
Glenn County Behavioral Health

Guide to County Mental Health Services



242 N. Villa Ave.
Willows, CA 95988
Phone: (530) 934-6582
Fax: (530) 934-6592

1187 E. South St.
Orland, CA 95963
Phone: (530) 865-6459
Fax: (530) 865-6483

Toll-Free 24-hour Crisis Service

Call **1-800-500-6582** during office hours
or **1-800-507-3530**
after-hours/holidays/weekends

Clinic Hours
Monday-Friday, 8:00 am-5:00 pm

Welcome to Mental Health!

Welcome to Glenn County Behavioral Health (GCBH), Mental Health Services. We provide mental health services for people who live in Glenn County, including people who are eligible for Medi-Cal.

As the county mental health services plan, we have specific goals:

- Provide treatment to help you address mental health symptoms
- Work with you and your other health care providers to arrange for quality care for you
- Be sensitive to your needs and respect your privacy
- Refer you to appropriate resources

As a participant, you have specific responsibilities to:

- Keep your appointments
- Call if you cannot make your appointment
- Work on treatment goals with your provider
- Work with us to choose the best treatment staff for you

Service Teams

A team of experts will work with you to determine if you need services and to deliver the services you need, including:

- Psychiatrist (MD)
- Licensed Clinical Social Workers (LCSW)
- Licensed Marriage and Family Therapists (LMFT)
- Medication Support Staff
- Case Managers
- Mental Health Rehabilitation Specialists
- Adult Coaches and Peer Advocates

Available Services

The following services are available in **English and Spanish** for children, youth, adults, and older adults who are experiencing serious emotional disturbance or mental illness.

Other language resources are available as needed and are FREE.

Clinical Assessment

We assess your current emotional, behavioral, and mental health problems. This assessment determines the services you need.

Case Management and Service Coordination

We link you to services that you need, including medical, educational, social, vocational, and other community services.

Outpatient Counseling Services (Brief Therapy)

We provide individual, family, and group counseling to help reduce symptoms and improve functioning.

Medication Services

As needed, we conduct assessment and medication management services at our clinics to reduce symptoms of mental illness.

Crisis Intervention

We provide 24-hour services to help you resolve crisis mental health situations.

If you feel that you are in a mental health crisis, please contact us at 1-800-500-6582 during office hours or 1-800-507-3530 after-hours, holidays, and weekends.

Acute Hospitalization

We can arrange for inpatient hospital services to treat an acute mental health crisis.

If you feel that you are in a mental health crisis, please contact us at 1-800-500-6582 during office

hours or 1-800-507-3530 after-hours, holidays, and weekends.

Outreach Services

We offer information and education to help you learn about our available services.

Brochures are available at our clinics, and in locations around the county, including Health Services Agency, health centers, community pantries, schools and churches, and other community centers.

Additional Children's Services

The Children's System of Care offers additional services for eligible children and youth:

- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)
- Therapeutic Behavioral Services (TBS)
- Intensive Care and Coordination (ICC)
- Intensive Home Based Services (IHBS)
- Services at schools

Additional Adult Services

The Adult System of Care offers additional resources, including treatment for people who experience mental illness and substance use disorders.

County Substance Use Disorder Program

The GCBH Alcohol and Drug Program provides treatment counseling, education, and referrals for substance use disorders.

Wellness / Drop-In Centers

Our 2 mental health wellness centers offer positive and supportive environments.

Services at each center may include peer-run support groups; yoga; cooking classes; exercise groups; pain management; and other activities.

Services are available in English and Spanish.

Drop in for more information. You do not need an appointment.

- **Harmony House – Adult Wellness Center**

343 Yolo St., Orland, CA

Monday-Friday, 8:00 am- 5:00 pm

- **TAY Wellness Center – Teens & Young Adults**

612 4th Street, Orland, CA

Monday-Friday, 1:30 pm- 5:30 pm

Glenn County Behavioral Health Board

The duty of the Behavioral Health Board (BHB) is to advocate and promote recovery for individuals with mental illness. BHB members are clients, family members, providers, and stakeholders.

The community is invited to attend all BHB meetings. Call (530) 934-6582 for meeting times and locations.

Frequently Asked Questions

How much do I have to pay?

Fees at GCBH are adjusted according to your income on a sliding scale.

Medi-Cal and other insurance coverages are accepted.

You may ask about charges by calling GCBH at 1-800-500-6582 during regular office hours.

Can I pick my therapist?

Inform the staff person completing your first assessment that you would like to choose your treatment provider.

Your choice of treatment provider may include staff who meet your cultural or language needs.

Whenever possible, your request will be filled.

At any time, you may ask to change to another treatment staff member.

You may obtain a Provider Directory in our clinic lobbies.

How do I submit complaints, or appeal a denial of a service?

If you are not happy with your services or our decisions concerning your services, you may talk with us or write to us. We will try to resolve the problem.

We encourage you to discuss issues regarding your care directly with your current provider.

To file a grievance, or to appeal a decision about your services, fill out a grievance or appeal form and give it to us.

The grievance or appeal forms are located in our clinic lobbies. Self-addressed envelopes are included with the forms, if you want to send a grievance or appeal to us by mail.

Please ask staff if you do not see the forms and envelopes.

For more information on resolving problems, please pick up a copy of the Client Problem Resolution Guide in our lobbies.

You may also contact the Patients' Rights Advocate at (530) 934-6582.

Are my client rights taken into consideration?

We are committed to protecting your client rights.

Your basic rights include the right to:

- Be treated with respect and honor your dignity, privacy, and confidentiality.
- Participate in decisions about your treatment, including the right to accept or refuse services.
- Give your consent about treatment and medication.
- Be free from any form of restraint or seclusion used as a means of retaliation, coercion, discipline, or convenience.
- Talk to the Patients' Rights Advocate.
- Receive copies of your medical records and request that they be corrected.
- Give us an Advance Directive to describe your preferences for treatment during times when you cannot communicate or make decisions.
- Receive materials in a language and/or in alternate formats that you can easily understand, like Spanish, large print, or audio. Language services and alternate formats are free.

If you are a Medi-Cal client, the Beneficiary Handbook is available upon request and in our clinic lobbies.

English: ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-500-6582 (TDD: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1--800-500-6582 (TDD: 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 1-800-500-6582 (TDD: 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 1-800-500-6582 (TDD: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-500-6582 (TDD: 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 1-800-500-6582 (TDD: 711)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-500-6582 (TDD (հեռատիպ)՝ 711):

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-500-6582 (телетайп: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-500-6582 (TDD: 711) تماس بگیرید.

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。1-800-500-6582 (TDD: 711) 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 1-800-500-6582 (TDD: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-500-6582 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك

بالمجان. اتصل برقم 1-800-500-6582 (رقم هاتف الصم والبكم: 711)

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-500-6582 (TDD: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน:

ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้
ฟรี โทร 1-800-500-6582 (TDD: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ,
សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ
គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-500-6582 (TDD:
711)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ,
ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ,
ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-
800-500-6582 (TDD: 711).



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Patients' Rights Advocate

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