



WHO WE SERVE

Shasta County residents who meet eligibility criteria can participate in ongoing mental health services. Generally, these are either adults with a serious mental health illness that causes significant impairment in an important area of their lives (housing, employment, relationships, etc.). In addition to ongoing services, the county provides services to anyone experiencing a mental health crisis.

HOW TO GET SERVICES

You may request mental health, alcohol and drug services by calling the Access Team (see Contact Information). Our mental health clinicians provide screening, referrals and assessments. We will always treat you with respect, sensitivity and confidentiality. Information is available 24 hours a day, seven days a week. Bilingual staff and/or interpreter services (including American Sign Language) are available free. **If you are experiencing a mental health crisis, please call Crisis Services at 225-5252 (or toll free, (888) 385-5201).**

IS THIS CONFIDENTIAL?

Yes. We do not release information to anyone without client permission, or as allowed or required by law.

AVAILABLE SERVICES

Adult Services help adults who have severe, persistent mental health issues. Our treatment planning team includes psychiatrists, nurses, nurse practitioners, clinicians, case managers and peer support.

Crisis Residential and Recovery Center is a voluntary residential facility that provides people with local support during a mental health crisis. Clients here can stabilize and develop a plan for their future.

Alcohol and Drug Services are available to adults struggling with addiction. A list of community providers is available at www.shastahhsa.net.

HOW IT WORKS

People can call or come into our office during our regular hours, or call the Access Team at any time. We are focused on recovery. We are culturally proficient.

When you contact us, our Access Team will work with you to determine what services you need. Together, we will discuss the options available to meet your needs.

OUR TREATMENT PHILOSOPHY

Everyone who comes through our door will be welcomed and offered support. We will support you in determining what services you need in order to get well.



OUR MISSION

Partnering to provide accessible and comprehensive alcohol, drug and mental health services within the community.

OUR VISION

Wellness and recovery through supportive communities.

OUR VALUES

Welcoming · Accessible · Quality · Strength-Based · Integrated · Supportive · Partnering

CONTACT THE ACCESS TEAM

Phone (530) 225-5252
Toll Free (888) 385-5201
California Relay Service 711
Fax (530) 225-3870

If you are having a psychiatric emergency or need urgent care, call 911. If someone you know is having an emergency, call 911 and request a health and wellness check.



If you have a psychiatric emergency or need urgent care, call 911.

ACCESS TO
**TREATMENT
& RECOVERY
SERVICES**



**SHASTA COUNTY HEALTH AND
HUMAN SERVICES AGENCY**
Mental Health, Alcohol and Drug
Services

www.shastahhsa.net



Funding is provided through the Mental Health Services Act and state and federal dollars.

SHASTA COUNTY HEALTH AND HUMAN
SERVICES AGENCY
Adult Services Branch
www.shastahhsa.net
Revised 03/2017

CONTACT INFORMATION

Crisis Services (Access Team)

Phone (530) 225-5252,
(888) 385-5201

HIPAA Privacy Officer

Phone (530) 225-5995

Patients Rights Advocate

(530) 225-5506

Problem Resolution

(530) 245-6750 or
(888) 385-5201

California Relay Service

Toll free 711

PHYSICAL LOCATION

2640 Breslauer Way
Redding, CA 96001
(530) 225-5200
Toll Free: (888) 385-5201

Clinic hours:

8 am to 3 pm Monday through
Friday to initiate services

8 am to 5 pm Monday through
Friday for crisis services

OUR WEBSITE

www.shastahhsa.net

The County of Shasta does not discriminate on the basis of a disability in admission to, access to or operations of its programs, services or activities. If you need an ADA accommodation, please contact Shasta County Support Services at (530) 225-5348.