

Behavioral Health and Recovery Services (BHRS) offers mental health and substance use services. Services are available to children, teens, adults, and older adults. This will provide information on the services provided.

**Interpreter services are free to consumers. Family, friends or children of consumers are not expected to interpret.**

This brochure has information about hours and location for the BHRS clinics and services.

For more information, please review the Medi-Cal Beneficiary Handbook, provided online and/or at any clinic site.

**Consumer Rights:**

1. Confidentiality held.
2. Free from discrimination.
3. Tight to their file.
4. Receive respect.
5. Free from abuse.
6. Participate in their treatment.
7. Receive information about the course of treatment and progress made.
8. Stop services at any time.
9. Know of research activities that may involve them.
10. To know how to file a complaint.

**Complaints/concerns:**

A consumer or designee, may voice their concern about the service they received. This is known as the Problem Resolution Process.

**Problem Resolution Process:**

The Problem Resolution Process Brochure has more information. Forms are available at each clinic and online at the BHRS website.

**Patient's Rights Advocate:**

The Patient's Rights Advocate is available to assist you. The Patient's Rights Advocate can be reached at: (209) 381-6876 or toll-free at 1-800-736-5809.

**BHRS SERVICES:**

**Screening and Referral: ACCESS**

Call one of the numbers listed below and BHRS will give you information about services and resources.

BHRS - ACCESS: 209-381-6800  
 Toll-Free: 1-888-334-0163  
 TDD Toll-Free: 1-866-293-1818

**BHRS Services Available**

<b><u>"Assessments"</u></b> An evaluation provided at Central Intake. Determines criteria for a person to receive BHRS Services.	Youth & Adult
<b><u>"Individual and Group Therapy"</u></b> Address behavioral health needs.	Youth & Adult
<b><u>"Case Management"</u></b> – Extra help to achieve treatment goals.	Youth & Adult
<b><u>"Medication Support"</u></b>	Youth & Adult
<b><u>"Treatment Planning"</u></b> Treatment planning specific to each person's needs.	Youth & Adult

<p><b><u>“PCIT (Parent-Child Interaction Therapy)”</u></b> Helps improve parent/child relationships.</p>	Youth
<p><b><u>“Recovery Assistance for Teens (R.A.F.T.)”</u></b> Substance Use Disorder Treatment for youth.</p>	Youth (12-17 y/o)
<p><b><u>“Older Adult Services”</u></b></p>	Adult 60+
<p><b><u>“Dual Diagnosis Program (DDP)”</u></b></p>	Adult
<p><b><u>“Crisis Stabilization Unit (CSU)”</u></b> Provides assessment services to any person of Merced County needing mental health care. The CSU is open 24 hours a day, 7 days per week.</p>	Adult
<p><b><u>“Substance Use Services”</u></b> Provides services to consumers with substance use problems.</p>	Adult
<p><b><u>“Wellness Center”</u></b> Services for youth &amp; adult at separate locations.</p>	Youth & Adult

**Merced Adult Campus (SUD and MH):**

301 East 13th Street  
Merced, CA 95341  
(209) 381-6800  
Clinic Hours: Monday-Friday, 8a-5p

**Merced Children System of Care (RAFT and MH):**

480 East 13th Street  
Merced, CA 95341  
(209) 381-6830  
Clinic Hours: Monday-Friday, 8a-5p

**Marie Green Psychiatric Center:**

300 East 15th Street  
Merced, CA 95341  
(209) 381-6879  
Clinic Hours: 7 days week, 24 hours a day

**Crisis Stabilization Unit:**

200 East 15th Street  
Merced, CA 95341  
(209) 381-6800  
Clinic Hours: 7 days week, 24 hours a day

**Phone Numbers and Locations:**

**Livingston Clinic:**

1471 B Street  
Livingston, CA 95334  
(209) 394-4032  
Clinic Hours: Tuesday-Friday, 8a-5p

**Los Banos Clinic:**

40 West G Street  
Los Banos, CA 93635  
(209) 710-6100  
Clinic Hours: Monday-Friday, 8a-5p