

# SONOMA COUNTY BEHAVIORAL HEALTH DIVISION

## Drug Medi-Cal Provider Directory November 2024

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As a Sonoma County Medi-Cal beneficiary, if you think you or a family member needs substance use services, call the Access Line at (707) 565-6900 or (800) 870-8786 (toll-free), or if you are hearing/speech impaired, call the California Relay Services (CRS) at 711 (TTY/TDD). The Access Team will perform a screening and referral to an appropriate Plan provider, who will perform an assessment to determine medical necessity.

To find out if a Provider is accepting new beneficiaries, please contact the Access Line at (707) 565-6900 or if you are hearing/speech impaired, please call the CRS at 711 (TTY/TDD). Note that all of the below Providers can accommodate persons with physical disabilities and serve Sonoma County Medi-Cal beneficiaries.

Services may be delivered by an individual provider, or a team of providers, who is working under the direction of a licensed practitioner operating within their scope of practice.

If you require this document in an alternate format (example: Braille, Large Print, Audiotape, CD-ROM), you may request an alternate format, at no cost to the beneficiary, by calling the Access Line at (707) 565-6900 or (800) 870-8726 (toll-free), or if you are hearing/speech impaired, please call the CRS at 711 (TTY/TDD).

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
Bucklew Athena House 540 Middle Rincon Road Santa Rosa, CA 95409 (707) 335-0702  <a href="https://bucklew.org/services/solano-county/athena-house/">https://bucklew.org/services/solano-county/athena-house/</a>	Perinatal Residential	Women and Children		Spanish	24/7	Yes

Provider is currently accepting new beneficiaries.

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Barth, Lauren	Substance Use Disorder Counselors - Regist	R1520180823	1235815093	No
Brooks, Karlan	Substance Use Disorder Counselors - Certifi	B00002761222	1326519406	No
Campbell, Christine	Substance Use Disorder Counselors - Regist	1517460823	1821775578	No
Chapman, Jaime	Substance Use Disorder Counselors - Regist	R1506990523	1104696038	No
Clay, Ruby	Substance Use Disorder Counselors - Regist	R1522260823	1265110837	No
Cuevas, Gabrielle	Substance Use Disorder Counselors - Regist	R1481970922	1770330110	No
Ercolini, Hannah	Substance Use Disorder Counselors - Regist	R1522510823	1871272054	No
Jensen, Loretta	Substance Use Disorder Counselors - Regist	r1513040723	1376227934	No
Ortega, Claudia	Substance Use Disorder Certified Counselor	17443	1558197863	No
Shubin, Imani	Substance Use Disorder Counselors - Regist	R1513090723	1922782580	No
Thein, Tonya	Substance Use Disorder Counselors - Regist	1512320623	1891476289	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DAAC Adolescent Outpatient 2403 Professional Dr. Santa Rosa, CA 95403 (707) 544-9011  <a href="https://www.cpdaac.org/">https://www.cpdaac.org/</a>	Outpatient	Adolescents	Multicultural Staff		Mon - Thur 9am - 9pm; Fri 9am - 5pm	Yes

**Provider is currently accepting new beneficiaries.**

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Hernandez, Miguel	Substance Use Disorder Counselors - Certifi	7436	1629519384	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DAAC Adult Outpatient & Intensive Outpatient 2403 Professional Drive Santa Rosa, CA 95403 (707) 544-3295  <a href="https://www.cpdaac.org/">https://www.cpdaac.org/</a>	Outpatient, Intensive Outpatient	Adults and Older Adults	Multicultural Staff, Families and Couples Counseling	Spanish	Mon - Thur 9am - 9pm; Fri 9am - 5pm	Yes

Provider is currently accepting new beneficiaries.

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Aday, Cheryl	Substance Use Disorder Counselors - Certifi	C6811214	1093061822	No
Bush, Bryan	Substance Use Disorder Counselors - Regist	6738	1801584636	No
Clay, Gayle	Substance Use Disorder Counselors - Regist	6376	1023527629	No
Denis, Kai	Substance Use Disorder Counselors - Certifi	Ci35940622	1003520826	No
Garcia, Frederica	Substance Use Disorder Counselors - Regist	11591	1639778558	No
Hayes, Jean	Licensed Marriage & Family Therapist	5862	1144434200	No
James, Olivia	Substance Use Disorder Counselors - Regist	18304	1699514091	No
Lenci, Janet	Substance Use Disorder Counselors - Certifi	199035-I	1114747623	No
May, Sue	Substance Use Disorder Counselors - Certifi	C055350518	1770762072	No
Orr, Riva	Associate Professional Clinical Counselor	10936	1093185993	No
Palacios, Leyla	Substance Use Disorder Counselors - Regist	SUDRC 16826	1427803428	No
Perez, Carmen	Licensed Clinical Social Worker	116902	1932587292	No
Puckett, Jeffrey	Associate Clinical Social Worker	122229	1366950172	No
Tafolla, Brenda	Substance Use Disorder Counselors - Regist	10707	1487275327	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DAAC Perinatal Intensive Outpatient 2403 Professional Drive Santa Rosa, CA 95403 (707) 544-3295  <a href="https://www.cpdaac.org/">https://www.cpdaac.org/</a>	Outpatient	Pregnant Women, Mothers with children age 18 months or younger	Multicultural Staff		Mon–Fri 9 a.m.–5 p.m	Yes

**Provider is currently accepting new beneficiaries.**

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Hines, Jessica	Substance Use Disorder Counselors - Certifi	22743	1841930344	No
Holman, Katherine	Nurse Practitioner	95001319	1770679839	No
Ramos, Melvy	Substance Use Disorder Counselors - Certifi	11556	1568900983	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DAAC Redwood Empire Addictions Program (OTP) 2403 Professional Dr. Santa Rosa, CA 95403 (707) 526-2999 <a href="https://www.cpdaac.org/">https://www.cpdaac.org/</a>	Opioid Treatment Program, Medication Assisted Treatment	Adults and Adolescents		Spanish	Mon - Fri 6 a.m. – 2 p.m.; Sat-Sun 7a.m. - 12:30 p.m.	Yes

Provider is currently accepting new beneficiaries.

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Anconetani, Gabriella	Substance Use Disorder Counselors - Certifi	6646	1184834327	No
Buelle, David	Substance Use Disorder Counselors - Certifi	Aii050891023	1760160717	No
Campos, Maya	Licensed Vocational Nurse	696407	1285378984	No
Cervantes, Maria	Licensed Vocational Nurse	LVN 720697	1295492858	No
Daw, Karen	Substance Use Disorder Counselors - Regist	14660	1871291344	No
Dunbar, Lisa	Substance Use Disorder Counselors - Regist	14115	1679188478	No
Ferrel, Barbara	Nurse Practitioner Furnishing	20513	1467741397	No
Glashan, Sara	Registered Nurse	50884	1922855907	No
Haglund-hill, Jennifer	Substance Use Disorder Counselors - Certifi	8997	1063974657	No
Hernandez, Miguel	Substance Use Disorder Counselors - Certifi	7436	1629519384	No
Krinard, Alanna	Graduate Student Intern/Trainee	NA	1154142370	No
Mcguire, Pamela	Substance Use Disorder Counselors - Certifi	7494	1245441781	No
Mckibbin, Tama	Substance Use Disorder Counselors - Certifi	7518	1578735650	No
Miller, Erin	Substance Use Disorder Counselors - Regist	R1447321021	1417738659	No
Nash, Jeremy	Substance Use Disorder Counselors - Regist	15720	1609641810	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DHS-Behavioral Health SUD Outpatient Services DRC 2400 A County Center Dr. Santa Rosa, CA 95403-3004 (707) 565-8041  <a href="https://sonomacounty.ca.gov/justice-services/probation/adult-division/day-reporting-center">https://sonomacounty.ca.gov/justice-services/probation/adult-division/day-reporting-center</a>	Outpatient	probation clients, Substance use disorder	clients on probation, substance use disorder	Spanish	Monday - Friday 9am - 7:30pm	Yes

**Provider is currently accepting new beneficiaries.**

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Davis, Enda	Substance Use Disorder Certified Counselor	Aii16331121	1346635950	No
Millis, Tina	Substance Use Disorder Certified Counselor	6445	1700019403	No
Tapia Gutierrez, Rosa	Substance Use Disorder Certified Counselor	6711	1215277132	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
DHS-Behavioral Health SUD, Outpatient Services - the Lakes 2227 Capricorn Way Santa Rosa, CA 95407  (707) 565-6299	Outpatient	Adults with co-occurring substance use and mental health recovery needs	clients on probation, court ordered, homeless, LGBTQ, trauma, substance use recovery		Monday- Friday, 8am - 7pm	Yes

**Provider is currently accepting new beneficiaries.**

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Fauss, Ashlyn	Substance Use Disorder Counselors - Regist	R1460990322	1871214650	No
Liebert, Jeffrey	Licensed Marriage & Family Therapist	93108	1902288186	No
Ricci, James	Licensed Advanced Alcohol and Drug Couns	LCi04300815	1417238429	No



Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
Hilltop Recovery Services 14715 HIGHWAY 20 Clearlake Oaks, CA 95423 (707) 998-1800  <a href="http://hilltoprecovery.net/">http://hilltoprecovery.net/</a>	Residential	Adults			24/7	

Provider is currently accepting new beneficiaries.

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Carter-runyon, Lori	Substance Use Disorder Counselors - Certifi	6382	1194969113	No
Cline, Christopher	Substance Use Disorder Counselors - Regist	15805	1679351399	No
Davis, Rikki	Substance Use Disorder Counselors - Regist	13281	1336863158	No
Drummond, Pearlina	Substance Use Disorder Counselors - Certifi	6785	1922496199	No
Flores, Annelle	Certified Alcohol and Drug Counselor I	Ci38050323	1023674363	No
Gerber, Heather	Substance Use Disorder Counselors - Regist	15483	1093409328	No
Hawley, William	Substance Use Disorder Counselors - Regist	11828	1235707795	No
Herbert, Heather	Substance Use Disorder Counselors - Regist	14092	1386360782	No
High, Kimberly	Substance Use Disorder Counselors - Certifi	6637	1093103236	No
Kavanaugh, Pete	Substance Use Disorder Counselors - Regist	15061	1649974759	No
Logan, Paige	Substance Use Disorder Counselors - Regist	15712	1760160170	No
Narvaes, Rosemary	Substance Use Disorder Counselors - Regist	11937	1679145155	No
Roberts, Daylen	Licensed Clinical Social Worker	107044	1699102004	No
Runyon, Ryan	Substance Use Disorder Counselors - Certifi	6381	1386072320	No
Sullivan, Sean	Substance Use Disorder Counselors - Regist	14729	1356049191	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
Santa Rosa Treatment Program 625 Steele Lane Santa Rosa, CA 95403 (707) 576-0818 <a href="https://www.srtp.net/">https://www.srtp.net/</a>	Opioid (Narcotic) Treatment Program	Adults		Spanish	Monday-Friday 6am-2pm Dosing Hours 6am-11am Sat-Sun-Holidays: 7am-10am	Yes

Provider is currently accepting new beneficiaries.

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Aaron Menary, Amanda	Psychiatric Technician	36689	1851644371	Yes
Brophy, Pam	Substance Use Disorder Counselors - Certifi	Aii16041218	1700421005	No
Collins, Jesse	Substance Use Disorder Counselors - Certifi	7116	1417352659	No
Denton-cardarelli, Margot	Substance Use Disorder Counselors - Certifi	10649	1801413901	No
Elrod, Kirk	Substance Use Disorder Counselors - Certifi	176973 III	1235588849	No
Jensen, Michelle	Substance Use Disorder Counselors - Certifi	7637	1538289814	No
Lucas, Christina	Registered Nurse	2673	1194948984	No
Mcmains, Jami	Licensed Vocational Nurse	203316	1679804686	No
Petersen, Robin	Substance Use Disorder Counselors - Regist	6860	1780030858	No
Rea, Josie	Substance Use Disorder Counselors - Regist	7842	1255850996	No
Rodriguez-maldonado, Marilyn	Licensed Vocational Nurse	279769	1568870533	No
Skogberg, Tina	Substance Use Disorder Counselors - Certifi	7732	1922218056	No
Sutton, Foxine	Substance Use Disorder Counselors - Regist	16825-RAC	1699557405	No

Provider Site	Service Type	Populations Served	Cultural Capacity/ Specialty	Non-English Language(s)	Hours of Operation	Disability Access
Women's Recovery Services 98 Hendley St. Santa Rosa, CA 95404 (707) 527-0412 <a href="https://www.womensrecoveryservices.org">https://www.womensrecoveryservices.org</a>	Perinatal Residential	Pregnant Women, Mothers with children age 18 months or younger	Multicultural Staff	Spanish	24/7	Yes

**Provider is currently accepting new beneficiaries.**

Provider	Licensure	License Number	National Provider Identification Number	Completed Cultural Competency
Adorador, Alexis	Licensed Marriage & Family Therapist	25287	1982754792	No
Cardenas, Maria	Substance Use Disorder Counselors - Certifi	8749	1407326408	No
Madrigal, Diane	Substance Use Disorder Counselors - Certifi	5900	1356830095	No
Maese, Hannah	Substance Use Disorder Counselors - Regist	R1517040823	1922780469	No
Oseguera, Blanca	Substance Use Disorder Counselors - Certifi	6330	1568582088	No
Wallace, Jennifer	Substance Use Disorder Counselors - Regist	R1441130821	1508532953	No

## LANGUAGE TAGLINES

### English Tagline

ATTENTION: If you need help in your language call 1-800-870-8786 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-870-8786 (TTY: 711). These services are free of charge.

### الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-870-8786 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-870-8786 (TTY: 711). هذه الخدمات مجانية.

### Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-870-8786 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ հրայրի գրասխաով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-800-870-8786 (TTY: 711): Այդ ծառայություններն անվճար են:

### ប្រាសាទសំខេម (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-870-8786 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរតូច ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-870-8786 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

### 简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-870-870-8786 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-870-8786 (TTY: 711)。这些服务都是免费的。

### مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-870-8786 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-870-8786 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

### **हिंदी टैगलाइन (Hindi)**

ध्यान दें अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-870-8786 (TTY: 711) पर कॉल करें अशक्तता वाले लोगों के लिए सहायता और स्क्रॉल जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-870-8786 (TTY: 711) पर कॉल करें ये स्क्रॉलिंग शुल्क हैं।

### **Nqe Lus Hmoob Cob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-870-8786 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-870-8786 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

### **日本語表記 (Japanese)**

注意日本語での対応が必要な場合は 1-800-870-8786 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-800-870-8786 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

### **한국어 태그라인 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-870-8786 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-870-8786 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

### **ແທກໄລພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໃຫ້ທາງ 1-800-870-8786 (TTY: 711). ອັງກິດຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນລົບການ ດຳລົງເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໃຕ້ເລິມໃຫຍ່ ໃຫ້ໃຫ້ທາງ 1-800-870-8786 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

### **Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-870-8786 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-870-8786 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

### **ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-870-8786 (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-870-8786 (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### **Русский слоган (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-870-8786 (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-870-8786 (линия ТТУ: 711). Такие услуги предоставляются бесплатно.

### **Mensaje en español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-870-8786 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-870-8786 (TTY: 711). Estos servicios son gratuitos.

### **Tagalog Tagline (Tagalog)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-870-8786 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-870-8786 (TTY: 711). Libre ang mga serbisyong ito.

### **แท็กไลน์ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-870-8786 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-870-8786 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### **Примітка українською (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-870-8786 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-870-8786 (TTY: 711). Ці послуги безкоштовні.

### **Khẩu hiệu tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-870-8786 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-870-8786 (TTY: 711). Các dịch vụ này đều miễn phí.

## NONDISCRIMINATION NOTICE

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Discrimination is against the law. The MHP follows Federal civil rights laws. The MHP does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

The MHP provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact The SCBH Access Team (24/7) by calling 1-800-870-8786 (toll-free) or 707-565-6900. Or, if you cannot hear or speak well, please call 1-800-735-2929 or 711.

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## **HOW TO FILE A GRIEVANCE**

If you believe that the MHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the MHP. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Sonoma County Behavioral Health Grievance Coordinator by calling 707-565-7895 (Mon-Fri 8am-5pm) or calling 1-800-870-8786 (toll-free) 24/7. Or, if you have trouble hearing or speaking, please call 1-800-735-2929 or 711.
- **In writing:** Fill out a grievance form, or write a letter and send it to:

**Sonoma County Behavioral Health  
C/O Grievance Coordinator  
2227 Capricorn Way, Suite 207  
Santa Rosa, CA 95407-5419**

- **In person:** Visit your provider's office or the MHP and say you want to file a grievance.
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## **OFFICE OF CIVIL RIGHTS**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- **In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.



## **AVISO CONTRA LA DISCRIMINACIÓN**

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La discriminación es ilegal. El Plan de Salud Mental (Mental Health Plan, MHP) respeta las leyes federales de derechos civiles. El MHP no discrimina, excluye ni trata a las personas de forma diferente en función de la raza, el color, el origen nacional, la edad, una discapacidad o el sexo.

El MHP brinda lo siguiente:

- Ayudas y servicios gratuitos a las personas con discapacidades para ayudarlas a comunicarse mejor, tales como:
  - Intérpretes calificados del lenguaje de señas
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Servicios lingüísticos gratuitos para personas cuyo idioma principal no sea inglés, tales como:
  - Intérpretes calificados
  - Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con el Equipo de acceso de la División de Salud Conductual del Condado de Sonoma (Sonoma County Behavioral Health, SCBH) al 1-800-870-8786 (gratuito) o al 707-565-6900. El personal está disponible las 24 horas del día, los 7 días de la semana. Si no puede escuchar o hablar bien, llame al 1-800-735-2929 o al 711.

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### **PRESENTACIÓN DE QUEJAS**

Si cree que el MHP no ha brindado estos servicios o ha ejercido algún otro tipo de discriminación en función de la raza, el color, el origen nacional, la edad, una

discapacidad o el sexo, puede presentar una queja al MHP. Puede presentar un reclamo por teléfono, por escrito, en persona o por medios electrónicos:

- Por teléfono: Comuníquese con el coordinador de reclamos de la División de Salud Conductual del Condado de Sonoma al 707-565-7895 (de lunes a viernes, de 8 a.m. a 5 p.m.) o al 1-800-870-8786 (gratuito, las 24 horas del día y los 7 días de la semana). Si tiene dificultades para hablar o escuchar, llame al 1-800-735-2929 o al 711.
- Por escrito: Complete un formulario de queja o escriba una carta y envíela a la siguiente dirección:  
  
**Sonoma County Behavioral Health  
C/O Grievance Coordinator  
2227 Capricorn Way, Suite 207  
Santa Rosa, CA 95407-5419**
- En persona: Visite el consultorio de su proveedor o diríjase a la oficina del MHP y diga que quiere presentar una queja.

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### **OFICINA DE DERECHOS CIVILES**

También puede presentar una queja de derechos civiles en la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. por teléfono, por escrito o por medios electrónicos:

- Por teléfono: Llame al **1-800-368-1019**. Si no puede escuchar o hablar bien, llame a la línea de TTY/TDD **1-800-537-7697**.
- Por escrito: Complete un formulario de quejas o envíe una carta a la siguiente dirección:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Los formularios de queja están disponibles en  
<http://www.hhs.gov/ocr/office/file/index.html>.

Por medios electrónicos: Visite el portal de quejas de la Oficina de Derechos Civiles en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.