

# Welcome to Monterey County Behavioral Health



**ACCESS: 888-258-6029**  
**TTY/TDD: 831-796-1788**

**Crisis Team: 831-755-4111**

**Note: A copy of the “Guide to Medi-Cal Mental Health Services” booklet and the “Monterey County Behavioral Health Provider List” is available at any of our clinic locations.**

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## Welcome to Monterey County Behavioral Health

We are pleased that you have chosen Monterey County Behavioral Health for your services. We recognize that you have a choice in selecting your mental health service provider and we want to thank you for choosing Monterey County Behavioral Health. We believe that your choice in Monterey County Behavioral Health was a good one and we would like to exceed your expectations.

This handbook was created with the participation of beneficiaries (clients), family, advocates, supportive members of the community, contract providers, and staff. It is meant to help you understand our mission and values; share with you the services available; and provide information regarding your rights and responsibilities.

If you have any additional questions or concerns, please feel free to speak with your assigned service provider. If you do not have an assigned service provider yet, feel free to call our ACCESS Line at **888-258-6029**, to ask any additional questions or express any concerns you may have. If you require TYY/TDD support, please call **831-796-1788**.

We look forward to working with you!



## Our Philosophy:

Monterey County Behavioral Health believes that high quality, holistic treatment assists the individual with recovery. Monterey County Behavioral Health services are individualized, flexible, and tailored to the care of the individual and their recovery. This approach emphasizes healthy decision-making and coping skills to strengthen family and community support systems. Monterey County Behavioral Health offers accessible and comprehensive services and links to other agencies and community resources. Whenever possible we involve clients, family members, and peer supports in planning and fulfilling wellness recovery goals.

## Statement of Values

- ❖ Deliver *recovery oriented services* focused on the *strengths* and *resilience* of the whole person.
- ❖ Show *respect* for individuals and for the cultural *diversity* of our clients, staff, and the communities we serve.
- ❖ Encourage *healthy life choices* and provide a *positive environment* for our clients, staff and communities.
- ❖ *Partner* with clients, family, and communities, working together as a team to achieve common goals.
- ❖ Demonstrate *integrity* and the *highest standards of ethical practice* in every aspect of our agency.
- ❖ *Be responsible* for our actions and obligations as an organization and as individuals with open, honest communication; fair and equitable treatment of clients, staff, and community; and sound management practices.
- ❖ Cultivate an environment that empowers *self-direction, creativity, risk-taking, and change* in response to clients', staff's, and the communities' needs.
- ❖ Deliver the *highest quality* service by continuously improving our services, products and processes; being responsive and improving value to internal and external customers.
- ❖ Provide *leadership and innovation* in behavioral health services.



## Languages Available

Monterey County Behavioral Health provides written materials in English and Spanish, which are the two main languages in the area. However, interpreters are available in most languages including American Sign Language.

## About Our Staff

At Monterey County Behavioral Health, we employ staff from a variety of cultural and professional backgrounds. Our staff holds associate, bachelors, masters, and doctoral degrees in counseling, mental health therapy, social work, nursing, psychology, medicine, and substance abuse treatment amongst many other types of degrees. In addition, many of our staff are bilingual and bicultural. Our staff supports the work of our agency in many important ways and shares our focus on customer care.



## What If I Have An Emergency or a Mental Health Crisis?

Although Monterey County Behavioral Health offers a number of different services, we want to make sure you are aware of the emergency and mental health crisis services available to you. Nobody wants to have an emergency or crisis situation, but in case it does happen, we want to be sure you are prepared.

### ***Emergencies***

In the event of any life-threatening emergency, you should **CALL 911** immediately. These include situations where someone may be seriously hurt; may be in grave danger; may have attempted suicide; may want to hurt others; or there is a weapon involved.

### ***Mental Health Crisis***

For mental health crises, during regular business hours (Monday – Friday 8:00 a.m. to 5:00 p.m. except for County holidays) you may directly call your case coordinator or social worker. You may also call the Monterey County Behavioral Health clinic where you normally receive services and ask for the social worker on duty (aka “Clinician of the day”). The Crisis Team (below) is also another option for you to contact.

After regular business hours (after 5:00 PM on weekdays, during holidays, and on weekends), your particular service provider may provide a 24 hour crisis service. If not, contact the Crisis Team listed below. Monterey County Crisis Team should only be used for crisis situations that cannot wait until regular business hours. The Crisis Team has trained staff that will work with you in helping to find a safe solution for your crisis.

<b><i><u>Monterey County Crisis Team</u></i></b>
<b>Crisis Team: (831) 755-4111</b>

Please remember that the Crisis Team services do not replace 911 emergency services such as police, fire, or emergency medical services.

## Services Offered

The services provided to children and adults may include all or some of the services listed below. The type, length, and intensity of services provided depend on the specific needs of the individual and are determined during an initial assessment. If an individual requires services not directly offered by Monterey County Behavioral Health, we will discuss any available options with you.



**Outpatient Mental Health Services:** Services provided to individuals in outpatient setting clinics and the community.

- ❖ **Assessment:** A face-to-face interview to review the person's history and current concerns.
- ❖ **Mental Health Services:** Services such as group or individual therapy to help address mental or emotional concerns.
- ❖ **Rehabilitation:** Services that support improvement of a person's community living skills, social skills, hygiene skills, medication compliance, and use of community resources.
- ❖ **Case Management/Brokerage:** Services help to improve access to medical, educational, vocational, and/or other needed community services.
- ❖ **Collateral Support:** Contact with one or more significant persons in the life of the client. This includes helping significant persons understand mental health issues.
- ❖ **Group Services:** Services provided to two or more individuals at the same time to address mental health and other daily living issues with the support of staff and peers.
- ❖ **Medication Support:** Services include prescribing and monitoring of psychiatric medication(s) to help address mental health related symptoms.

**Residential Treatment Services:** Services provided to individuals in a structured residential environment with an aim to return home.

- ❖ **Adult Residential Treatment:** Services provided are aimed at helping improve social and independent living skills.
- ❖ **Day Rehabilitation:** Services to improve personal independence and functioning.
- ❖ **Day Treatment Intensive:** Program serves as an alternative to hospitalization or residential placement to enable the individual to remain in the community. These services may be available to adults and children.
- ❖ **Therapeutic Behavioral Services:** One-to-one therapeutic services to help maintain the child/youth's placement at home by focusing on behaviors and short-term treatment goals.



## Services Offered (continued)

**Crisis Services:** Services provided to support an individual during a mental health crisis.

- ❖ **Crisis Intervention:** Immediate services to support an individual during a mental health crisis. These services may be provided via telephone or in person.
- ❖ **Crisis Residential:** An alternative to hospitalization. These residential, short-term services are for individuals experiencing an acute mental health crisis.
- ❖ **Inpatient Psychiatric Hospital:** Services to address acute mental health issues posing a danger to the client and others are provided in a hospital setting.

**Integrated Health Care:** Primary care services in an outpatient mental health setting to address the client's physical and mental health needs for a more holistic approach to care.

- ❖ **Bienestar:** Primary care services in collaboration with mental health services in an outpatient setting.

**Substance Use Services:** Services provided to individuals who need support with substance use disorders. These services are offered by our Community Partners in multiple locations.

- ❖ **Outpatient Services:** Services to address alcohol and other drug problems in an outpatient setting.
- ❖ **Residential Services:** Services to address alcohol and other drug problems in a residential setting.
- ❖ **Narcotic Treatment Services:** Services to address issues with narcotic addictions.
- ❖ **Driving Under the Influence Services:** Services to address the risks while driving under the influence. Classes include education and counseling.

**Recovery & Wellness Services:** Services are provided in the community to help meet the recovery needs of each individual.

- ❖ **Pajaro Street Wellness Center:** Wellness and self-help services offered in the community. These programs may include outreach, supportive education, and community involvement.

The services provided to you may not necessarily include all of the services listed above. In addition, you may need services that we do not offer and this may require a referral to another agency. Your initial assessment with Monterey County Behavioral Health will help determine what type of services would best meet your needs.

# Monterey County Behavioral Health

## Client Rights



- ❖ Be treated with respect and dignity.
- ❖ Freedom from of any exploitation, neglect, abuse, or harassment.
- ❖ Consent to or refuse treatment, including the use of medications, with a full understanding of the potential risks and benefits.
- ❖ Confidentiality regarding services, communications, and records. Confidential information shall only be shared with the consent of the client/client's authorized representative or as required/permitted by law.
- ❖ An accounting of disclosures of your or your child's confidential information and records.
- ❖ Receive treatment in a safe, non-intimidating environment.
- ❖ Be provided quality, medically necessary treatment tailored for your or your child's particular needs.
- ❖ Receive the least restrictive setting(s) and alternative(s) for care. Restraints will only be used as medically necessary to prevent harm to self or others and will not be used as a form of coercion, intimidation, discipline, convenience or retaliation.
- ❖ Reasonable access to care regardless of sex; gender; sexual orientation; age; physical, mental or sensory disability; creed (religion); socioeconomic status; language; race; national origin; cultural background; or marital status.
- ❖ Be provided services which are sensitive to differences of sex; gender; sexual orientation; age; physical, mental or sensory disability; creed (religion); socioeconomic status; language; race; national origin; cultural background; or marital status.
- ❖ Communication in your or your child's preferred language or method.
- ❖ Actively participate in developing or modifying your or your child's plan of care and services.
- ❖ Services provided by competent, qualified staff; know which staff are participating in your or your child's care process and their specific role in the process.
- ❖ A second professional opinion regarding care and treatment and/or a change of provider(s).
- ❖ Involve family in the treatment process, as appropriate.
- ❖ Authorize a person to act on your or your child's behalf, as appropriate.
- ❖ Be informed regarding fees to be charged and methods of payment, including benefits and limitations on service imposed by a payer, if known.
- ❖ Access as permitted by your law to your or your child's treatment information and record with the opportunity to make amendments or corrections.
- ❖ Authorize disclosure as permitted by law of your own treatment information to an individual or organization of your choosing.
- ❖ Seek resolution to a complaint or grievance regarding care or access to care issues, including access to a Patient's Rights Advocate during the grievance, appeal, or State Hearing process, as appropriate.
- ❖ Be free of retaliation for exercising your rights. For example, there shall be no denial, reduction, or termination of services during the complaint, grievance, or appeals process.
- ❖ Reasonable notice regarding the end or closure of services.



## Client Responsibilities

As with any positive working relationship, you have expectations of us and we have expectations of you in order to have the best possible outcome for your services. These expectations include but are not limited to:

- ❖ Active participation in your own treatment and in the planning for your recovery.
- ❖ Working to meet recovery goals and objectives.
- ❖ Keeping scheduled appointments or notifying staff if you must miss an appointment.
- ❖ Treating other clients and staff with respect and dignity.
- ❖ Avoiding behaviors that are intimidating, threatening, disruptive, or violent.
- ❖ Maintaining the confidentiality of any client participating in any program at any time.
- ❖ Helping maintain a safe environment by not bringing any weapons onto the facilities.
- ❖ Not bringing any alcohol or street drugs onto the grounds or into buildings.
- ❖ Not smoking in any buildings or agency vehicles.
- ❖ Not physically damaging any property.

***These responsibilities must be met to participate in treatment and to be on premises. Monterey County Behavioral Health reserves the right to take actions for not meeting the expected responsibilities. Actions will depend on the severity of the violation of responsibility. Potential actions include removal from the premises, paying repair costs for physical damages, and/or termination of treatment.***

## Our Waiting Room

Part of your responsibility as a client of Monterey County Behavioral Health is to interact appropriately with other clients and members of the community while in our clinic waiting room and other public areas of the clinic. We request the following when in the waiting room and other public areas of the clinic:

- ❖ Please be courteous to others.
- ❖ Please help maintain a quiet environment.
- ❖ Please arrive about ten minutes before your scheduled appointment.
- ❖ Monterey County Behavioral Health cannot be responsible for possessions left in the waiting room.
- ❖ Our support staff cannot be responsible for managing children. Please be prepared to have your children attended to.
- ❖ No Soliciting.



## Your First Appointment

Your first appointment with Monterey County Behavioral Health is usually an opportunity for you and one of our service providers to discuss your needs. Depending on the situation, this may be a screening of your needs, a full assessment that may take up to 2 hours, or an opportunity to schedule a full assessment within 10 business days. This initial assessment will assist in how we may help you meet your goals and objectives. If Monterey County Behavioral Health offers the services you need, you will be matched with the best program and clinician to achieve your goals and objectives. If the agency does not provide services appropriate to your needs, alternative services in the community will be discussed.

During this initial assessment, we may ask your permission to obtain prior treatment records, meet family members/significant others, or discuss your treatment with other healthcare providers. These steps are meant to help us to better understand you and how we might help achieve your goals and objectives.

## Things you may consider bringing to your first appointment

- ❖ You may choose to bring a support person with you
- ❖ An identification card or driver's license
- ❖ Your insurance card
- ❖ Name and telephone number of your doctors
- ❖ A list of your prescription and over the counter medication
- ❖ Any records you may have from other treatment providers
- ❖ A list of questions about our services



## If You Are Unable to Attend Your Appointment

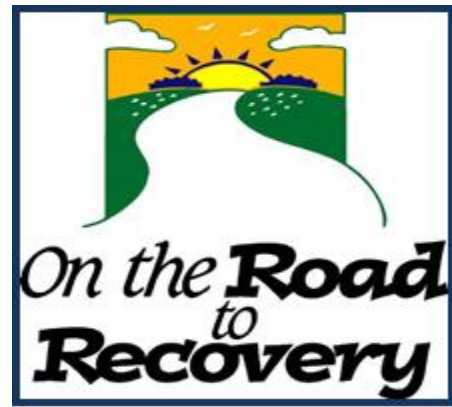
Keeping all your appointments is an important part of the recovery process. There are times when you may be unable to attend your scheduled appointment with your psychiatrist, case coordinator, therapist, or social worker. In the event you are unable to attend the scheduled appointment, we ask that you call to cancel and/or reschedule as soon as possible, but not less than 24 hours prior to your scheduled appointment.

If you forgot to call and missed an appointment, be sure to contact us as soon as you discover this in order to reschedule so that we know that you are still interested in these services. Remember that appointments fill up quickly so you will want to call to reschedule as soon as possible.

At times, for whatever reason, you may not feel like attending an appointment with one of your service providers. If this happens, give us a call and talk to us about your thoughts and feelings that are making it difficult for you to attend one of your appointments.

Listed below are the contact numbers for our clinics. If you cannot remember which of these clinics your service provider is located, give any of the clinics a call and we will do our best to help connect you.

- |                               |                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Salinas (Children's Services) | <ul style="list-style-type: none"><li>• (831) 784-2150 (951 Blanco Circle)</li><li>• (831) 796-1500 (1000 S. Main St.)</li></ul> |
| Salinas                       | <ul style="list-style-type: none"><li>• (831) 796-1700 (400 Constitution Blvd.)</li></ul>                                        |
| Marina                        | <ul style="list-style-type: none"><li>• (831) 647-7652 (299 12<sup>th</sup> St.)</li></ul>                                       |
| Soledad                       | <ul style="list-style-type: none"><li>• (831) 678-5125 (359 Gabilan Dr.)</li></ul>                                               |
| King City                     | <ul style="list-style-type: none"><li>• (831) 386-6868 (200 Broadway St.)</li></ul>                                              |



## Your Treatment/Recovery Plan

We value your involvement in your care. At Monterey County Behavioral Health we work closely with you on understanding your needs and identifying your goals through the development of a treatment or recovery plan. Your involvement in developing a mutually agreed upon treatment/recovery plan is of utmost importance to your care. You, and those supporting your treatment (with your permission), will develop a treatment/recovery plan of care that outlines your goals and how to achieve them. This plan will also show the ways in which staff members will support you in reaching your goals.

You and your service provider(s) will review and update your plan regularly and you will receive a copy of your plan to take home with you each time it is updated. During these meetings, you and your service provider(s) will also discuss your progress toward achieving your goals and make any changes to your plan to best meet your needs at the time.



## Medication

### *Important Things to Know About Getting Medication Prescriptions*

- 1. Do your best to keep every appointment you make with your doctor, nurse practitioner, or physician's assistant.** Keeping your appointments will help you not run out of medications between appointments. You should be seen regularly by your doctor, nurse practitioner, or physician assistant to ensure that your psychiatric medication(s) and treatment is as safe and effective as possible.
- 2. If your supply of medication is running low, the first thing to do is call your pharmacy.** Ask them if there are any refills available from your previous prescription. If so, you can just go to your pharmacy and pick-up/purchase a new supply of your medication.
- 3. If your pharmacy has no refills for you, you will need a new prescription.** To get one, call your Monterey County Behavioral Health **psychiatrist's office**. To provide the best care, medication requests need to be handled by those doctors and nurses who are most familiar with your personal situation at the site where your medication records are kept. If this is an urgent request, let the support staff know this information at the time of your call.
- 4. Do not wait until you are completely out of medication to call for a prescription.** It may take a few days to obtain the prescription refill from the psychiatrist's office. In fact, sometimes your doctor, nurse practitioner, or physician assistant may need to see you in person in order to provide some prescriptions.

By following the above advice, you will help us give you the best possible service regarding your medications.

# Medication Refill



**Please Call Your Pharmacy First 5-7 Days Before You Run Out of Medications**



**If no refill is available, please call your doctor immediately but no later than 5-7 days before you run out of medications.**

**AVOID LAST MINUTE DELAYS in getting your medications!**



# A Summary of Privacy Practices at Monterey County Behavioral Health



**Note:** Your service provider will give you the complete Monterey County Behavioral Health Notice of Privacy Practices at the beginning of your services. You can also request this Notice of Privacy Practices at any time.

As a Monterey County Behavioral Health client, your health information is confidential as required by Federal and State law. Only legitimate authorized users are allowed access to your information. Access is based on a need to know basis. Typically all disclosures of information outside Monterey County Behavioral Health are based on consents and authorizations obtained from the client or on uses permitted by Federal and State laws even without the client's consent. Examples of situations that Federal and State laws permit health information disclosure without the client's consent include reporting suspected child, elder, and dependent adult abuse; crimes committed by clients on the premises; or national security reasons. Monterey County Behavioral Health may also release information to other providers in order to help you with emergency treatment. In each of these instances the information disclosure is limited to what is needed in that situation. Outside organizations or individuals that provide services for Monterey County Behavioral Health are also required by written agreement to protect client confidentiality.

Monterey County Behavioral Health maintains confidential clinical records of the services it provides to you. The record typically contains an initial assessment, a treatment plan, progress notes, and other information related to the services you receive. The information in the records is used to plan and track your care; notify you of appointments and coordination of services; document services for payment of care; communicate between the professionals who provide care; and support clinical service operations. The clinical record is the physical property of Monterey County Behavioral Health. However, you may request the following: access to your record for review; copies of your record or specific reports from your record; amend your record; authorize sharing or disclosure of information in your record with someone outside Monterey County Behavioral Health; an accounting of disclosures of information sent outside Monterey County Behavioral Health except those disclosures made to carry out treatment, obtain payment for services, or provide for clinical service operations; restriction on certain uses and disclosures of your information. We will notify you if for any reason we are not able to accommodate your request in regard to clinical information.

As the Notice of Privacy Practices changes, it will be updated and posted in a public location and you may obtain a copy from any staff member at any time.

Any suspected violation of Federal and State laws may be reported to appropriate authorities. If you believe your privacy rights have been violated, you can file a complaint with the Monterey County Behavioral Health Quality Improvement Manager, the California Department of Health Care Services, or the US Department of Health and Human Services. There will be no retaliation for filing a complaint.

***If you have questions or would like additional information regarding confidentiality of health records, you may contact the Quality Improvement Manager at 831-755-4545.***

## Providing Feedback

At Monterey County Behavioral Health, we consider you a partner in your recovery. In order to know if we are providing the best services, we ask for your evaluation and input. We receive your feedback in several different ways, including but not limited to the following:



1. You may complete a “SHARE” card. These are blue cards located in the lobby.
2. We will periodically ask you to complete a satisfaction survey. These surveys only take a few minutes to complete and give us valuable information regarding future service.
3. We also periodically call you to confirm that you are receiving the services you need and to get your direct feedback.
4. You can tell any staff or supervisor your thoughts and feelings about the services you are receiving.

## *Changing Your Clinician*

Your service provider is assigned to you at the onset of your services. Occasionally, your service provider may be changed due to Monterey County Behavioral Health needs and we attempt to match you up with another provider who can best address your needs. However, at any time you feel the service provider assigned to you is not the best match for you or your needs; you have a right to request a possible change. This is done by completing the Change of Clinician form available in our clinic lobbies. Every request is reviewed but not every request is granted due to clinical or staffing related issues. However, we will inform you of the result of your request regardless of whether or not these changes will be made.

## *Client Complaint Procedure*

If you have an actual complaint about the care you are receiving, you may take the following actions:

1. While we encourage you to discuss the issue(s) with your direct service provider, you may discuss your complaint with any Behavioral Health supervisor or manager. We find it most effective if you discuss it with your service provider’s direct supervisor or manager.
2. You can also contact the Patient’s Rights Advocate, **David Vandenberg**, with your complaint. He can be contacted at **(866) 908-4375**.

**Note:** Brochures discussing Monterey County Behavioral Health’s problem resolution process are provided to you at the beginning of services and available in all of our clinic lobbies. You may also request a copy of the form from any of our clinic staff at any time.

# Children



## How do I know when a child needs help?

For children from birth to age 5, the following are signs that may show a need for specialty mental health services:

- Parents feel overwhelmed by being a parent or who have mental health issues
- A major source of stress in the family, such as divorce or death of a family member
- Abuse of alcohol or other drugs by someone in the home
- Unusual or difficult behavior by the child
- Violence or disruption in the home

For school-aged children, the following checklist includes some signs that should help you decide if your child would benefit from mental health services. Your child:

- Displays unusual changes in emotions or behavior
- Is doing poorly in school, misses school frequently, or does not want to attend school
- Has many illnesses or accidents
- Does not want to be away from you
- Has many disturbing dreams
- Refuses to eat or eats too much
- Suddenly refuses to be alone with a certain family member or friend or acts very disturbed when the family member or friend is present
- Has no friends or has difficulty getting along with others
- Has difficulty falling asleep, wakes up in the middle of the night, or insists on sleeping with you
- Is very fearful
- Is very aggressive
- Becomes suddenly withdrawn or angry
- Is frequently tearful
- Displays affection inappropriately or makes abnormal sexual gestures or remarks

If your child is displaying several of the signs discussed above, you should contact Monterey County Behavioral Health to request additional information and an assessment for services to see if Behavioral Health can help you.

# Adolescents and Young Adults



## How Do I Know When An Adolescent or Young Adult Needs Help?

Adolescents (12-18) and young adults (18 to 24) face many unique pressures and challenges. Many of them are developing their identity while transitioning to adulthood.

Some unusual behavior by an adolescent or young adult may be related to the physical and psychological changes taking place as they transition to their teens or into adulthood. The adolescent, young adults or people around them may have difficulty deciding between what 'normal behavior' is and what may be signs of emotional or mental health problems that require professional help.

Some mental illnesses can begin in the years between 12 and 24. The checklist below should help you decide if an adolescent or young adult requires help. If more than one sign is present or persists over a long period of time, it may indicate a more serious problem requiring professional help. If an adolescent or young adult:

- Pulls back from usual family, friend, and/or normal activities
- Experiences an unexplained decline in school or work
- Neglects their appearance
- Shows a marked change in weight
- Runs away from home
- Has violent or rebellious behavior
- Has physical symptoms with no apparent illness
- Abuses drugs or alcohol

Parents or caregivers of adolescents or the adolescent themselves may contact Monterey County Behavioral Health for an assessment to see if mental health services are needed. A young adult may consent for their own assessment at Monterey County Behavioral Health.

# Adults and Older Adults

## How I Know When I Needs Help?

While many think mental and emotional health issues are rare, the truth is that one in five individuals will have a mental health issue at some point in their life. Like physical illnesses, mental health issues can be caused by many factors. The most important thing to remember when asking if you need professional help is to trust yourself. If you think and feel that you may need professional help, you should request an assessment from Monterey County Behavioral Health Department.



## You may need help if you are experiencing SEVERAL of the following:

- Depressed, very down, or feeling hopeless or helpless
- Loss of interest in pleasurable activities
- Weight loss or gain of more than 5% in one month
- Excessive sleep or lack of sleep
- Slowed or excessive physical movements
- Cry frequently and for ‘no reason’
- Isolate or withdraw from other people
- Fatigue nearly every day
- Feelings of worthlessness or excessive guilt
- Difficulty thinking, concentrating or making a decision
- Unable to go to work or school
- Feel anxious or worried most of the time
- Decreased need for sleep—feeling ‘rested’ after only a few hours of sleep
- ‘Racing’ thoughts too fast for you to keep up with
- Talking very fast and can’t stop talking
- Feel that people are ‘out to get you’
- Hear voices and sounds others do not hear
- Have what others call strange or bizarre behavior
- Have severe mood swings
- See things others do not see
- Do not care about personal hygiene (being clean)
- Have serious relationship problems
- Are often angry and ‘blow up’ for ‘no reason’

# Resources

## ***Important Information Covered California and Medi-Cal***

If you do not already have medical coverage, you can visit <https://v.calheers.ca.gov/> to utilize the Covered California online insurance marketplace. When you complete a Covered California application, your eligibility for Medi-Cal will automatically be determined. Medi-Cal offers free or low-cost health coverage for California residents who meet eligibility requirements.



You can also apply for Medi-Cal separately and anybody can apply for Medi-Cal benefits regardless of sex, race, religion, color, national origin, sexual orientation, marital status, age, disability, or veteran status. If you are interested in applying for Medi-Cal and do not want to utilize the Covered California process, you can apply online at <https://www.c4yourself.com> or call 1-866-323-1953.

## ***Important Numbers to Know***

<b>Emergency</b>	<b>911</b>
Monterey County Behavioral Health Access (24 Hours)	(888) 258-6029
Crisis Team: (24 Hours)	(831) 755-4111
Natividad Medical Center (Salinas)	(831) 755-4111
Community Hospital of the Monterey Peninsula (Monterey)	(888)-452-4667
Mee Memorial Hospital (King City)	(831) 385-6000

## ***Additional Community Resources***

The listing below is only a brief sample of the resources available in Monterey County. Please ask your Monterey County Behavioral Health service provider regarding any resources you may need. They should be able to provide you with a referral or information about other available services.

<b>Aging and Adult Services</b> To report suspected cases of elder and dependent adult abuse/neglect <a href="http://www.co.monterey.ca.us/aaa/">http://www.co.monterey.ca.us/aaa/</a>	<b>831-883-7565</b>
<b>Alcohol and Drug Programs</b> <a href="http://www.mtyhd.org/index.php/service-catalog/item/behavioral-health-drug-and-alcohol-services">http://www.mtyhd.org/index.php/service-catalog/item/behavioral-health-drug-and-alcohol-services</a>	<b>831-755-4500</b>
<b>Alisal Family Health Center</b> 559 E. Alisal Suite 201, Salinas, CA 93905	<b>831-769-8800</b>
<b>California Children's Services (CCS)</b> Provides medical case management and funding for authorized diagnostic and treatment services for a variety of medical conditions. <a href="http://montereycountyhealth.org/index.php/service-catalog/hd-phb-svcs/item/california-children-s-services-ccs">http://montereycountyhealth.org/index.php/service-catalog/hd-phb-svcs/item/california-children-s-services-ccs</a>	<b>831-755-4747</b>
<b>Catholic Charities</b> To provide leadership and support for the work of local agencies in their efforts to reduce poverty, support families, and empower communities. <a href="http://catholiccharitiesusa.org/">http://catholiccharitiesusa.org/</a>	<b>831-422-0759</b>
<b>Central Coast Center for Independent Living (CCIL)</b> CCCIL promotes the independence of people with disabilities by supporting their equal and full participation in life. <a href="http://www.cccil.org/">http://www.cccil.org/</a>	<b>831-757-2968</b>
<b>Central Coast Suicide Prevention Hotline</b> <a href="http://fsa-cc.org/suicide-prevention-service/">http://fsa-cc.org/suicide-prevention-service/</a>	<b>877-663-5433</b>
<b>Child Protective Services (CPS)</b> To report suspected cases of abuse/neglect of children age 17 or under <a href="http://mcdss.co.monterey.ca.us/families/">http://mcdss.co.monterey.ca.us/families/</a>	<b>800-606-6618</b> <b>831-755-4661</b>
<b>Coalition of Homeless Services Providers</b> <b>Martinez Hall, 220 12th Street, Marina, CA 93933</b> To obtain information about services available to low-income and homeless individuals and families. <a href="http://www.chspmontereycounty.org/">http://www.chspmontereycounty.org/</a>	<b>(831) 883-3080</b>
<b>Family &amp; Community Nutrition Programs</b> formerly known as Women, Infants, and Children (WIC) Nutrition <a href="http://www.co.monterey.ca.us/wic/">http://www.co.monterey.ca.us/wic/</a>	<b>831-796-2888</b>
<b>Food Bank/Housing Meals</b> <a href="http://www.foodbankformontereycounty.org/">http://www.foodbankformontereycounty.org/</a>	<b>831-758-1523</b>

## *Additional Community Resources [continued]*

<b>Monterey County Health Clinic at Marina,</b> <b>3155 De Forest Road, Marina, CA 93933</b> <a href="http://www.mtyhd.org/index.php/locations/clinic-locations/item/monterey-county-health-clinic-at-marina">http://www.mtyhd.org/index.php/locations/clinic-locations/item/monterey-county-health-clinic-at-marina</a>	<b>831-384-1454</b>
<b>Monterey County Rape Crisis Center</b> <a href="http://www.mtryrapecrisis.org/">http://www.mtryrapecrisis.org/</a>	<b>831-424-4357 Salinas</b> <b>831-375-4357 Monterey</b>
<b>National Alliance on Mental Illness (NAMI) – Monterey</b> A resources for those dealing with mental health issues and for their families <a href="http://www.namimonterey.org/">http://www.namimonterey.org/</a>	<b>831-375-6264</b>
<b>National Suicide Prevention Hotline</b> <a href="http://www.suicidepreventionlifeline.org/">http://www.suicidepreventionlifeline.org/</a>	<b>800-273-8255</b>
<b>Pajaro Wellness Center</b> <b>339 Pajaro St. Salinas, CA 93906</b>	<b>831-800-7530</b>
<b>Monterey County Libraries</b> <a href="http://www.co.monterey.ca.us/library/">http://www.co.monterey.ca.us/library/</a>	<b>Various locations</b>
<b>Seaside Family Health Center,</b> <b>1150 Fremont Blvd., Seaside, CA 93955</b> <a href="http://www.mtyhd.org/index.php/locations/clinic-locations/item/seaside-family-health-center">http://www.mtyhd.org/index.php/locations/clinic-locations/item/seaside-family-health-center</a>	<b>831-899-8100</b>
<b>St. James Christian Methodist Episcopal Church</b> <b>285 Calle Cebu St. Salinas, CA 93901</b> <a href="http://stjamescme.org/">http://stjamescme.org/</a>	<b>831-422-3741</b>
<b>United Way 2-1-1</b> Information on community resources <a href="http://www.unitedwaymcca.org/2-1-1">http://www.unitedwaymcca.org/2-1-1</a>	<b>2-1-1</b>



## ***Alcohol and Other Drug Programs (AOD) Resources***



The listing below is only a brief sample of the AOD resources available in Monterey County. Please ask your Monterey County Behavioral Health service provider regarding any resources you may need. They should be able to provide you with a referral or information about other available services.

Alcoholics anonymous: <http://www.alcoholics-anonymous.org>

Chemically Dependent Anonymous: <http://www.cdaweb.org>

Cocaine Anonymous: <http://www.ca.org>

Crystal Meth Anonymous: <http://www.crystallmeth.org>.

Heroin Anonymous: <http://www.heroin-anonymous.org>

LifeRing Secular Recovery: <http://www.unhooked.com>

Marijuana Anonymous: <http://www.marijuana-anonymous.org>

Methadone Anonymous: <http://www.methadone-anonymous.org>

Narcotics anonymous: <http://www.na.org>

Secular Organizations for Sobriety/Save Ourselves: <http://www.sossobriety.org>

SMART Recovery: <http://www.smartrecovery.org>

Women for Sobriety: <http://www.womenforsobriety.org>

### **For People with Co-Occurring Disorders:**

Double Trouble in Recovery: <http://www.doubletroubleinrecovery.org>

Dual Recovery Anonymous: <http://www.dualrecovery.org>

### **For Families, Friends, and Significant Others:**

Al-Anon/Alateen <http://www.al-anon.alateen.org>

Co-Anon: <http://www.co-anon.org>

Families Anonymous: <http://www.familiesanonymous.org>

Nar-Anon: <http://nar-anon.org>

Faces and Voices of Recovery:

[http://www.facesandvoicesofrecovery.org/resources/support\\_home.php](http://www.facesandvoicesofrecovery.org/resources/support_home.php)

Mutual Support Groups: What Everyone Needs to Know (webcast):

<http://ncadistore.samhsa.gov/catalog/mediaDetails.aspx?ID=266>

Recovery Community Services Program: <http://www.rcsp.samhsa.gov>

Self-Help Group Sourcebook Online: <http://mentalhelp.net/selfhelp>

**THANK YOU FOR CHOOSING MONTEREY COUNTY  
BEHAVIORAL HEALTH FOR YOUR MENTAL HEALTH  
SERVICES.**

We look forward to working with you!