420 S. Milliken Ave., Ste. 508, Ontario, CA 91761 (909) 988-2418

Success First/Early Wrap – *services for seriously emotionally disturbed, unserved and underserved children, ages 0 to 18.*

Lutheran Social Services

309 E. Mountain View St., Ste. 100 - 102 & 104, Barstow, CA 92311 (760) 256-7279
41945 Big Bear Blvd., Ste. 221 - 223, Big Bear, CA 92315 (909) 866-5070
58923 Business Center Dr., Ste. A - E, Yucca Valley, CA 92284 (760) 365-7209

TURN Behavioral Health Services, Inc.

9570 N. Center Ave., Ste. 110, Rancho Cucamonga, CA 91730 (909) 980-2789

Mountain Counseling and Training, Inc., 340 Hwy. 138, Crestline, CA 92325 (909) 336-3330

South Coast Community Services

1425 W. Foothill Blvd., 3rd fl., Upland, CA 92376 (877) 527-7227
1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (909) 835-4800

Pacific Clinics, 572 & 596 N. Arrowhead Ave., San Bernardino, CA 92401 (909) 266-2700

Victor Community Support Services

1908 S. Business Center Dr., Ste. 109, San Bernardino, CA 92408 (909) 890-5930
15095 Armargosa Rd., Ste. 201, 205, 208, Victorville, CA 92394 (760) 245-4695

Therapeutic Behavioral Services (TBS) – *intensive one-on-one services for children, ages 0 to 21. TBS provides outpatient services to support short-term treatment goals.*

Lutheran Social Services

41945 Big Bear Blvd., Ste. 221 - 223, Big Bear, CA 92315 (909) 866-5070
58923 Business Center Dr., Ste. A - E, Yucca Valley, CA 92284 (760) 365-7209

TURN Behavioral Health Services, Inc., 790 Via Lata, Ste. 300, Colton, CA 92334 (909) 433-0445

Mountain Counseling and Training, Inc., 340 Hwy. 138, Crestline, CA 92325 (909) 336-3330

South Coast Community Services

1425 W. Foothill Blvd., 3rd fl., Upland, CA 92376 (877) 527-7227
Pacific Clinics, 572 & 596 N. Arrowhead Ave., San Bernardino, CA 92401 (909) 266-2700
Victor Community Support Services, 15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

CLUBHOUSES

Peer-Run Support Centers for individuals managing their behavioral health. Services include support groups, social activities, community connection opportunities and other wellness services. Individuals may or may not be accessing clinical services. You may call or visit a location for more information. Open Monday through Friday from 9:00 a.m. to 3:00 p.m.

A Place to Go Clubhouse

32770 Old Woman Springs Rd., Ste. B, Lucerne Valley, CA 92356 (760) 248-2327
Amazing Place, 2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1396
Central Valley Fun Clubhouse, 1501 S. Riverside Ave., Rialto, CA 92376 (909) 877-4889
Desert Stars, 1841 E. Main St., Barstow, CA 92311 (760) 255-5705
Pathways to Recovery, 17053 E. Foothill Blvd., Ste. B, Fontana, CA 92335 (909) 347-1373
Santa Fe Wellness Club, 56020 Santa Fe Trail, Ste. M, Yucca Valley, CA 92284 (760) 369-4057
Serenity Clubhouse, 12625 Hesperia Rd., Ste. B, Victorville, CA 92395 (760) 955-6224
TEAM House, 201 W. Mill St., San Bernardino, CA 92408 (909) 388-5640

PREVENTION & EARLY INTERVENTION (PEI) PROGRAMS

Services to help prevent mental illness from becoming severe and disabling. PEI programs offer short-term counseling and referrals. You may call or visit a location for more information on services.

Community Wholeness & Enrichment (CWE) – supports individuals showing early signs of mental illness. CWE educates families, refers to community supports, and de-stigmatizes mental health. Serving children, adults, and families.

Rim Family Services, 28545 State Hwy. 18, Skyforest, CA 92385 (909) 336-1800
South Coast Community Services
1425 W. Foothill Blvd., Ste. 201, 310, Upland, CA 91786 (877) 527-7227
1030 Nevada St., Ste. 200, Redlands, CA 92374 (877) 527-7227
34324 Yucaipa Blvd., Ste. B - D, Yucaipa, CA 92399 (877) 527-7227
Victor Community Support Services, 15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

Family Resource Centers – provides services to children, youth, and families. Services include mental health education workshops, community counseling, adult skill-based education programs, and parenting support.

Ontario Montclair School District Health and Wellness Services

9916 Central Ave., Montclair, CA 91763 (909) 450-2502

10200 Lehigh Ave., Montclair, CA 91763 (909) 445-1616

1556 S. Sultana Ave., Ontario, CA 91761 (909) 418-6923

Pacific Clinics, 58945 Business Center Dr., Ste. D, Yucca Valley, CA 92284 (760) 228-9657

Rim Family Services, 28545 State Hwy.18, Skyforest, CA 92385 (909) 336-1800

Riverside-San Bernardino Indian Health Inc.

170 N. Yucca Ave., Barstow, CA 92311 (760) 256-9016

Valley Star Behavioral Health Inc.

1585 S. D St., Ste. 101, San Bernardino, CA 92408 (909) 388-2222

Victor Community Support Services

600 N. Arrowhead Ave., Ste. 300, San Bernardino, CA 92401 (909) 522-4656

15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

LIFT – support services for pregnant mothers and their children.

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

Military Services & Family Support Program (MSFS) – in-home and on-site services specific to the needs of active duty and retired military personnel and their families.

Pacific Clinics

58945 Business Center Dr., Ste. D, Yucca Valley, CA 92284 (760) 228-9657

Victor Community Support Services

222 E. Main St., Ste. 117, Barstow, CA 92311 (760) 255-1496

Native American Resource Center – services and resources aimed to help meet the needs of American Indian and Alaskan Native individuals and families.

Riverside-San Bernardino County Indian Health, Inc.

11980 Mt. Vernon Ave., Grand Terrace, CA 92313 (909) 684-1097

Older Adults Community Services – in-home and on-site mobile wellness services for older adults. Services include physical and behavioral health screenings, prevention activities, and safety education.

Rim Family Services, 28545 State Hwy.18, Skyforest, CA 92385 (909) 336-1800

San Bernardino County Department of Aging & Adult Services

784 E. Hospitality Ln., San Bernardino, CA 92408 (800) 510-2020

West End Family Counseling, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

Preschool PEI Program – *program for preschool children, families and teachers to increase positive behaviors in young children.*

San Bernardino County Preschool Services

662 S. Tippecanoe Ave., San Bernardino, CA 92415 (888) 543-7025

Promotores de Salud /Community Health Workers – *outreach program designed to support culturally diverse communities in San Bernardino County. Prevention services include mental health awareness, education, prevention, and resources.*

Asian-American Resource Center, 1133 S. E St., San Bernardino, CA 92408 (909) 383-0164

Hearts & Lives

24028 Lake Dr., Ste. A, Crestline, CA 92325 (909) 338-3222

27307 State Hwy. 189, Ste. 204-205, Blue Jay, CA 92352 (909) 744-9722

Pacific Clinics, 572 N. Arrowhead Ave., Ste. 100, San Bernardino, CA 92401 (877) 722-2737

Riverside-San Bernardino County Indian Health, Inc.

11980 Mt. Vernon Ave., Grand Terrace, CA 92313 (909) 864-1097

Victor Community Support Services

600 N. Arrowhead Ave., Ste. 300, San Bernardino, CA 92401 (909) 522-4656

15400 Cholame Rd., Victorville, CA 92392 (760) 243-5417

Resilience Promotion in African American Children (RPIAAC) – *prevention and early intervention services for African American children and their families. Services incorporate African American values, beliefs and traditions.*

Young Visionaries Youth & Leadership Academy

696 S. Tippecanoe Ave., San Bernardino, CA 92408 (909) 723-1695

Student Assistance Program (SAP) – *school-based program for students and families. Services include education for substance abuse, mental health, academic, emotional and social issues.*

Desert Mountain Children's Center

17800 Hwy. 18, Apple Valley, CA 92307 (760) 552-6700

58967 Business Center Dr., Ste. C - E, Yucca Valley, CA 92284 (760) 369-3130

Lutheran Social Services,

41945 Big Bear Blvd., Ste. 222, Big Bear Lake, CA 92315 (909) 866-5070

Mountain Counseling and Training

340 Hwy 138, Crestline, CA 92325 (909) 336-3330

South Coast Community Services

1030 Nevada St., Ste. 200, Redlands, CA 92374 (877) 527-7227

1461 E. Cooley Dr., Ste. 100, Colton, CA 92324 (877) 527-7227

34324 Yucaipa Blvd., Ste. B - D, Yucaipa, CA 92399 (877) 527-7227

1425 W. Foothill Blvd., STE. 210, 310, Upland, CA 91786 (877) 527-7227
222 N. Mountain Ave., Upland, CA 91786 (877) 527-7227

Victor Community Support Services

600 N. Arrowhead Ave., Ste 300, San Bernardino, CA 92401 (909) 522-4656

West End Family Counseling, 855 N. Euclid Ave., Ontario, CA 91762 (909) 983-2020

The Mental Health Student Services Act (MHSSA) was implemented via Senate Bill 75 to encourage partnerships between county mental health departments, local education districts, and community-based organizations to deliver mental health services to youth and their families. These partnerships work to remove/reduce barriers, stigma, and discrimination, identify early signs of unmet mental health needs, and prevent unmet mental health needs from becoming severe and disabling. San Bernardino County Department of Behavioral Health has partnered with the following organizations and districts:

Desert Mountain Community Services

17800 Hwy. 18, Apple Valley, CA 92307 (760) 955-3555

Serving: Silver Valley School District

South Coast Community Services

27261 Las Ramblas, Ste. 220, Mission Viejo, CA 92691 (714) 966-8650

Serving: Colton Joint Unified School District and Yucaipa-Calimesa Joint Unified School District

Some of the services provided through the San Bernardino County MHSA program are:

- Mental Health Assessments
- Wellness Fairs/Family Wellness Nights
- Presentations
- Referrals
- Youth Mental Health First Aid
- Adverse Childhood Experiences (ACEs) Training for Staff
- Parent Mental Health Training
- Collaborations Between Behavioral Health Department and Military Bases
- Back to School Nights

RESIDENTIAL TREATMENT

Community members are highly encouraged to call the locations listed below for more information on how to access residential treatment services and for bed availability.

Crisis Residential Treatment (CRT) Centers – 16-bed residential mental health treatment centers for individuals, age 18 to 59, who are experiencing an acute psychiatric episode or crisis. Services are voluntary and may last up to 90 days. Open 24 hours a day, 365 days a year, including holidays.

Casa Paseo Center, 720 E. Gilbert Ave., San Bernardino, CA 92415 6000	(909)	332-
Desert Hill Center, 16552 Sunhill Dr., Victorville, CA 92395 4400	(760)	780-
Morongo Oasis Center, 60805 29 Palms Hwy., Joshua Tree, CA 92252 5990	(760)	974-
Wellspring Center, 15217 San Bernardino Ave., Fontana, CA 92335 2150	(951)	643-

The STAY (Serving Transitional Age Youth) – a voluntary, 14 bed, short term crisis residential facility for youth ages 18 to 26. Open 24 hours a day, 365 days a year, including holidays.

780 E. Gilbert St., San Bernardino, CA 92404	(909)	763-4760
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SUD Residential Treatment Programs – provides SUD services in a home-like setting, while attending treatment services. Treatment services include group counseling, individual counseling, and alcohol and drug education.

Cedar House Life Change Center

18612 Santa Ana Ave., Bloomington, CA 92316	(909)	421-7120
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Inland Valley Recovery Services

934 N. Mountain Ave., Ste. A & B, Upland, CA 91786	(909)	949-4667
1260 E. Arrow Hwy., Bldg. B & C., Upland, CA 91786	(909)	932-1069

Tarzana Treatment Centers

44447 10 th St., Lancaster, CA 93534	(661)	726-2630
18646 Oxnard St., Tarzana, CA 91356	(888)	777-8565

VARP, Inc.

Gibson House for Men, 1100 N. D St., San Bernardino, CA 92410	(909)	884-0840
Gibson House for Women, 1135 N. D St., San Bernardino, CA 92410	(909)	888-6956

OTHER SPECIALIZED PROGRAMS

Employment Program – employment preparation, on-the-job training, and referrals to Department of Rehabilitation counselors.

Administration/East Valley	(909) 421-9430
High Desert , 12625 Hesperia Rd., Victorville, CA 92395	(760) 995-8306
TAY Services , 17053 E. Foothill Blvd., Fontana, CA 92335	(909) 347-1344
West Valley , 2940 Inland Empire Blvd., Ontario, CA 91764	(909) 458-1322

Recovery Based Engagement Support Teams (RBEST) – provides field-based services to individuals with untreated mental illness and families. Services include outreach, engagement, case management, family education, support, and therapy. (909) 421-9452

Homeless and Supportive Services – If you are struggling with homelessness, please dial 2-1-1 from any phone to be connected to a live person who can provide you with housing assistance information and other supportive resources. Available 24 hours a day, in English and Spanish. You may also visit www.211sb.org or dial 211.

The Department of Behavioral Health is a part of the County's Interagency Council on Homelessness and Homeless Provider Network. There are four programs included in Homeless and Supportive Services: DBH also works to combat homelessness through a variety of referral only programs listed below.

Innovative Remote Onsite Assistance Delivery (InnROADs) - works with community and county agencies to provide services to people who are experiencing homelessness and living in rural and isolated areas. InnROADs is a collaborative partnership between San Bernardino County Department of Aging and Adult Services, Behavioral Health, Public Health, and the Sheriff. (909) 387-7406

Community Supports - provides Housing Navigation and Housing Search for clients that have a severe mental illness and have been linked to a housing voucher/rental subsidy from the Coordinated Entry System. (909) 387-7406

Homeless Outreach Support Team (HOST) - assists homeless residents in obtaining Supplemental Security Income (SSI) and collaborates with other entities that provide outreach and engagement. (909) 387-7406

Supportive Services - staff members provide tenancy supports and supportive services to those in Permanent Supportive Housing. (909) 387-7406

SUBSTANCE USE DISORDER & RECOVERY SERVICES

OUTPATIENT TREATMENT PROVIDERS

Outpatient treatment programs provide alcohol and drug related individual and group counseling, individualized treatment planning and case management to prevent relapse and support recovery. All locations serve adults and some also serve youth ages 12 to 17. Call or visit a provider for more information. You may also call (800) 968-2636 for more information on any substance use disorder services.

Desert/Mountain

Barstow Behavioral Health, 1841 E. Main St., Ste. 218, Barstow, CA 92311 (760) 255-5700
High Desert Child, Adolescent & Family Services Center, Inc.
225 Barstow Rd., Barstow, CA 92311 (760) 255-1083
16248 Victor St., Victorville, CA 92395 (760) 243-7151
TURN Behavioral Health Services, Inc., 300 H St., Needles, CA 92363 (760) 326-4590

East Valley

Cedar House Life Change Center
18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120
Inland Behavioral & Health Services, Inc.
1963 N. E St., San Bernardino, CA 92405 (909) 881-6146
Inland Valley Recovery Services San Bernardino Recovery Center
939 N. D St., San Bernardino, CA 92410 (909) 889-6519
TURN Behavioral Health Services, Inc.
1076 San Antonio Dr., Ste. B, Colton, CA 92324 (909) 433-9824
1874 Business Center Dr., San Bernardino, CA 92408 **Must be court referred* (909) 386-0523
Rialto Behavioral Addiction Treatment Services
850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9465

Morongo Basin

TURN Behavioral Health Services, Inc.
58945 Business Center Dr., Ste. J, Yucca Valley, CA 92284 (760) 369-1074

West Valley

Clare-Matrix, 812 N. Euclid Ave., Ontario, CA 91762 (909) 395-0888
Inland Valley Recovery Services
934 N. Mountain Ave., Ste. A – C, Upland, CA 91786 (909) 949-4667
Mariposa Community Counseling
2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1376

RECOVERY SERVICES/CENTERS

Community based centers that support recovery by offering self-help groups, resources, and education. You may call or visit a location for services.

Inland Valley Recovery Services

934 N. Mountain Ave., Ste. A & B, Upland, CA 91786 (909) 949-4667
939 N. D St., San Bernardino, CA 92410 (909) 889-6519

TURN Behavioral Health Services, Inc.,

300 H St., Needles, CA 92363 (760) 326-4590
1076 Santo Antonio Dr., Ste. B, Colton, CA 92324 (909) 433-9824
58945 Business Center Dr., Ste. N, Yucca Valley, CA 92284 (760) 369-1074

Rim Family Mobile Resource Center

28545 State Hwy. 18, Skyforest, CA 92385 (909) 336-1800

NARCOTIC TREATMENT PROGRAMS - Medication assisted treatment for opioid substance use disorders, offering medical evaluation, and counseling services.

Aegis Treatment Centers, LLC

125 W. F St., Ontario, CA 91762 (909) 986-4550
11776 Mariposa Rd., Ste. 103, Hesperia, CA 92345 (760) 956-2462
125 W. F St., Ontario, CA 91762 (909) 986-4550
1889 W. Redlands Blvd., Redlands, CA 92373 (909) 501-5167

Colton Clinical Services, 2275 E. Cooley Dr., Colton, CA 92324

(909) 370-1777

Desert Treatment Clinic

1330 N. Indian Canyon Dr. Ste. A-C, Palm Springs, CA 92262 (760) 322-9065

Riverside Treatment Center, 1021 W. La Cadena Dr. Riverside, CA 92501

(951) 784-8010

PERINATAL TREATMENT PROGRAMS - Intensive outpatient services for pregnant/parenting women and their children.

Inland Behavioral & Health Services, Inc.

1963 N. E St., San Bernardino, CA 92405 (909) 881-6146

Inland Valley Recovery Services

934 N. Mountain Ave., Ste. A-D, Upland, CA 91786 (909) 949-4667

High Desert Child, Adolescent & Family Services Center, Inc.

16248 Victor St., Victorville, CA 92395 (760) 243-7151

EDUCATION AND TRAINING

DBH provides a variety of education and training opportunities to promote a greater understanding of behavioral health issues and services. Call for more information.

Mental Health First Aid – a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders.

303 E. Vanderbilt Way, San Bernardino, CA 92415 dbh-citrain@dbh.sbcounty.gov

Applied Suicide Intervention Skills Training (ASIST) – a workshop for caregivers who want to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide.

303 E. Vanderbilt Way, San Bernardino, CA 92415 dbh-citrain@dbh.sbcounty.gov

Cultural Competency – multicultural education, training and assistance in the development of linguistically and culturally appropriate recovery-oriented services.

303 E. Vanderbilt Way, San Bernardino, CA 92415 (909) 252-5150

Crisis Intervention Training (CIT) – behavioral health education and training for first responders and community partners on how to appropriately respond to individuals experiencing a behavioral health crisis, communication and de-escalation skills, and community resources and referrals.

303 E. Vanderbilt Way, San Bernardino, CA 92415 (909) 386-8258

Environmental Prevention Providers – partner agencies which host and/or facilitate a variety of community presentations, special events, and clubs in an effort to educate community members about the risks of drug use and prevent or reduce substance use.

Department of Public Health/Friday Night Live

340 N. Mountain Ave., San Bernardino, CA 92415 (800) 782-4264

Institute for Public Strategies

15428 Civic Dr. Ste. 350, Victorville, CA 92392 (760) 843-7003

242 E. Airport Dr., Ste. 205, San Bernardino, CA 92408 (909) 266-1660

MHS Central Valley Prevention

1076 Santo Antonio Dr., Ste. D, Colton, CA 92324 (909) 423-0312

MHS Needles Center for Change, 300 H St., Needles, CA 92363 (760) 326-4590

Reach Out, Inc.

1126 W. Foothill Blvd., Ste. 250, Upland, CA 91786 (909) 982-8641

Rim Family Services

28545 Highway 18, Skyforest, CA 92385 (909) 336-1800

40880 Pedder Rd., Big Bear Lake, CA 92315 (909) 366-0545

REFERRAL ONLY PROGRAMS

Participants must be referred into the following programs by a service provider, agency, and/or health or social services professional.

FORENSIC SERVICES

Comprehensive treatment services for individuals with mental health and/or substance use needs who are involved with the criminal justice system. Referrals must originate from Forensic Services programs and/or the Mental Health Court.

Choosing Healthy Options to Instill Change and Empowerment (CHOICE) – mental health and substance use disorder services for individuals on probation. Offices are co-located at the Probation Day Reporting Centers (DRCs) and Re-entry Services Centers.

1330 E. Cooley Dr., Colton, CA 92324 (909) 580-3705
1300 E. Mountain View St., Barstow, CA 92311 (760) 256-4230

DRCs

104 W. 4th St., San Bernardino, CA 92415 (909) 382-7881
15480 Ramona Ave., Victorville, CA 92392 (760) 243-8252
17830 Arrow Blvd., Fontana, CA 92335 (909) 356-6439

Diversion Opportunity for Outpatient Recovery Services (DOORS) – a pre-trial diversion and competency-based program that provides behavioral health treatment services to individuals classified under AB 1810 and SB 215. Referrals must originate from the Public Defender’s Office. (909) 421-4690

Re-Integrative Supportive Engagement Services (RISES) – support services for severe mentally ill adults recently released from county jails. RISES links adults to mental health, substance use disorder, housing and other services. (909) 501-0753

Community Supervised Treatment After Release (CSTAR) – court-referred outpatient program for adults with a serious and persistent mental illness. CSTAR helps address the mental health and substance use disorder needs of adults with repeated contact with the criminal justice system.

1330 E. Cooley Dr., Colton, CA 92324 (909) 580-3705
7281 Dumosa Ave., Ste. 4, Yucca Valley, CA 92284 (760) 853-4755
12625 Hesperia Rd., Victorville, CA 92395 (760) 955-8300

Forensics Assertive Community Treatment (FACT)/Community FACT – designed using the Assertive Community Treatment model to improve the lives of individuals living with a severe and persistent mental illness. FACT/CFACT provides wraparound services for adults who have extensive repeated contact with the criminal justice system or have a history of incarceration. 2080 S. E St., Ste. 250, San Bernardino, CA 92408 (909) 433-9300

CHILDREN'S SYSTEM OF CARE

Services for seriously, emotionally disturbed children who are not benefiting from traditional mental health services. Services range from crisis intervention to life skills and educational services. Referrals must originate from a County Mental Health program and/or a placing agency.

Centralized Children's Intensive Case Management Services (CCICMS) – coordination and monitoring of specialty programs including Therapeutic Behavioral Services, Success First, Group Homes, and Wraparound Services.

658 E. Brier Dr., Ste. 200, San Bernardino, CA 92408 (909) 501-0700

Juvenile Court Behavioral Health Services (JCBHS) / Healthy Homes – for dependents of the court, ages 5 to 21. Program focuses on early detection, assessment, and treatment of mental health needs, including psychotropic medication referral review.

658 E. Brier Dr., Ste. 200, San Bernardino, CA 92408 (909) 387-7406

Parent Partner Program – promotes partnerships between families, mental health providers, health care providers and school personnel.

658 E. Brier Dr., Ste. 200, San Bernardino, CA 92408 (909) 501-0700

SB 163 Wraparound – services designed to help children/youth remain in their homes, rather than moving to a group home environment. Provided in collaboration with San Bernardino County Children and Family Services and Probation Department.

Lutheran Social Services

41945 Big Bear Blvd., Ste. 221 - 223, Big Bear Lake, CA 92315 (909) 866-5070

58923 Business Center Dr., Ste. A - E, Yucca Valley, CA 92284 (760) 365-7209

South Coast Community Services

1425 W. Foothill Blvd., 3rd fl., Upland, CA 91786 (877) 527-7227

Pacific Clinics, 596 N. Arrowhead Ave., San Bernardino, CA 92401 (909) 266-2700

Victor Community Support Services

222 E. Main St., Ste. 117, Barstow, CA 92311 (760) 255-1496

15095 Amargosa Rd., Ste. 201, 205 & 208, Victorville, CA 92394 (760) 245-4695

JUVENILE JUSTICE

Services for minors involved in the juvenile justice system. Referrals must originate from the San Bernardino County Probation Department.

Court for the Individualized Treatment of Adolescents (CITA) – outpatient therapy and psychiatric care for youth in the juvenile justice system.

755 E. Gilbert St., San Bernardino, CA 92404 (909) 387-7792

Forensic Adolescent Services Team (FAST) – services for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC) or housed at a probation treatment facility.

900 E. Gilbert St., San Bernardino, CA 92415

(909) 387-7118

Integrated New Family Opportunities (INFO) – for youth released from a San Bernardino County JDAC. Services include family and group therapy, supervision, case management, and peer counseling.

755 E. Gilbert St., San Bernardino, CA 92404

(909) 387-7792

15345 Bonanza Rd., Victorville, CA 92392

(909) 387-7792

Juvenile Justice Community Reintegration (JJCR) – for youth detained in a San Bernardino County Juvenile Detention and Assessment Center (JDAC). Services include individual case planning, home visits, referrals to resources, and academic and vocational support.

755 E. Gilbert St., San Bernardino, CA 92404

(909) 387-7792

15345 Bonanza Rd., Victorville, CA 92392

(909) 387-7792

HOMELESS AND SUPPORTIVE SERVICES

The Department of Behavioral Health is a part of the County's Interagency Council on Homelessness and Homeless Provider Network. There are four programs included in Homeless and Supportive Services: DBH also works to combat homelessness through a variety of referral only programs listed below.

Innovative Remote Onsite Assistance Delivery (InnROADs) - works with community and county agencies to provide services to people who are experiencing homelessness and living in rural and isolated areas. InnROADs is a collaborative partnership between San Bernardino County Department of Aging and Adult Services, Behavioral Health, Public Health, and the Sheriff.

(909) 387-7406

Community Supports - provides Housing Navigation and Housing Search for clients that have a severe mental illness and have been linked to a housing voucher/rental subsidy from the Coordinated Entry System.

(909) 387-7406

Homeless Outreach Support Team (HOST) - assists homeless residents in obtaining Supplemental Security Income (SSI) and collaborates with other entities that provide outreach and engagement.

(909) 387-7406

Supportive Services - staff members provide tenancy supports and supportive services to those in Permanent Supportive Housing.

(909) 387-7406

SUBSTANCE USE DISORDER SERVICES

Drug Court Programs – monitored substance use disorder treatment program for adult or juveniles. Referrals must originate from the Superior Court.

Adult Drug Court Programs

Clare-Matrix , 812 N. Euclid Avenue, Ontario, CA 91762	(909) 395-0888
High Desert Child, Adolescent & Family Services Center, Inc. 16248 Victor St., Victorville, CA 92395	(760) 243-7151
MHS Fontana Center for Change 1076 Santo Antonio Dr., Ste. B, Colton, CA 92324	(909) 433-9824
1874 Business Center Dr., San Bernardino, CA 92408	(909) 386-0437
58945 Business Center Dr., Ste. P, Yucca Valley, CA 92284	(760) 369-1074

Juvenile Drug Court Programs

Clare-Matrix , 812 N. Euclid Ave., Ontario, CA 91762	(909) 395-0888
Inland Valley Recovery Services San Bernardino Recovery Center 939 North D St., San Bernardino, CA 92410	(909) 889-6519
High Desert Child, Adolescent & Family Services Center, Inc. 16248 Victor St., Victorville, CA 92395	(760) 243-7151

Driving Under the Influence (DUI) Programs – provides education, individual and interactive group counseling, and referral resources for adults. Referrals must originate from the Superior Court.

Alcohol Education and Recovery Services , 12560 Central Ave., Chino, CA 91710	(909) 591-4761
Correctional Healthcare , 353 W. Sixth St., San Bernardino, CA 92401	(909) 888-0149
Dalton and Associates , 12209 Hesperia Rd., Ste. G, Victorville, CA 92395	(760) 241-1777
Jackson-Bibby Awareness Group 14420 Civic Dr., Ste. 3, Victorville, CA 92392	(760) 241-3300
222 E. Main St., Ste. 218, Barstow, CA 92311	(760) 256-6114
1200 Arizona St., Ste. A10, Redlands, CA 92374	(909) 792-6925
TURN Behavioral Health Services, Inc. 300 H St., Needles, CA 92363	(760) 326-4590
2282 N. Sierra Wy., San Bernardino, CA 92405	(909) 881-1570
58945 Business Center Dr., Ste. J, Yucca Valley, CA 92284	(760) 369-1074
Rehabilitation and Alcohol Program , 17205 Arrow Blvd., Fontana, CA 92335	(909) 356-9390
Social Science Services , 18612 Santa Ana Ave., Bloomington, CA 92316	(909) 421-7120
Valley Improvement Programs 8540 Archibald Ave., Rancho Cucamonga, CA 91730	(909) 987-4036
210 W. B St., Ontario, CA 91762	(909) 983-3665
1589 W. Ninth St., Ste. E, Upland, CA 91786	(909) 985-2785

Deferred Entry of Judgment (DEJ) Services – provides understanding of the addiction process to encourage recovery from drugs for adults. Referrals must originate from the Superior Court.

High Desert Child, Adolescent & Family Services Center, Inc.

16248 Victor St., Victorville, CA 92395 (760) 243-7151

Inland Behavioral & Health Services, 1963 N. E St., San Bernardino, CA 92405 (909) 881-6146

MHS Needles Center for Change

300 H St., Needles, CA 92363 (760) 326-4590

58945 Business Center Dr., Ste. J, Yucca Valley, CA 92284 (760) 369-1074

Valley Improvement Programs, Inc.

210 W. B St., Ontario, CA 92762 (909) 983-3665

1589 W. Ninth St., Ste. E Upland, CA 91786 (909) 985-2785

Withdrawal Management (Detox) Programs – monitored detoxification services in a residential treatment or hospital setting.

Cedar House Life Change Center

18612 Santa Ana Ave., Bloomington, CA 92316 (909) 421-7120

Tarzana Treatment Centers

44447 10th St., Lancaster, CA 93534 (661) 726-2630

18646 Oxnard St., Tarzana, CA 91356 (888) 777-8565

OTHER REFERRAL ONLY SERVICES AND SUPPORT

Adult Continuing Care Program (ACCP) – Formerly known as the Adult Residential Services (ARS) program, this program provides mental health services for adults with a mental health condition. ACCP provides a structured level of care after transition from long-term locked residential facilities. Referrals must originate from a health provider.

850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9425

CalWORKs – supportive services designed to improve an individual’s emotional health and employment skills. Referrals must originate from the San Bernardino County Transitional Assistance Department (TAD).

Barstow Counseling Center, 1841 E. Main St., Barstow, CA 92311 (760) 255-5700

Mariposa Community Counseling

2940 Inland Empire Blvd., Ontario, CA 91764 (909) 458-1350

Mesa Counseling Center, 850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9200

Victor Valley Behavioral Health, 12625 Hesperia Rd., Victorville, CA 92395 (760) 995-8300

Coalition Against Sexual Exploitation (CASE) – services for sexually exploited children and youth (or those at risk for sexual exploitation). Services include mental health assessments, crisis intervention, case management, school enrollment assistance, transportation, and placement. Referrals must originate from a county agency.

San Bernardino County Children's Network
825 E. Hospitality Ln., San Bernardino, CA 92415

(909) 383-9677

Community Reintegration Services (CRS) – provides intensive case management to adults suffering from a mental health illness. CRS helps individuals transition back to their community after receiving long-term inpatient psychiatric treatment services. Referrals must originate from a psychiatric facility or county program.

850 E. Foothill Blvd., Rialto, CA 92376

(909) 421-9380

Conservatorship Investigation Program – provides assessments to gravely disabled children and adults suffering from a mental disorder. A treating hospital psychiatrist completes the assessment to determine if the individual meets criteria for conservatorship placement. Referrals must originate from a physician while the individual is hospitalized.

686 E. Mill St., San Bernardino, CA 92408

(909) 798-8589

Emergency Shelter Services – emergency housing for homeless individuals living with a behavioral health condition.

(909) 388-5600

Innovative Remote Onsite Assistance Delivery (InnROADs) – *provides services to individuals experiencing homelessness and living in rural and isolated areas.*

(909) 387-7406

Long-Term Residential Care – services for individuals placed in or discharged from a licensed, long-term, locked facility, including Institutes for Mental Diseases (IMDs) and State Hospitals. The program provides case management and transitional services to appropriate levels of care. Referrals must originate from a hospital.

(909) 421-9479

Placement After Stabilization (PAS) – discharge planning for individuals exiting a CRT facility. Referral must originate from CRT.

(909) 501-0980

Supportive Services – full-service partnership support for individuals living in permanent supportive housing projects.

(909) 387-7406

Triage, Engagement and Support Teams (TEST) – *provides crisis intervention services to individuals in the community who are experiencing a mental health crisis. TEST staff work alongside law enforcement to respond to crisis mental health calls, provide crisis intervention and follow-up case management and referrals.*

(909) 873-4409

Therapeutic Alliance Program (TAP) – a 90-day residential treatment program for adults. TAP provides services to individuals struggling with mental illness and substance abuse. Referrals must originate from a hospital or other community facility.

850 E. Foothill Blvd., Rialto, CA 92376

(909) 421-9425

Triage Transitional Services (TTS) – services to help decrease hospitalizations. Services include screening and assessments, crisis services, transportation, and referrals to outpatient programs. Referrals must originate from Arrowhead Regional Medical Center Behavioral Health Triage.
400 N. Pepper Ave., Colton, CA 92324 (909) 580-2141

ADMINISTRATIVE OFFICES and SUPPORT PROGRAMS

The following programs manage and/or support administrative functions of the department and do not provide direct client care. All addresses are 303 E. Vanderbilt Way, San Bernardino, unless otherwise noted.

Billing – Bills patient and third-party payer sources for DBH clinics. (909) 388-0819
Dial 1 and ask for billing.

Children’s Youth and Collaborative Services (CYCS) – coordination and monitoring of the children’s system of care.
658 E. Brier Dr., Ste. 150, San Bernardino, CA 92408 (909) 387-5300

Child & Youth Connection – a collaborative effort between DBH, Public Defender's Office, and San Bernardino County Children's Network to support and provide prevention services for foster youth, juvenile justice involved children and transitional age youth.
658 E. Brier Dr., Ste. 200, San Bernardino, CA 92408 (909) 501-0700

Compliance – monitors adherence to state/federal regulations, monitors licenses and credentials, and develops department-wide standards, policies and procedures. (909) 388-0879

Contracts – conducts procurements, prepares contracts and Board Agenda Items, and provides related administrative supportive services. (909) 388-0863

Director’s Office (909) 252-5142

Facilities and Property Management (909) 388-0949

Fiscal Services – manages and monitors DBH's budget, state and federal cost reports, accounts payable, contracts management, billing, purchasing, fiscal audits, and payroll.
(909) 252-5202

Human Resources – helps resolve personnel matters and interprets personnel related rules, regulations and policies, such as the MOU, Personnel Rule, Standard Practice Manual and Labor Laws. (909) 388-0890

Information Technology (909) 386-9730

Internal Audits – conducts fiscal audits and monitors providers to ensure claims are compliant with contract terms. (909) 388-0983

Managed Care Coordination – contact for managed care plans to refer eligible members to mental health services. (909) 386-9753

Medical Records – maintains, secures, and facilitates the release of medical records/health information. 850 E. Foothill Blvd., Rialto, CA 92376 (909) 421-9350

Medical Services – oversees the delivery of psychiatric, substance use, and nursing services. (909) 388-0810

Mental Health Services Act (MHSA) Administration – oversees the development and implementation of MHSA funded programs.
1950 S. Sunwest Ln., San Bernardino, CA 92408 (909) 252-4021

Office of Equity and Inclusion – develops and promotes cultural competence for DBH staff and service providers. (909) 252-5150

Patients' Rights – protects the rights of individuals receiving psychiatric services through support, advocacy, and complaint investigations.
850 E. Foothill Blvd., Rialto, CA 92376 (800) 440-2391

Payroll (909) 388-0848

Public Relations and Outreach – develops and implements effective communication and public relations strategies and coordinates community outreach and education. (909) 386-9720

Quality Management – supports compliance with federal, state and county regulations, performs Medi-Cal certification/re-certification for contract agencies, and completes utilization review activities. (909) 386-8227

Receipts – receives posts payments and processes daily bank deposits. (909) 388-0949

Research and Evaluation – collects, analyzes and provides information used to measure outcomes and increase the effectiveness of programs and services. (909) 388-0978

Substance Use Disorder & Recovery Services – coordination and monitoring of substance use disorder programs, providers, and services.
658 E. Brier Dr., Ste. 250, San Bernardino, CA 92408 (909) 501-0728

Workforce Education & Training – addresses the County’s workforce education and training needs by developing strategies and educational programs that support our staff and the community we serve.

1950 S. Sunwest Ln., San Bernardino, CA 92408

(909) 252-4017

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NONDISCRIMINATION NOTICE

DBH complies with federal and state civil rights laws. DBH does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, sexual orientation or Limited English Proficiency (LEP). DBH provides free aids and services to people with disabilities to help them communicate effectively with DBH such as:

- qualified sign language interpreters;
- written information in other formats (large print, audio, accessible electronic formats, and other formats);
- free language services to people whose primary language is not English, such as qualified interpreters, and information written in other languages.

If you need these services, contact DBH at (888) 743-1478 (711 CA Relay).

HOW TO FILE A GRIEVANCE

If you believe that DBH has failed to provide these services or you have been discriminated against in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, sexual orientation, or LEP you can file a grievance with the department's ACA 1557 Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

Civil Rights Coordinator/ACA 1557 Coordinator
DBH Office of Equity and Inclusion
Attn: ACA 1557 Coordinator
303 E. Vanderbilt Way,
San Bernardino, CA 92415-0026
Phone: (909) 252-5150 (TTY users dial 711)
Fax: (909) 388-0868
Email: ACA1557@dbh.sbcounty.gov

If the department is unable to successfully resolve the grievance, the complainant may file a civil rights complaint with the U.S. Department of Health and Human Services Office of Civil Rights. You can file electronically at <https://www.hhs.gov/ocr/complaints/index.html> or you can file by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019, (800) 537-7697 (TDD)

LANGUAGE ASSISTANCE TAGLINES

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1 (888) 743-1478 (TTY: 711).

ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request.

Call 1 (888) 743-1478 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (888) 743-1478 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (888) 743-1478 (TTY: 711).

Tagalog (Tagalog–Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (888) 743-1478 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1 (888) 743-1478 (TTY: 711) 번으로 전화해 주십시오.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1 (888) 743-1478 (TTY: 711)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1 (888) 743-1478 (TTY (հեռատիպ)՝ 711).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1 (888) 743-1478 (телетайп: 711)

LANGUAGE ASSISTANCE TAGLINES

فارسی (Farsi)

شما برای رایگان بصورت زبانی تسهیلات کنید، می گفتگو فارسی زبان به اگر: توجه بگیرد تماس 1 (888) 743-1478 (TTY: 7-1-1) با. باشد می فراهم

日本語 (Japanese)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。

1 (888) 743-1478 (TTY: 7-1-1) まで、お電話にてご連絡ください。

Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1 (888) 743-1478 (TTY: 7-1-1).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬ ਬੋਲਿ ਰੇ, ਤੀਂ ਭਾਸ਼ਾ ਧਿ ਿੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਰੇ। 1 (888) 743-1478 (TTY: 7-1-1) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا ملحوظة 1 (888) 743-1478

(والبكم الصم هاتف رقم: 7-1-1)

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1 (888) 743-1478 (TTY: 7-1-1) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1 (888) 743-1478 (TTY: 7-1-1).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: រ ើសិនជាអ្នកនិយាយ ភាសាខ្មែរ , រសវាជំនួយមននកភាសា ងាយមិនគិត គឺអាចមានសំ ំ រ ើអ្នក។ ចូ ទូ ស័ព្ទ 1 (888) 743-1478 (TTY: 7-1-1)។

ພາສາລາວ (Lao)

ໂປດລາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1 (888) 743-1478 (TTY: 7-1-1)