



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, 7 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 Access 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

Children's Services (Ages 0-20) include urgent mental health care, hospital discharge planning and follow-up, and screening and assessment. Youth have access to services on site or through contract providers, including services in the home and community

Adult Services (Ages 21+) 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.shastahsa.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

Engaging individuals, families and communities to protect and improve health and wellbeing.

OUR VALUES

Collaboration · Adaptability · Respect · Excellence

CONTACT THE ACCESS TEAM

Phone (530) 225-5252
Toll Free (888) 385-5201
TTY 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.

www.shastahhsa.net
Revised 2/2019

CONTACT INFORMATION

Crisis Services

Phone (530) 225-5252

Toll Free (888) 385-5201

General Information

Phone (530) 225-5200

HIPAA Privacy Officer

Phone (530) 225-5995

Patients' Rights Advocate

Phone (530) 225-5506

Problem Resolution

Phone (530) 245-6750 or

Toll Free (888) 385-5201

TTY

Toll Free 711

PHYSICAL LOCATION

Adult Services

2640 Breslauer Way

Redding, CA 96001

Children's Services

1560 Market Street

Redding, CA 96001

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