

## Resources & Support Services

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### Office of Consumer & Family Affairs

Staffed by consumers and family members who help answer questions, resolve concerns and assist you with obtaining and navigating mental health and substance use services.  
[1\(800\) 388-5189](tel:18003885189) | [smchealth.org/ocfa](http://smchealth.org/ocfa)

### National Alliance on Mental Illness

**San Mateo County** Provides family support, education and advocacy.  
[\(650\) 638-0800](tel:6506380800) | [namismc.org](http://namismc.org)

### Family Assertive Support Team

Assistance for family members of an adult with a serious mental illness who is not receiving care. [\(650\) 368-3178](tel:6503683178)

### Integrated Medication Assisted Treatment

Treats alcohol and opioid addiction through medication, counseling and support.  
[\(650\) 573-2735](tel:6505732735)

### Voices of Recovery San Mateo County

Peer led education, wellness, advocacy and support services for those in need of long term recovery from substance use conditions.  
[\(650\) 802-6552](tel:6508026552) | [vorsmc.org](http://vorsmc.org)

### Office of Diversity & Equity

Learn how to respond to behavioral health challenges, improve parenting skills, address barriers that impact care and host prevention & early intervention courses and events. All programs are free.  
[smchealth.org/community-education](http://smchealth.org/community-education)

### Community Health Promotion

Join the effort to prevent chronic diseases and substance use disorders; increase your capacity to advocate for the needs of the community through policy initiatives.  
[smchealth.org/smoke-free-san-mateo-county](http://smchealth.org/smoke-free-san-mateo-county)

## County Mental Health Clinics

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### North County Adult

375 89th Street  
Daly City, CA 94015  
[\(650\) 301-8650](tel:6503018650)

### North County Youth

350 90th Street, 2nd Flr  
Daly City, CA 94015  
[\(650\) 301-8650](tel:6503018650)

### Central County Adult & Youth

1950 Alameda de las Pulgas  
San Mateo, CA 94403  
[\(650\) 573-3571](tel:6505733571)

### South County Adult

802 Brewster Avenue  
Redwood City, CA 94063  
[\(650\) 363-4111](tel:6503634111)

### Coastside Adult & Youth

225 S. Cabrillo Highway, Suite 200A  
Half Moon Bay, CA 94019  
[\(650\) 726-6369](tel:6507266369)

### Community Counseling Center Adult & Youth

2415 University Avenue, Suite 301  
East Palo Alto, CA 94303  
[\(650\) 363-4030](tel:6503634030)

### Shasta Youth & Transition Age Youth

727 Shasta Street, Redwood City, CA 94063  
[\(650\) 368-4001](tel:6503684001)

## Substance Use Treatment Services

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BHRS contracts with substance use treatment programs throughout the county to provide these services. For more information, call the **BHRS Access Call Center** at **1(800) 686-0101** or visit [smchealth.org/aod](http://smchealth.org/aod) for a list of providers.

[smchealth.org/bhrsservices](http://smchealth.org/bhrsservices)

6/20



# HOW TO FIND TREATMENT AND SUPPORT

MENTAL HEALTH &  
SUBSTANCE USE SERVICES

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SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

## Mental Health & Substance Use Services

San Mateo County Behavioral Health & Recovery Services (BHRS) provides innovative, quality mental health and substance use care for residents of San Mateo County.

We offer a wide range of services to assist with preventing, identifying, treating and supporting individuals of all ages and stages, and their family members, who may be affected by mental health and/or substance use conditions.

Programs for specific populations, such as infants and their mothers, youth transitioning to adults, foster youth, older adults, and for various levels of care are also available. BHRS services are provided through regional county clinics, and a network of contracted community and private providers.

At BHRS, we care for the whole person with compassion and respect for your cultural values. Our goal is to help you achieve and maintain long term health, wellness and recovery, and to foster healthy families and communities.

Find a mental health or substance use provider at: [smchealth.org/bhrsservices](https://smchealth.org/bhrsservices)



## We're Here to Help

### BEHAVIORAL HEALTH & RECOVERY SERVICES ACCESS CALL CENTER

**STEP 1:** To get help for yourself or a loved one, start by calling the Access Call Center.

**STEP 2:** A trained professional will ask you questions to help find the right care for you.

**STEP 3:** You will receive a referral to the appropriate mental health or substance use treatment provider.

**ACCESS CALL CENTER**  
Call 24 hours a day, 7 days a week

TOLL FREE:  
**1(800) 686-0101**

TTY FOR HEARING IMPAIRED:  
**711**

### Interpreter Services

Access Call Center staff speak English, Spanish, and Chinese. For other languages, they will assist you through a free telephone interpreter service.

### Is My Insurance Accepted?

BHRS serves Health Plan of San Mateo members with the following plans: Medi-Cal, CareAdvantage, County ACE, or HealthWorx.

Those without insurance are referred to appropriate community resources.

## In a Crisis?

### HELP IS AVAILABLE 24/7

#### Call or Text 911

Ask them to send a Crisis Intervention Trained (CIT) Officer.

Find more tips on how to prepare for and what to expect during a 911 mental health emergency call at [smchealth.org/MH911](https://smchealth.org/MH911).

**Go to Psychiatric Emergency Services** (if you can safely get there)

#### San Mateo Medical Center

222 W 39th Ave, San Mateo, CA 94403  
(650) 573-2662

#### Mills-Peninsula Medical Center

1501 Trousdale Dr, Burlingame, CA 94010  
(650) 696-5915

#### Call/Text Suicide/Crisis Hotlines

Free, confidential emotional support  
24 hours a day, 7 days a week.

- **Local Crisis Line**  
(650) 579-0350
- **National Suicide Prevention Lifeline**  
1(800) 273-TALK (8255)
- Text BAY to 741741
- **TrevorLifeline (LGBTQ)**  
1(866) 488-7386 or  
text START to 678678

#### Serenity House Short-Term Adult Crisis Residential Services

Short-term residential care facility located in San Mateo for adults with a mental illness who are in a crisis and not a danger to themselves or others. (650) 204-9695