



Behavioral Health Access Program

What is Access?

Access is the interview that acts as the “doorway” for adults to receive outpatient Behavioral Health services when they are not already a Humboldt County Department of Health & Human Services (DHHS) Behavioral Health client. Psychiatrist-prescribed medications and group therapy are two examples of our many services.

It starts with a phone call

Call 707-268-2900 or 707-268-2945 or come in to 720 Wood St. for the first step toward getting your Access appointment. Your name will be placed on our Request to Access Services Log. For routine requests for services, you will receive a call back within five business days for an initial phone screening to determine eligibility for an Access appointment. Urgent requests for services are responded to more quickly. If you do not have a phone, you may inquire at the front desk for other accommodations.

Eligibility is required

Each person is screened for eligibility to determine if DHHS Behavioral Health can serve their needs or if a referral to a community provider would be more appropriate. To be eligible for services a person must have a covered diagnosis that causes substantial impairments in at least one area of major life functioning such as school, employment, social functioning, etc.

What makes me eligible?

Along with an eligible diagnosis, some of the symptoms which may qualify you for services include: severely depressed mood, suicide at-

tempts or thoughts, self-harm, psychiatric hospitalizations, hallucinations, inability to work or maintain housing, and/or an inability to meet daily needs for long periods of time due to an eligible mental health diagnosis.

What if I am eligible?

If you are found eligible during your phone screening, you will be asked to come and complete your Access interview. In some cases, it takes this interview to determine if you're eligible for services. It is not always clear, especially over the phone.

Appointments

Appointments are scheduled after your phone screening. The interviews take place Monday through Friday at 1:30 p.m. Arrive 30 minutes early to complete paperwork. Once completed, the Access Clinician (therapist) will meet you in the lobby and escort you to the interview room to begin the assessment process.

There are also walk-in appointments available Monday through Friday for people who have already completed their phone screening and are invited to an Access interview. If you are already scheduled, you may still use this service. Walk-ins are first come, first served so consider arriving early to check in. Appointments start at 2 p.m.

What happens next?

If you are found eligible at the end of your Access interview, you will be connected to appropriate services within DHHS. There are several types of services and the assessing clinician can discuss these with you.





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Important phone numbers

If you are in need of urgent mental health services,
contact our 24-hour Crisis Line:

707-445-7715

Toll-free 24-hour Crisis Line:

888-849-5728

Adult Behavioral Health Reception:

**707-268-2900 or
707-268-2945**

Access Clinician:

707-476-4082

