

Glenn County
Health and Human Services Agency
Mental Health Services

Medi-Cal Services
for Children and Young Adults

**THERAPEUTIC
BEHAVIORAL SERVICES (TBS)**



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

Medi-Cal Services for Children and Young People THERAPEUTIC BEHAVIORAL SERVICES

This notice is for children and young people, under 21 years of age, who have full-scope Medi-Cal.

This notice is also for the families or caregivers of eligible children and young people.

It explains that a Medi-Cal mental health service called Therapeutic Behavioral Services (TBS) is available from Glenn County Behavioral Health (GCBH).

What are Therapeutic Behavioral Services?

TBS is a type of mental health service available to you if you have serious emotional problems.

You must be under 21 and have full-scope Medi-Cal to get TBS.

- If you are living at home, the TBS staff person can work one-to-one with you to reduce severe behavior problems.
 - Services may keep you from needing a higher level of care, such as a group home for children and young people with very serious emotional problems.
- If you are living in a group home for children and young people with very serious emotional problems, a TBS staff person can work with you so that you may be able to move to a lower level of care, such as to a foster home or back home.

TBS will help you and your family or caregiver learn new ways of controlling problem behaviors and ways of increasing the kinds of behavior that will allow you to be successful.

You, the TBS provider, and your family or caregiver will work together very intensively for a short period of time, until you no longer need TBS.

You will have a TBS Plan that will outline what you, your family or caregiver, and the TBS provider will do during TBS, and when and where TBS will occur.

Who can get TBS?

You may be able to get TBS if you have full-scope Medi-Cal, are under 21 years old, AND:

- Have serious emotional problems, AND
- Live in a group home for children and young people with very serious emotional problems [these group homes are sometimes called Rate Classification Level (RCL) 12, 13, or 14, group homes.]; OR
- Are at risk of having to live in a group home, a mental health hospital, a nursing facility that specializes in mental health treatment, or a Mental Health Rehabilitation Center (these are also called Institutions for Mental Diseases or IMDs); OR

- Have been hospitalized, within the last 2 years, for emergency mental health problems.

Under certain circumstances, if you do not meet TBS requirements, GCBH may provide TBS to you for up to 30 days if you:

- Need to deal with your behaviors immediately, AND
- Your behaviors are compromising your current living situation, AND
- GCBH determines that TBS is necessary, AND
- There is documentation that says TBS is medically needed to help with your current behavior.

What are the rules about TBS?

You must be getting other mental health services to be able to get TBS.

TBS adds to other mental health services; it does not take the place of them.

Since TBS is short term, other mental health services may be needed to keep problems from coming back or getting worse after TBS has ended.

TBS is not provided if the reason it is needed is:

- Only to help you follow a court order about probation
- Only to protect your physical safety or the safety of other people
- Only to make things easier for your family, caregiver, guardian, or teachers
- Only to help with behaviors that are not part of your mental health problems

You cannot get TBS while you are in a mental health hospital, an IMD, or locked juvenile justice setting, such as a juvenile hall.

However, if you are in a mental health hospital or an IMD, you may be able to leave the mental health hospital or IMD sooner, because TBS can be added to other mental health services once you have moved into in a lower level of care (home, a foster home, or a group home).

How do I get TBS?

If you think you need TBS, ask your psychiatrist, therapist, or case manager to contact GCBH and request services.

A family member, caregiver, guardian, doctor, psychologist, counselor, or social worker may also call GCBH and ask for information about TBS or other mental health services for you.

Who decides whether or not I need TBS?

GCBH decides if you need mental health services, including TBS.

A GCBH staff person will meet with you, your family, caregiver, guardian, and/or others who are important in your life, and will make a Plan for the mental health services that you need.

This Plan may include a TBS Plan if GCBH determines that you need TBS.

Determining if you need TBS may take one or two face-to-face meetings with GCBH; sometimes more meetings are needed.

If GCBH decides that you need TBS, you will be referred to a TBS provider.

What is in my TBS Plan?

Your TBS Plan will spell out the problem behaviors that need to change, and what the TBS provider, you, and sometimes your family, caregiver, or guardian will do when TBS is provided.

The TBS Plan will show how many hours a day and the number of days a week that the TBS staff person will work with you and your family, caregiver, or guardian.

The hours in the TBS Plan may be scheduled during the day, early morning, evening, or night.

The days in the TBS Plan may include weekends as well as weekdays.

The TBS Plan will show how long you will receive Therapeutic Behavioral Services.

The TBS Plan will be reviewed regularly and TBS may last longer, if the review shows that you are making progress but need to receive TBS for a longer period of time.

What if GCBH does not approve TBS, but I, my family, or caregivers disagree?

If we do not approve TBS, but you, your family, caregiver, or guardian disagree with the decision, you can file an appeal with GCBH.

Call us at 1-800-500-6582 and let us know that you have a problem with our decision regarding TBS.

You may call the county Patients' Rights Advocate at (530) 934-6582.

You may call the state Mental Health Ombudsman Office at 1-888-452-8609; or email at MMCDOmbudsmanOffice@dhcs.ca.gov.

Disability Rights California is available to assist with complaints, appeals, and grievances at 1-800-776-5746 or <http://www.disabilityrightsca.org/>

What other mental health services are available for children and young people?

Additional mental health services are available to help children and young people who are experiencing sadness, nervousness, or anger that make their lives difficult.

Some of the other services that are available to children and youth include:

- Individual therapy
- Group therapy
- Family therapy
- Crisis Counseling
- Case management
- Special day programs
- Medications for mental health treatment
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services

For more information about these and other mental health services, please contact GCBH at 1-800-500-6582.

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 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน:

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

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: រ រ សើ ិនជាអ្នកនិយាយ ភាសាខ្មែរ ,
រសវាជំនួយមននកភាសា រោយមិនគិត ្នួន
គឺអាចមានសំរា ំ ំរ អុើ នក។ ចូ ទូ ស័ព្ទ 1-800-500-6582
(TTY: 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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