

## Community Resources

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Please contact 2-1-1 Info for comprehensive information and referral focused on health and social service.

By Phone: simply dial 2-1-1 from any phone (toll free)  
Online: [www.211info.org](http://www.211info.org)

Southwest Washington Behavioral Health Network of Care  
Provides local mental health resource listings including service providers, support groups, current events and trainings. It also features an in-depth library of information and personal folder capability to store your health information.  
[www.SWBH.networkofcare.org](http://www.SWBH.networkofcare.org)

**Southwest Washington Behavioral Health Customer Service**  
If you would like to talk to a Southwest Washington Behavioral Health representative about mental health services or other resources, please feel free to call us at **(360) 397-8222**, we are here to help.

### Did you know?

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In the United States, 1 in 4 adults and 1 in 5 children live with a diagnosable and treatable mental health condition.

With proper care and treatment, between 70 and 90 percent of persons with mental illnesses experience a significant reduction of symptoms and an improved quality of life.

Mental health services are effective in helping to decrease symptoms and build resiliency. Over 8,000 children and adults receive services through Southwest Washington Behavioral Health and our contracted providers each year, allowing them to participate more fully in their families, their communities, and their lives.



For other formats, contact Southwest Washington Behavioral Health at (360) 397-8222.

*SWBH and its providers values every individual and complies with State, Federal, and Municipal laws that prohibit discrimination.*



# Southwest Washington Behavioral Health

**(360) 397-8222**

**Toll Free (855) 397-8222** (Inside Washington State only)

Fax (360) 397-6128

[www.swbh.org](http://www.swbh.org)

1601 East Fourth Plain Boulevard, Building 17,  
Suite C214  
PO Box 664  
Vancouver, WA 98666

Monday - Friday, 8 a.m. - 5 p.m. (except holidays)

### Crisis Line:

**Clark County:** (360) 696-9560 or (800) 626-8137

**Cowlitz County:** (360) 425-6064 or (800) 803-8833

**Skamania County:** (509) 427-3850

***Mission Statement:*** *To build and maintain a hopeful, strength-based, collaborative and empowering system of care to help those individuals and families in Southwest Washington with complex mental health, substance use and other health needs achieve personal goals and live, work and participate in their community.*

## Who is eligible for mental health services funded by Southwest Washington Behavioral Health (SWBH)?

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Mental health services funded by SWBH are available to individuals and families who are eligible for Medicaid and who meet medical necessity criteria.

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

**All Clark, Cowlitz, and Skamania residents are eligible to receive crisis services regardless of income or insurance.**

## How do I access services funded by SWBH?

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

- Call the community mental health agency (CMHA) of your choice listed in this brochure to make an appointment for an intake assessment, or
- Call SWBH at (360) 397-8222 and speak to a customer service representative who can help determine which agency provides the best service for your specific need.
- Call the Crisis Line if you need help right away. The phone numbers are listed on the cover of this brochure.

## What types of services are funded by SWBH?

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SWBH funds a variety of mental health services, including:

### **Outpatient services provided through a network of Community Mental Health Agencies (CMHAs)**

- Includes individual, family and group treatment, medication management, peer support and employment services. All contracted CMHAs are listed in this brochure.

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### • **Organizations with a sliding fee scale**

There are a number of organizations that offer low-cost or free services based on income. To find current listings, please contact:

**211 info**.....2-1-1 or [www.211info.org](http://www.211info.org)

**Network of Care**.....[www.clark.wa.networkofcare.org](http://www.clark.wa.networkofcare.org)

## Taking Control of your Mental Health

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Whether you receive mental health services funded by SWBH or another system, you have the right to direct your own care. You can do this by:

- Choosing where you would like to receive services.
- Letting your provider know what you want to get out of your treatment.
- Taking responsibility for the things you can do to improve your mental health.
- Speaking up when you have a concern about the services you receive.
- Providing feedback about your services through conversations, surveys, advisory boards and other venues.

## Your Rights

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There are certain rights designated by law for individuals receiving SWBH-funded mental health services. Please refer to [www.dshs.wa.gov/dbhr/clientrights.shtml](http://www.dshs.wa.gov/dbhr/clientrights.shtml) or the Statement of Consumer Rights given to you when you enroll in services for a list of these rights.

If you have a complaint about the services you receive, you feel your rights have been violated, or you have been denied services and want to appeal that decision, the Mental Health Ombudsman can assist you:

- **Melanie Maiorino, Mental Health Ombudsman for Clark and Skamania Counties**  
(360) 397-8470 or 1-866-666-5070
- **Tim Krueger, Mental Health Ombudsman for Clark and Cowlitz Counties**  
(360) 414-0237 or 1-866-731-7403

## If I do not qualify for services funded by Southwest Washington Behavioral Health, where else can I find help?

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If you or your child are not eligible for mental health services funded by SWBH, there may be other resources available to assist you:

- **Mental Health Free Clinic**  
(360) 562-1133  
Provides free outpatient mental health services to adults.
- **Primary Care**  
Your primary care physician may be able to help by prescribing medication. If your physician would like to consult with a psychiatrist about prescribing psychotropic medications, there are free resources available through the University of Washington:  
**Partnership Access Line (PAL)**.....(866) 599-7257  
Available Monday through Friday, 8 a.m. - 5 p.m. for consultation on **any** type of child mental health issue.  
**MEDCON**.....(800) 326-5300  
Available 24 hours-a-day, seven days a week. Special operators are available to connect physicians with the appropriate faculty physician with expertise in any particular area. After hours and on weekends, UW Medical Center operators respond to calls.
- **The Wellness Project**  
(360) 798-2918  
Provides free outpatient mental health services to adults.
- **PATHWAYS**  
(360) 699-2244  
Provides free outpatient mental health services to children and youth.
- **Other mental health services covered by Medicaid**  
1-800-563-3022  
If you have Medicaid, you may qualify for a limited number of visits through other programs of the Division of Social and Health Services (DSHS).

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## Residential services and treatment for adults

- For individuals who need daily assistance with their mental health and basic needs.

## Inpatient services provided through both private and state-run facilities

- Intended for children and adults who are experiencing a mental health crisis. Used only as a last resort after lesser restrictive alternatives have been explored or exhausted.
- **ADAPT (Awareness Directed Activities for Personal Transformation)**  
(360) 696-5300

Assists adults experiencing a mental health crisis avoid hospitalization by participating in support and educational activities.

## Additional Services

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- **CVAB (Consumer Voices Are Born)**

(360) 397-8050      Self-Help Recovery Center  
(360) 253-4036      Val Ogden Center

CVAB operates the Regionally Empowered and Accessible Communities of Hope (REACH) Center as well as a mental health Clubhouse model program (the Val Ogden Center). The REACH Center is available to anyone interested in recovery regardless of insurance status or medical eligibility.

- **NAMI (National Alliance on Mental Illness)**

(360) 695-2823

Provides education and support to individuals with mental health issues and their loved ones through classes, groups, and other activities. Available to all residents regardless of insurance status or medical eligibility.

# Access to Public Mental Health Services in Clark, Cowlitz, and Skamania Counties

## FOR A PERSON OR FAMILY IN A **CRISIS** SITUATION (NEEDS IMMEDIATE HELP)

If you are currently enrolled in services and it is during business hours, call your mental health provider. If your clinician is not available, ask to speak to the clinician on call to assist you in resolving your issue.

If it is after business hours or you are not enrolled in services call:

**Clark County Crisis Line: (360) 696-9560 or (800) 626-8137**  
**Cowlitz County Crisis Line: (360) 425-6064 or (800) 803-8833**  
**Skamania County Crisis Line: (509) 427-3850**

A mental health professional will assist you in finding the best solution that is appropriate for your current need.

**IF IN  
DANGER  
DIAL 911**

**If calling 911, ask for a CIT trained officer**  
Crisis Intervention Team police officers are equipped with specialized knowledge and skills to use when interacting with individuals experiencing a psychiatric crisis.

## FOR A PERSON OR FAMILY IN NEED OF ROUTINE MENTAL HEALTH CARE (**NOT** A CRISIS SITUATION)

Contact any one of these agencies directly to access routine mental health services.

**Children's Center**  
(serves children)  
[www.thechildrenscenter.org](http://www.thechildrenscenter.org)  
**(360) 699-2244**

**Children's Home Society**  
(serves children)  
[www.childrenshomesociety.org](http://www.childrenshomesociety.org)  
**(360) 695-1325**

**Columbia River Mental Health**  
(serves children & adults)  
[www.crmhs.org](http://www.crmhs.org)  
**(360) 993-3000**

**Community Services Northwest**  
(serves adults)  
[www.communityservicesnw.org](http://www.communityservicesnw.org)  
**(360) 397-8484**

**Cowlitz County Guidance Association**  
(serves children and adults)  
[www.ccgacares.org](http://www.ccgacares.org)  
**(360) 423-0203**

**Family Solutions**  
(serves children)  
**(360) 695-1014**

**Lifeline Connections**  
(serves adults)  
[www.lifelineconnections.org](http://www.lifelineconnections.org)  
**(360) 397-8246**

**Sea Mar Behavioral Health**  
(serves children and adults)  
[www.seamar.org](http://www.seamar.org)  
**(360) 566-4432**

**Lutheran Community Services NW**  
(serves adults)  
[www.lcsnw.org/vancouver/mentalhealth.html](http://www.lcsnw.org/vancouver/mentalhealth.html)  
**(360) 694-5624**

**Skamania County Community Health**  
(serves children and adults)  
[www.skamaniacounty.org](http://www.skamaniacounty.org)  
**(509) 427-3850**

For help in choosing the agency that best meets your needs, please contact Southwest Washington Behavioral Health at (360) 397-8222.

## JUST NEED TO TALK? ONE OF THESE SUPPORT LINES MAY BE ABLE TO HELP:

**CVAB Warm Line**.....**(360) 903-2853**  
Hours: Daily 5 - 10 p.m.

The Warm Line is a peer-to-peer telephone support line staffed by people with first-hand experience on mental health issues. To speak with a Warm Line peer from 5 - 10 p.m. call the number listed above.

**TeenTalk**.....**(360) 397-CHAT**  
[www.ccteentalk.clark.wa.gov](http://www.ccteentalk.clark.wa.gov), [CCTeenTalk1@hotmail.com](mailto:CCTeenTalk1@hotmail.com)  
Hours: Monday — Thursday 4 - 9 p.m., Friday 4 - 7 p.m.

TeenTalk offers teen-to-teen support to youth up to age 19 both on the phone and online. Volunteers are fully trained and supervised and available to talk to about a variety of topics.