



We know seeking public mental health and substance abuse services can be complicated and overwhelming, especially to those facing health challenges.

The Office of Consumer and Family Affairs (OCFA) is here to help you become more empowered and aware of what you can do in your recovery. We will honor your unique situation and circumstances, while listening with empathy, compassion and respect for your personal history and cultural values.

We Can Help

Please contact us if you are seeking or currently receiving services at San Mateo County Behavioral Health and Recovery Services (BHRS):

- ▶ We can help guide you through the BHRS system;
- ▶ Find out how to get services and benefits for which you are eligible;
- ▶ Obtain information about support and resources available to consumers/clients and family members, including wellness centers and peer-run organizations;

- ▶ Express and resolve any concerns or problems about your individual rights, including filing a grievance about the services you receive from a BHRS provider.

OCFA Team



We are a team of culturally and ethnically diverse consumers and family members with personal experience in the journey towards recovery from mental health and substance use challenges. We too, have experienced the challenges and stigma of living with these issues.

We believe people can and do recover when provided the necessary resources and opportunities. Please contact us — *your wellness and recovery are important to us.*

Office of Consumer and Family Affairs

800.388.5189

Se habla español.

email: ocfa@co.sanmateo.ca.us

OCFA Vision

All individuals and families living with, or at risk of, mental health and/or substance abuse who reside in San Mateo County are heard, valued and supported to lead a rewarding and healthy life free of discrimination and stigma.

OCFA Mission

To provide ways for BHRS consumers and their family members to participate and have a voice at every level of the system, and to have access to the problem resolution process. We are dedicated to training and informing the Behavioral Health System about consumer and family member culture, so that the strengths of each individual is supported.

What is Recovery?

Recovery is the process by which we enhance our *wellness*. That is, the process by which we learn to lead a satisfying, fulfilling, meaningful and purposeful life, even with the limitations caused by health challenges.

Important Resources

Emergency Numbers:

- Life threatening emergency: call 911
- Psychiatric Emergency Services (PES): (650) 573-2662
- Alcohol and Drug Helpline: (650) 573-3950
- 24 Hr Suicide Prevention Line: (800) Suicide or (800) 784-2433
- 24 Hour Crisis Line for Youth: (650) 579-0350

Important Phone Numbers:

- Information on all community services: 211
- 24 Hour Parent Support Line: (888) 220-7575
- BHRS Access Team: Offers information, referral and assessment for Mental Health/Substance Abuse services: (800) 686-0101
- National Alliance on Mental Illness (NAMI), San Mateo County: (650) 638-0800 www.namismc.org
- Heart & Soul, Consumer-run organization: (650) 343-8760 www.heartandsoulinc.org
- Voices of Recovery: Peer-run substance abuse recovery organization: www.voicesofrecovery-sm.org

Important Resources

Helpful Websites:

- OCFA Website: www.smhealth.org/OCFA
- Behavioral Health & Recovery Services: www.smhealth.org/BHRS
- Teen Support-Online Forum: www.onyourmind.net
- Network of Care: www.sanmateo.networkofcare.org/mh
- California Network of Mental Health Clients: www.californiaclients.org
- Community Information Program-Peninsula Library System lists local resources: <http://cip.plsinfo.org>

You have a right to an interpreter at no cost to you. Ask any employee.



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Towards Wellness & Recovery*

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