

IF YOU ARE EXPERIENCING A MENTAL HEALTH CRISIS:

- Call your therapist or other agency staff involved in your services.
- Contact the **CLARK COUNTY CRISIS LINE** at:
(360) 696-9560 or 1-800-626-8137
24 Hours per day / 7 Days per week
- Call **911** if you are in immediate danger and ask for a CIT Trained Officer.

IF YOU NEED SOMEONE TO TALK TO AND ARE NOT IN A CRISIS YOU CAN CALL:


TEENTALK.....(360) 397-2428 (CHAT)
www.ccteentalk.clark.wa.gov
CCTeenTalk1@hotmail.com
Hours: Monday – Thursday 4 pm – 9 pm, Friday 4 pm – 7pm

TeenTalk offers teen-to-teen support both on the phone and online. TeenTalk volunteers are fully trained and supervised and available to talk to peers about a variety of topics

CVAB WARM LINE.....(360) 750-2012 or (360) 750-2014
Hours: Daily 5pm – 10 pm

The Warm Line is a peer telephone support line staffed by trained volunteers with first hand experience with mental health issues. To speak with a Warm Line Volunteer during their hours of operation:

- Call one of the pager numbers listed above
- Enter the phone number where you can be reached
- A Warm Line volunteer will call you back within minutes. If you don't get a call within 15 minutes, call again or try the other pager number (they may be on another call)

 For other formats, contact the Clark County ADA Office: **Voice** (360) 397-2000; **Relay** 711 or (800) 833-6388; **Fax** (360) 397-6165; **E-mail** ADA@clark.wa.gov.

Clark County Regional Support Network

Consumer and Family Handbook

A Guide to Public Mental Health Services

Clark County RSN Recovery Vision Statement

Recovery recognizes each person's unlimited potential. It encourages self-determination through respect, support, meaningful choices, and understanding. Recovery is maintained and achieved through a continuum of connected, relevant, supportive, individualized services and is reflected in the language we use.



CLARK COUNTY
WASHINGTON

proud past, promising future

Greetings!

Welcome to Clark County Regional Support Network (CCRSN). The CCRSN covers both inpatient and outpatient public mental health services. This handbook is designed to help you navigate Clark County's mental health system so that you can be prepared to participate fully in your recovery. We have included information concerning all of the available provider agencies, how the system works, your rights as a consumer of mental health services and where to go if you need additional information.

This handbook was originally created by consumers, family members and advocates in Clark County to help you on your journey to recovery.

Remember...

“A journey of a thousand miles begins with a single step.”

∞ Lao-tzu

<u>Topic</u>	<u>Page</u>
Intake Assessment	2, 16-17
Interpreter Services	3
Legal Resources	32-33
Legacy Salmon Creek Hospital	12
Lifeline Connections	9
Medicaid, Applying For	1
Medication	17, 18-19
Mental Health Advisory Board (MHAB)	23, 37
Mental Health Ombuds	22, 26, 29, 39
Minors	16
National Alliance on Mental Illness	31, 38, 42
Older Adult Resources	37
Ombuds (Mental Health)	22, 26, 29, 39
PATHWAYS	21
Quality Review Team - QRT	24, 38
Residential Services	12
Resources	24-34
Responsibilities	14-15
Rights	13-16
RSN Recovery Vision	Front Cover
Satisfaction Survey	23
Sea Mar	7, 9
Southwest Washington Medical Center	10, 11, 13
Support Groups	34
TeenTalk	Back Cover
Transportation Assistance	3-4
Traveling Outside Clark County	4
Val Ogden Center	11
Warm Line	11, 26, Back Cover
Wellness Project	20

INDEX

<u>Topic</u>	<u>Page</u>
ADAPT Program	10
Advance Directive, Mental Health.....	35
Advocacy Resources	25-27
Catholic Community Services.....	5
Changing Providers	21
Children's Center	5, 21
Children's Home Society of Washington	6, 30-31, 34
Clubhouse	11
Columbia River Mental Health Services	6-7, 8, 11
Community Services Northwest.....	8-9, 20
Complaints.....	14, 21-23, 34
Confidentiality	23
Consumer Rights & Responsibilities.....	13-16, 26
Cost of Services.....	2
Consumer Voices Are Born - CVAB10-11, 25-26, 34, Back Cover	
Covered Services	2-3
Crisis Line & Services.....	12-13, Back Cover
Deaf or Hard of Hearing.....	3
Department of Social and Health Services (DSHS).....	1
Disability Resources	27
Education Resources.....	27-28
Elahan Place.....	12
Eligibility.....	1
Employment Resources.....	29-30
Fair Hearing	14, 22-23, 35
Family and Friends	16
Family Resource Centers	30-31
Family Solutions	7
First Appointment.....	17
Grievances.....	14, 22, 35
Health Information Rights	15-16
Hospitals	12-13
Hotel Hope.....	11
Housing Resources	31-32
Informed Consent	35
Inpatient Services	7, 11-12, 14

TABLE OF CONTENTS

Access to services.....	1
Participating Clark County provider agencies.....	4
Services for Children and Families.....	5
Services for Adults.....	8
Crisis Services	12
Rights and responsibilities.....	13
Confidentiality and Health Information Rights.....	15
Helpful tips for accessing services.....	16
Resolving concerns about the services you receive.....	21
Providing input into the mental health system.....	23
Additional resources.....	24
Advocacy.....	25
Disabilities.....	27
Education.....	27
Employment.....	29
Family Resource Centers.....	30
Housing.....	31
Legal.....	32
Older Adults.....	33
Support Groups.....	34
Glossary.....	34
Commonly used mental health acronyms.....	37
Index by topic.....	39

**ACCESS TO MENTAL HEALTH SERVICES FUNDED BY THE
CLARK COUNTY REGIONAL SUPPORT NETWORK**

**WHO IS ELIGIBLE FOR MENTAL HEALTH SERVICES FUNDED BY THE
CLARK COUNTY REGIONAL SUPPORT NETWORK?**

Mental Health Services funded by the Clark County Regional Support Network are available to individuals and families who are eligible for Medicaid and who meet medical necessity criteria.

The Regional Support Network provides mental health services to some individuals and families who are not eligible for Medicaid if they meet financial and medical necessity criteria, fall into a high-need category, and funding is available.

All Clark County residents are eligible to receive Clark County Crisis services.

HOW DO I APPLY FOR MEDICAID?

If you do not already have Medicaid, you can apply for benefits by contacting the Department of Social and Health Services.

Department of Social and Health Services (DSHS)

Columbia River Community Services Office
(360) 759-2800, or Toll Free @ (800) 287-1745
TTY: (360) 696-6334
5411 E Mill Plain Boulevard, Building # 1, Suite 18
Vancouver, WA 98661

Switchboard Hours: Monday – Friday, 8:00 am – 5:00 pm

Office Hours: Monday – Friday, 7:00 am – 5:00 pm

You may also apply online at: www.dshs.wa.gov

MHP	Mental Health Professional
NAMI	National Alliance on Mental Illness
OCP	Office of Consumer Partnership
PACT	Program of Assertive Community Treatment
PCP	Primary Care Physician
PIHP	Prepaid Inpatient Health Plan
QA	Quality Assurance
QRT	Quality Review Team
RCW	Revised Codes of Washington
RSN	Regional Support Network
RTF	Residential Treatment Facility
SED	Serious Emotional Disorder
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
TTY	Telephone services provided for people who are hard of hearing or deaf
TX	Treatment
WAC	Washington Administrative Code

COMMONLY USED MENTAL HEALTH ACRONYMS

AA	Alcoholics Anonymous
ACT	Assertive Community Treatment
BHP	Basic Health Plan
CHINS	Child in Need of Services
CHIP	Children's Health Insurance Plan
CHPW	Community Health Plan of Washington
CLIP	Children's Long-term Inpatient Program
CPS	Children's Protective Services
CRC	Crisis Residential Center
CSO	Community Service Office
CSTC	Child Study and Treatment Center
CUP	Columbia United Providers
CWS	Child Welfare Services
CVAB	Consumers Voices are Born
DASA	Division of Alcohol and Substance Abuse
DBHRS	Division of Behavioral Health & Recovery Svcs.
DCS	Department of Community Services
DDD	Division of Developmental Disabilities
DMHP	Designated Mental Health Professional
DRA	Dual Recovery Anonymous
DSHS	Department of Social and Health Services
DSM-IV	Diagnostic and Statistical Manual (4 th Edition)
DVR	Department of Vocational Rehabilitation
EBP	Evidence-Based Practices
EPSDT	Early Periodic Screening, Diagnosis & Treatment
ESD	Educational Service District
FRS	Family Reconciliation Services
HMO	Health Maintenance Organization
HO	Healthy Options
HRSA	Health and Rehabilitation Services Administration
IEP	Individual Education Plan
ITA	Involuntary Treatment Act
ITC	Individualized and Tailored Care
JRA	Juvenile Rehabilitation Administration
MAA	Medical Assistance Administration
MCO	Managed Care Organization
MHAB	Mental Health Advisory Board
MHD	Mental Health Division of DSHS

HOW DO I ACCESS MENTAL HEALTH SERVICES FUNDED BY THE CLARK COUNTY REGIONAL SUPPORT NETWORK?

If you feel that you or your child need mental health services you may:

- Call the mental health agency of your choice listed in this brochure (pages 5-7 for children, pages 8-10 for adults) to make an appointment for an intake assessment, or
- Call the Clark County Regional Support Network at (360) 397-2130 or toll free at 1-800-410-1910 and ask to speak to a Care Manager. CCRSN care management staff can help determine which agency provides the best service for your specific needs.

WHAT WILL THESE SERVICES COST?

CCRSN funded mental health services are available at no cost to individuals and families who meet eligibility requirements.

Crisis Services are available to all individuals regardless of insurance status, at no cost.

WHAT SERVICES ARE COVERED BY THE CLARK COUNTY REGIONAL SUPPORT NETWORK?

Clark County RSN contracts with local community mental health agencies to provide a variety of services for adults, children and families. These services include:

Outpatient Services

- Assertive Community Treatment
- Brief Intervention Treatment
- Community Hospitalization
- Day Support
- Family Treatment
- Evaluation and Treatment
- Group Treatment
- High Intensity Treatment
- Individual Treatment
- Intake Evaluation
- Jail Transition Services

- Medication Management
- Medicaiton Monitoring
- Mental Health Clubhouse
- Mental Health Services provided in Residential Settings
- Peer Support
- Psychological Assessment
- Respite Care
- Rehabilitation Case Management
- Special Population Evaluation
- Stabilization Services
- Supported Employment*
- Therapeutic Pscyo-education

** Not provided for those who are currently receiving services through the Division of Vocational Rehabilitation (DVR).*

HOW DO I ACCESS SERVICES IF I AM DEAF OR HARD OF HEARING?

Anyone can utilize the free Telecommunications Relay Service by calling **711**, or a hearing person can call **1-800-833-6388** on an individual's behalf.

Interpreter services are available for you to use during your appointments free of charge and can be requested through your provider agency.

HOW DO I ACCESS SERVICES IF I DO NOT SPEAK ENGLISH?

There are a number of relay services available for individuals who do not speak English to use over the phone. Additionally, interpreter services are available for you to use during your appointments free of charge and can be requested through your provider agency.

IS THERE TRASPORTATION ASSISTANCE AVAILABLE?

In many cases Medicaid will pay for transportation to a health related service appointment. If you are enrolled in Medicaid and need help getting to your appointments, contact Medical Transportation for more information:

it can identify a person to whom you have given authority to make decisions on your behalf.

MENTAL HEALTH OMBUDS – An advocate for consumers of mental health services. The Mental Health Ombuds supports consumers in resolving complaints and grievances.

NETWORK OF CARE – An internet resource for individuals, families and agencies concerned with mental health, substance abuse, developmental disabilities, public health, and weatherization and housing. It provides information about laws and related news, as well as communication tools, resources and more.

PIHP – PREPAID INPATIENT HEALTH PLAN – A plan of mental health benefits funded by the state and federal governments, otherwise known as Medicaid, given to the Clark County Regional Support Network to provide inpatient and outpatient mental health services to consumers.

RECOVERY – The processes through which people who have experienced mental illness are able to live, work, learn, and participate fully in their communities.

REGIONAL SUPPORT NETWORK (RSN) – An entity within Clark County Department of Community Services. The RSN is responsible for administering public mental health services in Clark County. This is done by prioritizing how the money is spent through public policy decisions.

RESILIENCY – The personal and community qualities that enable individuals to rebound from adversity, trauma, tragedy, threats, or other stresses, and to live productive lives.

CONSUMER – A person who has applied for, is eligible for or who has received mental health services. For a child under the age of thirteen (or for a child age thirteen or older whose parents or legal representatives are involved in the treatment plan) the definition of consumer includes parents or legal representatives.

CRISIS INTERVENTION TEAM (CIT) – Police officers who are equipped with specialized knowledge and skills to use when interacting with individuals experiencing a psychiatric crisis.

EVIDENCE-BASED PRACTICE – A program, practice, or treatment approach with demonstrated scientific support for its effectiveness.

FAIR HEARING – A review by the Washington State Office of Administrative Hearings when a person believes their rights or a Washington Administrative Code has been violated, or when a grievance cannot be resolved.

GRIEVANCE – A formal complaint that must be put in writing and requires a written response from the agency or Clark County Regional Support Network within certain timeframes.

INFORMED CONSENT – An agreement to a medicine or treatment after you have been told all the details about it including:

- All of the expected outcomes from the treatment
- Possible side effects
- Any alternate therapy available

Making an informed decision requires that you know all the facts so that you can decide if this proposed treatment is good for you. After getting all the facts, you have the right to refuse any proposed treatment.

MENTAL HEALTH ADVANCE DIRECTIVE – A written document that describes what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are unable to communicate effectively. It can inform others about what treatment you want or don't want and

Medical Transportation

(360) 694-9997, or Toll Free @ (800) 752-9422
www.hsc-wa.org

Hours: Monday – Friday, 8:00 am – 4:30 pm

WHAT IF I TRAVEL OUTSIDE OF CLARK COUNTY?

We understand that you may travel or visit other parts of the country. Clark County Regional Support Network (CCRSN) will cover **only emergency psychiatric services when you are outside of Clark County.**

Anytime you receive emergency psychiatric services outside of Clark County a CCRSN care manager must be contacted to authorize payment. The clinician or hospital providing the emergency services should contact **Clark County Regional Support Network at 1-800-410-1910 as soon as possible** to discuss your service need.

PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

Clark County provider agencies have a wide range of specialties, such as working with specific populations like ethnic minorities or older adults or providing specific services such as supported employment or intensive services. If the mental health center you initially select does not provide a specific service you need, you may be referred to another agency that does provide the service.

When accessing mental health services, you may choose the provider agency that best fits the needs of you and/or your family. If you are not sure which agency to choose, an RSN Care Manager may be able to help you determine the best fit. Feel free to call the RSN and ask to speak with a Care Manager.

**COMMUNITY MENTAL HEALTH AGENICES
THAT SERVE CHILDREN AND FAMILIES**

Catholic Community Services

(360) 567-2211, or Toll Free @ 1-800-388-6378
9300 NE Oak View Drive, #B, 2nd Floor
Vancouver, WA 98662
www.ccsww.org

Hours: Monday – Friday, 9:00 am – 5:00 pm

Catholic Community Services provides an array of family centered mental health treatment services for children and adolescents. Services are community-based, high intensity, flexible, and coordinated through a wraparound team approach. CCS also provides services for children and families who are involved in multiple systems in the Camas and Washougal school districts. Consumers must meet Medicaid or Washington State poverty guidelines to be eligible for services.

Children’s Center

(360) 699-2244
415 W 11th Street
PO Box 484
Vancouver, WA 98666
www.thechildrenscenter.org

Hours: Monday – Friday, 8:00 am – 7:00 pm

Children's Center provides mental health services for children and youth. A wide variety of concerns can be addressed, from problems at home or school to major psychiatric disorders. Children's Center also has an outreach program through the Evergreen and Vancouver School Districts. They currently have a therapist in 10 elementary and middle schools providing on-site services to children and youth. Parents are invited to participate in all aspects of their child's treatment.

persons aged 60 and over, adults with disabilities and their families to access needed community services.

SUPPORT GROUPS

This is not an all-inclusive list. For a more comprehensive list of support groups please refer to 211 Info or visit the Clark County Network of Care website at www.clark.wa.networkofcare.org/mh

- Adults with Disabilities..... (360) 694-6790
- Autism Chapter for SW Washington..... (360) 896-6169
- Clark County Parent Coalition (360) 823-2247
- Consumer Voices Are Born..... (360) 397-8050
- Domestic Violence -YWCA..... (360) 696-0167
- Families Anonymous (360) 835-1066
- Hope Bereavement Services—SWMC..... (360) 696-5120
- Grandparents Raising Grandchildren..... (360) 695-1325
- National Alliance on Mental Illness..... (360) 695-2823
- Parent to Parent Support..... (360) 823-2236
- The Parent Trust Help Line 1-800-932-HOPE
- Portland Metro CHADD (Children and Adults with ADHD)
..... (503) 294-9504
- Sexual Assault - YWCA (360) 695-0501
- Triple Point - Children's Home Society..... (360) 695-1325
- Social activities, education, information, referrals, leadership and self-esteem building to Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) youth.

GLOSSARY

APPEAL – A written request for the Clark County Regional Support Network to review a denial or termination of service.

COMPLAINT – A verbal or written expression of dissatisfaction that cannot be mutually resolved between the consumer and the person involved.

Services for senior citizens. Attorneys and paralegals give legal advice, offer limited services, and may refer you for further assistance. There are no income restrictions for his program. You must be 60 years or older.

OLDER ADULT RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

Home and Community Services

(360) 397-9500 or Toll Free 1-800-280-0586
TTY: (360) 750-4079
5411 East Mill Plain Blvd, Suite 25
Vancouver, WA 98661

Home and Community Services staff help adults who need care services but may need state funds to help pay for them.

Long Term Care Ombuds

(360) 694-9007, extension 1 or Toll Free 1-888-637-6060
Email: cherylc@lowercolumbiacap.org

The Washington State Long-Term Care Ombudsman Program protects and promotes quality of life for people living in licensed, long-term adult care facilities (e.g. adult family home, boarding home, nursing home).

Southwest WA Agency on Aging and Disabilities

(360) 694-6577
201 NE 73rd Street, Suite 201
Vancouver, WA 98665
www.helpingelders.org

Hours: Monday – Friday, 8:00 am – 5:00 pm

The Southwest Washington Agency on Aging and Disabilities (SWAAD) is part of the national network of Area Agencies on Aging, a public service agency solely dedicated to helping

Children's Home Society of Washington

(360) 695-1325
309 W 12th Street
PO Box 605
Vancouver, WA 98666
www.chs-wa.org

Hours: Monday – Friday, 9:00 am – 5:00 pm

Children's Home Society focuses on family support, early learning and mental health treatment for children. They are a statewide, private, non-sectarian, not-for-profit organization serving children and families. Children's Home Society is a COA accredited, licensed mental health agency, providing child and family counseling in addition to an array of family support services including Family Education classes, parent support groups, relative caregiver support, and resources for families with young children.

Columbia River Mental Health Services

(360) 993-3000, For new appointments call (360) 993-3003
6926 E Fourth Plain Boulevard
PO Box 1337
Vancouver, WA 98666
www.crmhs.org

Hours:

Monday – Thursday, 8:00 am – 7:00 pm
Friday 8:00 am – 5:00 pm

Columbia River Mental Health Services is a comprehensive behavioral healthcare organization. They provide outpatient mental health services for children and families, adults and older adults, and chemical dependency outpatient services for adults. Their services also include more acute care: outpatient community teams(PACT), residential care for adults (Elahan Place) and inpatient evaluation and treatment services for adults (Hotel Hope), and an opiate substitute treatment clinic (NorthStar clinic). CRMHS recognizes that people can and do recover from mental illness and addictions and has recovery support services: peer services, housing services

and employment services (Clearview). CRMHS provides behavioral health services that promote healthy people, healthy families and a healthy community. Lives change here!

Family Solutions

(360) 695-1014
1104 Main Street #500
Vancouver, WA 98660

Hours: Monday – Friday, 9:00 am – 5:00 pm

Family Solutions focuses on adoptive and foster children and families. Their mission is to provide the highest quality, most comprehensive services possible to children and families. Many of the staff of Family Solutions, in addition to being clinically licensed, are adoptive parents, guardians, adoptees, or have experienced foster care.

Sea Mar Community Health Center

Behavioral Health Program
(360) 566-4432
7410 E Delaware Lane, Lower Level
Vancouver, WA 98664
www.seamar.org/locations/vancouver

Hours: Monday – Friday, 8:00 am – 5:00 pm
After hours services provided if needed

Sea Mar Community Health Centers is a community-based organization committed to providing quality, comprehensive health & human services to diverse communities, specializing in services to Latinos. Mental Health Services are available to both children and adults through Sea Mar's Vancouver Outpatient Behavioral Health Clinic

INPATIENT SERVICES FOR CHILDREN AND YOUTH

If seeking intensive or inpatient services for children or youth please contact an RSN Care Manager at (360) 397-2130 or toll free at 1-800-410-1910.

Housing Connections

www.housingconnections.org

Housing Connections is a free local website for available, affordable, and accessible housing. It includes both subsidized and private market housing throughout the Portland region, including Clackamas, Clark, Multnomah and Washington counties.

Vancouver Housing Authority

(360) 694-2501
TTY: (360) 694-0842
2500 Main Street, #100
Vancouver, WA 98660
www.vhousa.com

Hours: Monday – Friday, 8:00 am – 5:00 pm

The VHA provides subsidized rental housing for very low-income, disabled people, elderly people, and families with children.

LEGAL RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

Northwest Justice Project—CLEAR

1-888-201-1014
www.nwjustice.org

Free legal services for low-income persons in non-criminal matters in Washington State. Attorneys and paralegals give legal advice, offer limited services, and may refer you for further assistance.

Northwest Justice Project—CLEAR SR

1-888-387-7111
www.nwjustice.org

Hours:

Mondays, Wednesdays, and Fridays 9:00 am – 1:00 pm
Tuesdays and Thursdays, 9:00 am – 5:00 pm

The East County Family Resource Center provides a food pantry and clothes closet, a resource library and computer lab, community resource information and referral, parenting education classes, family programs, maternity support services, and family counseling and support.

Fruit Valley Family Resource Center

(360) 313-1904
3410 NW Fruit Valley Road
Vancouver, WA 98660

Hours: Monday – Friday, 7:30 am – 4:30 pm, *by appointment*

Operated by the Vancouver School District. Provides community resources, books, games, a lending library and computers for the Fruit Valley community as well as child care and Head Start. Limited clothing closet available for children.

HOUSING RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

Emergency Shelter Clearinghouse

(360) 695-9677

Hours: 7 days a week

Women, families and couples: call between 9 am and 8 pm
Single Men: call between 11 am and 8 pm

If you are currently homeless, call the Emergency Shelter Clearinghouse to access emergency shelter in Clark County.

COMMUNITY MENTAL HEALTH AGENCIES THAT SERVE ADULTS

Columbia River Mental Health Services

(360) 993-3000, For new appointments call (360) 993-3003
6926 E Fourth Plain Boulevard
PO Box 1337
Vancouver, WA 98666
www.crmhs.org

Hours:

Monday – Thursday, 8:00 am – 7:00 pm
Friday 8:00 am – 5:00 pm

Columbia River Mental Health Services is a comprehensive behavioral healthcare organization. They provide outpatient mental health services for children and families, adults and older adults, and chemical dependency outpatient services for adults. Their services also include more acute care: outpatient community teams(PACT), residential care for adults (Elahan Place) and inpatient evaluation and treatment services for adults (Hotel Hope), and an opiate substitute treatment clinic (NorthStar clinic). CRMHS recognizes that people can and do recover from mental illness and addictions and has recovery support services: peer services, housing services and employment services (Clearview). CRMHS provides behavioral health services that promote healthy people, healthy families and a healthy community. Lives change here!

Community Services Northwest

(360) 397-8484
Clark County Center for Community Health
1601 E Fourth Plain Boulevard, Building 17, Suite B222
PO Box 1845
Vancouver, WA 98666
www.communityservicesnw.org

Hours:

Monday – Wednesday, 8:00 am – 7:00 pm
Thursday, 8:00 am – 6:30 pm
Friday, 8:00 am – 4:30 pm

Community Services Northwest provides adult services that

include case management, individual and group therapy, medication evaluation, Program of Assertive Community Treatment (PACT), housing services and supported employment services.

Lifeline Connections

(360) 397-8246, or Toll Free @ 1-800-604-0025

TTY: (360) 397-8480

Clark County Center for Community Health

1601 E Fourth Plain Boulevard, Building 17, Suite A212

PO Box 1678

Vancouver, WA 98668

www.lifelineconnections.org

Hours: Monday – Friday, 8:00 am – 6:30 pm

Lifeline Connections provides a continuum of care for adult mental health, co-occurring and chemical dependency treatment. Their Program of Assertive Community Treatment model (COMET) provides mental health and co-occurring treatment for consumers with higher needs while our Mental Health team provides a wide range of services across the continuum of care for consumers with either mental health and or co-occurring disorders. Lifeline also provides Jail Transition mental health services, detox services (16 beds), residential chemical dependency treatment (60 beds) and drug testing.

Sea Mar Community Health Center

Behavioral Health Program

(360) 566-4432

7410 E Delaware Lane, Lower Level

Vancouver, WA 98664

www.seamar.org/locations/vancouver

Hours: Monday – Friday, 8:00 am – 5:00 pm

After hours services provided if needed

Sea Mar Community Health Centers is a community-based organization committed to providing quality, comprehensive health & human services to diverse communities, specializing in services to Latinos. Mental Health Services are available to

Vancouver, WA 9866

www.go2worksource.com

Hours: Monday – Friday, 8:00 am – 5:00 pm

WorkSource is a joint venture of organizations dedicated to addressing Washington State's employment needs. Services for Job Seekers include:

- Free use of computers, copiers, phones, faxes and other career resources
- Internet access to jobs
- Job referral and placement
- Workshops on how to get and keep a job
- Information on the fastest growing jobs and wages
- Referral to training and other community services
- Access to Unemployment Insurance
- Translation services
- and more...

FAMILY RESOURCE CENTERS

Vancouver Family Resource Center

(360) 695-1325

309 W 12th Street

PO Box 605

Vancouver, WA 98666

www.chs-wa.org

Hours: Monday – Friday, Thursday, 9:00 am – 5:0 pm

The Vancouver Family Center provides a resource library and computer lab, community resource information and referral, parenting education classes and support groups, as well as children's mental health counseling through Children's Home Society.

East County Family Resource Center

(360) 835-7802

1702 C Street

Washougal, WA 98671

www.chs-wa.org

EMPLOYMENT RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

Cowlitz Tribe Vocational Rehabilitation Services

(360) 397-8228

Clark County Center for Community Health

1601 E Fourth Plain Boulevard, Building 17, Suite A129

PO Box 5158

Vancouver, WA 98668

www.cowlitz.org

Hours: Monday – Friday, 8:00 am – 5:00 pm

Provides services to enrolled Native American or Alaska Natives who have a physical, mental, learning or substance abuse disability that is documented by a licensed clinician. Services include workplace readiness, job search, on the job training and career/vocational counseling. All services are provided at no cost.

Division of Vocational Rehabilitation Services (DVR)

(360) 619-7060 or Toll Free, 1-800-548-0946 (Voice/TTY)

TTY: (360) 696-6010

5411 E. Mill Plain Boulevard, Suite 16

Vancouver, WA 98661

www.dshs.wa.gov/dvr

Hours: Mon - Fri: 8:00am - 5:00pm

DVR offers a variety of services to assist people with disabilities to prepare for, get, and keep jobs. Examples of services include: assessment, counseling and guidance, independent living, assistive technology, training, and job placement.

WorkSource Vancouver

(360) 735-5000

TTY: (360) 735-5094

5411 E Mill Plain Boulevard, Suite 15

both children and adults through Sea Mar's Vancouver Outpatient Behavioral Health Clinic.

OTHER OUTPATIENT SERVICES FOR ADULTS

The following services are available in addition to (or in place of) the array of services provided by Community Mental Health Agencies.

ADAPT (Southwest Washington Medical Center)

(360) 696-5300

3400 Main Street

Vancouver, WA 98663

www.swmedicalcenter.org

Hours: Monday – Friday, 8:00 am – 4:30 pm

Southwest Washington Medical Center's ADAPT program is an alternative for inpatient hospitalization when an individual does not need 24-hour care, but needs crisis stabilization for a brief period of time. The program helps individuals learn about and practice aspects of Recovery, along with promoting ongoing Recovery. Individuals also have the opportunity to learn about chemical dependency issues. Groups, individual activities and discharge planning are provided in program and people return home at the end of the day. Care is provided under the direction of a psychiatrist or psychiatric nurse practitioner. Staff providing the care include nurses, occupational therapists, peer support and a chemical dependency counselor.

Consumer Voices Are Born (CVAB)

(360) 397-8050

Clark County Center for Community Health

1601 E Fourth Plain Boulevard, Building 17, Suite A114

PO Box 1707

Vancouver WA 98668

www.cvabonline.com

Hours: Monday – Saturday, 9:00 am – 7:00 pm

CVAB is a consumer-run organization that provides support and advocacy for mental health recovery. CVAB's mental health Recovery Center offers peer support, peer-led social events and activities, support groups, employment support, trainings and Wellness Recovery Action Planning (WRAP). CVAB also operates the Warm Line, a peer telephone support line staffed by trained volunteers with first hand experience with mental health issues.

Val Ogden Center

(360) 253-4036
10201 NE Fourth Plain Road
Vancouver, WA 98662
www.valogdencenter.com

Hours: Monday – Friday, 8:30 am – 4:30 pm

The Val Ogden Center is a Clubhouse model program that provides people whose lives have been significantly disrupted by mental illness the opportunity to become involved in a supportive, safe and vital community of peers. The mission of the Val Ogden Center is to empower people with mental health issues to obtain meaningful relationships and satisfying employment.

INPATIENT SERVICES FOR ADULTS

Adult inpatient services are intended for individuals who are experiencing a mental health crisis and are used only as a last resort. In the event that inpatient treatment is necessary, there are two providers available in Clark County:

Southwest Washington Medical Center Psychiatric Services Inpatient Unit

www.swmedicalcenter.org

Hotel Hope

www.crmhs.org

preparation classes are also available. Basic computer classes are available to students enrolled in ABE/GED classes. Students must be sixteen years of age or older to attend classes

Clark College Adult Literacy Program

(360) 992-2750
5411 E Mill Plain Boulevard, Suite 2
Vancouver, WA 98663

Hours: Monday – Friday, 8:00 am – 5:00 pm

The Clark College Adult Literacy Program provides volunteer tutors to help adults with the reading, writing, math and English language skills they need to achieve their personal and career goals through individual tutoring, English conversation groups and tutor assistance in basic skills classes.

The program serves:

- Immigrants who need help coping with a new culture and language
- Adults who have not been successful in traditional educational settings
- Parents and working people unable to attend classes

Clark College Disability Support Services

(360) 992-2314
TTY: (360) 992-2835
1933 Fort Vancouver Way
Vancouver, WA 98663
www.clark.edu/student_services/disability_support

Hours:

Monday – Thursday, 7:30 am – 5:00 pm

Friday, 7:30 am – 4:30 pm

Clark College and the Disability Support Services Office staff assist those with disabilities in pursuing their educational goals. Enrollment in Clark College is required to use their services.

Statewide Action for Family Empowerment (SAFE WA)

1-866-300-1998

www.safewashington.org

A network of family organizations focused on supporting parents and caregivers raising children with complex mental health needs and youth organizations supporting youth.

DISABILITY RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

disAbility Resources of SW Washington

(360) 694-6790 or Toll Free @ 1-866-200-5806

TTY: (360) 882-1324

2700 NW Anderson Road, Suite D-5

Vancouver, WA 98662

www.darsw.com

Hours: Monday – Thursday, 9:00 am – 4:30 pm

Through a combination of individualized services, resource referral and advocacy efforts, disAbility resources assists people with disabilities to maximize independence and integration into all aspects of life.

EDUCATION RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info.

Clark College Adult Basic Education / GED Preparation

(360) 992-2741

TTY: (360) 992-2835

5411 E Mill Plain Boulevard, Suite 2

Vancouver, WA 98663

www.clark.edu/academics/basic_education/abe_ged/index

Adult Basic Education classes are designed to help adults improve their skills in Reading, Writing, and Math. GED

HOW DO I ACCESS INPATIENT SERVICES?

Your mental health provider can assist you with accessing inpatient services if necessary. You can also access inpatient mental health care through the Clark County Crisis Line.

RESIDENTIAL TREATMENT SERVICES FOR ADULTS

Elahan Place

(360) 253-6019

7415 NE 94th Avenue

Vancouver, WA 98662

Elahan Place, operated by Columbia River Mental Health Services, provides adult residential rehabilitation and treatment services.

CRISIS SERVICES FOR CHILDREN, FAMILIES & ADULTS

CLARK COUNTY CRISIS SERVICES

Clark County Crisis Services are available 24-hours a day, seven days a week to all Clark County residents. Services are based on the principles of recovery and engagement, and delivered by a team of professional counselors, social workers, psychologists, and peer counselors, and include crisis intervention, stabilization, case consultation, and referral to multiple levels of care. If you or your child are experiencing a crisis, call the Clark County Crisis Line:

Clark County Crisis Line

(360) 696-9560 or (800) 626-8137

LOCAL HOSPITALS

If you or your child are experiencing a mental health crisis you may also ask for help at any hospital emergency department.

Legacy Salmon Creek Hospital

Emergency Department

2211 NE 139th St

Vancouver, WA 98686

SW Washington Medical Center
Emergency Department
400 NE Mother Joseph Place
Vancouver, WA 98664

RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

As a person receiving public mental health services in the community, you have the following rights:

You have the right...

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care and services that meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- The right to receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- The right to services within 2 hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment

Vancouver WA 98668
www.cvabonline.com

CVAB is a consumer-run organization that provides support and advocacy for mental health recovery. CVAB's mental health Recovery Center offers peer support, peer-led social events and activities, support groups, employment support, trainings and Wellness Recovery Action Planning (WRAP). CVAB also operates the Warm Line, a peer telephone support line staffed by trained volunteers with first hand experience with mental health issues.

Mental Health Ombuds

(360) 397-8470 or Toll Free: 1-866-666-5070
Clark County Center for Community Health
1601 E Fourth Plain Boulevard, Building 17
Vancouver, WA 98661

The Mental Health Ombuds is available to help with any concerns you have about the mental health services you are receiving through the Clark County Regional Support Network.

National Alliance on Mental Illness (NAMI)

360) 695-2823
2801 Fort Vancouver Way
Vancouver, WA 98661
www.nami-clark.com

The Clark County chapter of the national organization of family members and friends of persons with mental illness. Provides support and education to individuals and families.

Office of Consumer Partnerships

1-800 446-0259

Part of the DSHS Division of Behavioral Health and Recovery Services. Provides information and advocacy for people receiving mental health services throughout Washington State.

Vancouver, WA 98668
www.cowlitz.org

Hours: Monday – Friday, 8:00 am – 5:00 pm

Provides services for Native Americans and Alaskan Natives including Vocational Rehabilitation and Domestic and Sexual Assault programs. Also provides drug treatment services for the general population.

Innovative Services NW

(360) 892-5142
9414 NE Fourth Plain Road
Vancouver, WA 98662
www.inovativeservicesnw.org

Hours: Monday – Friday, 6:00 am – 6:00 pm

Provides free and low cost services for children, adults and families who have disabilities or other disadvantages through offering therapy and childcare for children; employment training and job support for teens and adults; and intervention, education and support for families.

Network of Care

www.clark.wa.networkofcare.org/mh

Provides resources, information, an online library, communication tools and other features related to mental health.

ADVOCACY RESOURCES

This is not an all-inclusive list. For a more comprehensive list of resources please refer to 211 Info

Consumer Voices Are Born (CVAB)

(360) 397-8050
1601 E Fourth Plain Boulevard, Building 17, Suite A114
PO Box 1707

- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To choose a mental health care provider or choose one for your child who is under thirteen years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive copy of your medical records and ask for changes
- Be free from retaliation

You may want to ask your mental health care provider for more information about your rights. You have the right to request policies and procedures of the Regional Support Network and Community Mental Health Agencies as they pertain to your rights.

Additional Rights

If you receive inpatient mental health treatment (hospitalization) additional rights will be presented to you. There are different rights depending on whether you are receiving voluntary or involuntary inpatient treatment.

Remember: You have the right to file a complaint or request a fair hearing if you have reason to believe your rights have been violated. If you file a complaint or grievance, you will not lose service, suffer discrimination or be mistreated.

YOUR RESPONSIBILITIES

In addition to the rights described above, you also have certain responsibilities to ensure you receive the best care.

You are responsible for:

- Keeping your mental health provider informed of your

- current address and telephone number.
- Presenting your medical coupon or insurance information as requested.
- Arriving on time for your scheduled appointments.
- Providing prior notice (24 hours if possible) for any cancellations.
- Participating in creating a treatment plan that meets your needs and goals.
- Rescheduling any canceled appointments.

CONFIDENTIALITY AND HEALTH INFORMATION RIGHTS

CONFIDENTIALITY

The Law protects the privacy of the health information you give to providers when they provide care and services to you.

Providers need information about your health in order to give you the best care. Federal and State law allows them to use and share your health information for treatment and health care reasons without your approval. State law requires providers to get your approval to give this information to your insurance company so they can pay your bill. Providers will not give out your health information to others unless you tell them to do so, or unless the law requires them to do so.

HEALTH INFORMATION RIGHTS

You may have the following rights, but you must ask in writing and there may be certain reasons under the law providers cannot approve your request:

- To limit how providers use your health information
- To have your health information sent to you in a private manner or a certain place
- To inspect and get a copy of your health information, fees may apply
- To correct or add to your health information if you think it is wrong or something is missing

meet on a monthly basis and you are welcome to provide input or feedback during the public comment portion of their meetings. For more information please contact the CCRSN.

CLARK COUNTY QUALITY REVIEW TEAM

The Clark County Quality Review Team (QRT) is a sub-committee of the Mental Health Advisory Board. The goal of the QRT is to work toward a proactive, accessible mental health system that responds to people's needs. To accomplish this goal, the QRT seeks feedback from mental health consumers, family members and others in the community, determines whether the system is meeting people's needs, and recommends system improvements. You can call and leave a message for the QRT at (360) 397-2075 ext. 7874 or email them at ClarkCountyQRT@gmail.com.

PROVIDER AGENCY ADVISORY BOARDS

The community mental health agency where you receive services may have an advisory board or other methods available for you to provide input.

ADDITIONAL RESOURCES

211 Information and Referral

From any phone, simply dial "211" or (360) 694-8899
www.211info.org

Comprehensive Information and Referral services, by phone or a searchable website, focused on health and social service programs in the Portland/Vancouver greater metropolitan area.

Cowlitz Tribe Health and Human Services

(360) 397-8228
Clark County Center for Community Health
1601 E Fourth Plain Boulevard, Building 17, Suite A129
PO Box 5158

- The CCRSN denies an enrolled recipient urgently needed community mental health rehabilitation services and the enrolled recipient files a grievance in writing.

The Mental Health Ombuds is available to help you throughout the entire process of resolving a concern regarding your mental health services. This includes a complaint, grievance, appeal or fair hearing.

Mental Health Ombuds

(360) 397-8470 or Toll Free: 1-866-666-5070

All calls will be returned within twenty-four hours.

Clark County Center for Community Health

1601 E Fourth Plain Boulevard, Building 17

Vancouver, WA 98661

PROVIDING INPUT INTO CLARK COUNTY'S PUBLIC MENTAL HEALTH SYSTEM

The Clark County Regional Support Network values the voice of the individuals and families that receive the services we fund. There are many ways to provide input into Clark County's public mental health system, including:

SATISFACTION SURVEY

Periodically, the RSN distributes satisfaction surveys through each of our contracted community mental health agencies. Your feedback on these surveys is extremely important and appreciated.

MENTAL HEALTH ADVISORY BOARD

Clark County's Mental Health Advisory Board assists and advises the Board of Clark County Commissioners in creating an efficient and quality community mental health program, which will help people experiencing mental illness to maintain a respected and productive position in the community. They

- To withdraw your written approval of using and sharing your health information. Providers cannot take back information that has already been sent out.
- To obtain a list of who has received copies of your health information. You may get this list, without charge, once every 12 months.

FAMILY AND FRIENDS

Family and Friends can be a helpful resource in your recovery. Providers may speak with family and friends with your permission about your care. Providers will tell them only what they need to know to help you. You have the right to say "no" to this. If you say "no", providers will not use or share your health information with your family or friends.

MINORS

Minors are children under the age of 18. Parents and legal representatives may see their minor child's health information in most cases. In some cases of treatment for substance abuse, mental health and STD's, providers are required by law to not give you access to your minor child's health information.

Note: If your child is thirteen (13) years old or older he or she will be asked to sign a release of information before you can access his or her mental health records.

HELPFUL TIPS FOR ACCESSING SERVICES

It can sometimes be challenging to navigate a new system. The following are some tips that may be helpful to you when accessing public mental health services.

WHEN CALLING TO REQUEST AN INTAKE, WHAT INFORMATION SHOULD I HAVE AVAILABLE?

- Problems you are seeking help for or want to address
- Your date of birth

- Your address and a phone number where you can be reached
- Name and telephone number of your medical provider
- Your insurance information

WHAT WILL HAPPEN AT MY FIRST APPOINTMENT?

Your initial appointment, sometimes called an intake assessment, with one of the mental health agencies will help identify your mental health needs. You will work with a mental health professional to help you begin to develop specific goals and types of services that will be most beneficial.

This process could result in referrals to other agencies in the community to address additional problem areas that may be identified.

Please note that upon completion of the assessment, you or your child may **not be eligible** for services, based on the nature or severity of your condition.

If you are **eligible** for services, the goal would be for you to be actively involved in driving the process where decisions are made regarding your treatment.

WHAT SHOULD I TELL THE MEMBERS OF MY TREATMENT TEAM?

- Your goals for recovery
- Your successes and achievements
- What problems you are seeking help for or want to address
- Coping skills you have learned or would like to learn
- Who is supportive of you and your recovery

If medication is part of your treatment, you should tell your prescriber:

- What medications you have taken in the past, which have worked, which have not worked
- What medications you are allergic to
- What side effects you want to avoid with your medications

acceptable solution will be. Try to find some ways to reach an agreement that will satisfy both you and the other person.

File a complaint

- Call the agency or Clark County Regional Support Network and tell them you want to file a complaint. A complaint is an informal, verbal or written expression of concern with your mental health services.

File a grievance

- If you are not happy with the outcome or you want a written response, put your complaint in writing as a grievance and send it to the agency or the Clark County Regional Support Network. A grievance is a formal procedure for resolving a problem with your mental health services.

If you file a grievance you can expect the following:

- Full records of the grievance will be kept in confidential files, separate from your case file, for seven years from the completion of the grievance process.
- Any person you choose can help you.
- You shall be free from any act of retaliation.
- You will be notified in writing of the reason for any decision regarding your grievance and the right to request a fair hearing.
- The entire process, from the written request for grievance up to the Request for Fair Hearing (if necessary), will not exceed thirty days.

Request a Fair Hearing:

- You can request a Fair Hearing when you have a grievance concerning eligibility, enrollment, or the medical necessity for services and when:
 - The grievance decision is not in your favor;
 - The CCRSN does not respond, in writing, within thirty (30) days from the date the grievance was submitted in writing; or

PATHWAYS (operated by Children's Center)

(360) 699-2244

415 W 11th Street

PO Box 484

Vancouver, WA 98666

PATHWAYS is a program designed to serve uninsured or underinsured children and youth in need of mental health care who otherwise would fall through the cracks. Children who are uninsured or underinsured will receive quality mental health services from a child therapist with no out of pocket cost to the family.

RESOLVING CONCERNS ABOUT THE SERVICES YOU RECEIVE

WHAT IF I AM NOT SATISFIED WITH MY MENTAL HEALTH CARE PROVIDER?

You have the right to change your mental health care provider:

- One time during the first ninety (90) days after beginning services.
- Once during a 12 month period for any reason
- Any additional change during a 12 month period may be made with documented justification.

WHAT IF I HAVE A CONCERN ABOUT THE SERVICES I RECEIVE?

You can help to improve public mental health services in Clark County by voicing your concern when things go wrong. Feedback is essential to improving and maintaining quality mental health services. There are multiple ways to resolve a concern:

Address the concern with the person directly involved

- It is a good idea to first try to resolve your complaint with the person directly involved before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about what your complaint is. Also, be clear about what an

WHAT SHOULD I ASK THE MEMBERS OF MY TREATMENT TEAM?

Take a list of questions with you. Don't be afraid to ask any questions you may have. Not sure what to ask? Here are some suggestions:

- What is my, or my child's, diagnosis?
- How was the diagnosis determined?
- Where can I find additional information regarding my, or my child's, diagnosis and treatment?

If medication is part of your treatment, you should ask your prescriber:

- What kind of medications are you prescribing me?
- Why are you giving me these medications?
- Are there other options?
- How long will it take before this medication starts working?
- What will this medication do for me?
- What are the side effects?
- Can you give me a list of all of my medications?
- Will this medication interact negatively with other medications I am taking?
- What should I do if I forget to take my medication?

WHAT DO I NEED TO KNOW ABOUT MY MEDICINE?

Medication can be a very effective part of mental health treatment. In order for medication to be safe and effective, it is critical to follow your prescriber's instructions. If you or your child are prescribed medication:

- Take only the medicine that is prescribed for you.
- Know the side effects of your medicine. Call your prescriber right away if you experience any unusual side effects.
- If you have been prescribed medications by more than one doctor, be sure to inform each of them of all of the medications you are taking.
- Before you take "over the counter" medicines, ask your prescriber if they are safe to take with your prescription medications.
- Take your medications as instructed by your prescriber.

- Be aware that some foods or drinks should not be used with your medications.
- Alcohol and street drugs do not mix with your medications. Mixing alcohol and street drugs with prescription medication can cause extremely dangerous side effects.
- Remember to give your medication time to work after you begin taking them or changing your dosage.
- Order your medicine refills before you run out. Plan ahead a week or more.
- Report any changes you feel to your prescriber.
- Do not stop taking your medications without talking to your prescriber. It can be extremely dangerous.

WHAT IF I DO NOT AGREE WITH THE DECISION THAT I AM NOT ELIGIBLE FOR MENTAL HEALTH SERVICES FUNDED BY THE REGIONAL SUPPORT NETWORK?

Your first conversation with the therapist at your intake will help determine if you are eligible for CCRSN-funded services. If you are not eligible for services, you will receive a written notice from CCRSN. If you still feel you are eligible, you have 20 days to appeal the decision.

If you need help with filing an appeal you may contact:

Mental Health Ombuds

(360) 397-8470 or Toll Free: 1-866-666-5070
 Clark County Center for Community Health
 1601 E Fourth Plain Boulevard, Building 17
 Vancouver, WA 98661

Clark County Regional Support Network

(360) 397-2130, or Toll Free: 1-800-410-1910
 Clark County Center for Community Health
 1601 E Fourth Plain Boulevard, Building 17, Suite C214
 Vancouver, WA 98661

Your mental health agency may also file an appeal on your behalf.

You may also request a second opinion with the agency, Clark County Regional Support Network, or the Mental Health Ombuds.

Clark County Regional Support Network **will not** be responsible for any public mental health services that are **not authorized**.

IF I DO NOT QUALIFY FOR CCRSN-FUNDED SERVICES, WHERE ELSE CAN I FIND HELP?

If it is determined that you or your child are not eligible for mental health services funded by the Clark County Regional Support Network, there may be other resources available to assist you.

Other mental health care covered by Medicaid

If you do not meet Access to Care Standards for CCRSN Services but need mental health care, you may have up to twelve (12) visits through other parts of the Division of Social and Health Services (DSHS). For people age 18 and under the number of visits is twenty (20). You can find that out by calling 1-800-563-3022.

The Wellness Project

(360) 798-2918
 317 E 39th Street
 Vancouver, WA 98668
www.communityservicesnw.org

Hours

Tuesday and Thursday: 9:00 am – 7:00 pm
 Wednesday: 9:00 am – 5:00 pm

The Wellness Project provides free outpatient therapy (individual, group, couples, and family) as well as mental health evaluation and medication management. Counselors include licensed volunteer professional clinicians, professionals who are working toward licensure, master’s level students and staff clinicians from Community Services Northwest.