

Complaints & Problems

You have a right to obtain a second opinion about mental health services.

Persons who are not happy with their mental health services may talk or write to us.

We will work to solve the problem. You will continue to get the same services while your problems are being solved.

State Fair Hearing

If you think your mental health service has been denied, reduced, or stopped, you may ask for a State Fair Hearing.

More Information

Please see our Problem Solution Booklet. This tells you the steps you can take to tell us about your problems. For help, talk to the CSOC Children's Services Coordinator, the Mental Health Director, or Patient's Rights Advocate.

[Patients Rights Advocate](#)

530-934-6582

CHILDREN'S SYSTEM OF CARE
604 E. WALKER ST.
ORLAND, CA 95963

GLENN COUNTY

Children's System of Care

"By strengthening our families,
We strengthen our community"



**Organizations working together
to empower children and their
families in our community**

- **Mental Health**
- **Human Resource Agency**
- **Probation**
- **Alcohol & Drug**
- **Public Health**
- **Glenn County Office of Education**

System of Care Office Locations

Team Site:

604 E. Walker
Orland, CA 95963
Phone 530-865-6459



Other Sites:

Mental Health Office
242 N. Villa Ave.
Willows, CA 95988
Phone 530-934-6582
1-800-500-6582
(during office hours)
1-800-507-3530 (after office hours)*

Community Recovery Center
1187 E. South St.
Orland, CA 95963
Phone 530-865-1146
FAX 530-865-1150
1-800-655-5946 (during office hours)
1-800-507-3530 (after office hours)*

Overview of Children's System of Care

The Children's System of Care is a State Department of Mental Health funded program for youth through age 21 and their families who need multiple services from multiple agencies. The System of Care Team provides services in home, in schools, and in community settings to help keep families together. The Children's System of Care Team helps:

- Keep families together
- Delay or prevent youth from being placed out of their homes or support youth returning home from group homes
- Reduce or avoid interaction with law enforcement
- Manage mental health symptoms
- Prevent child abuse
- Improve health care
- Improve grades and succeed at school
- Learn how to better manage behavior
- Access needed services

Services available to System of Care families

Parent support groups and Advocate support
Children/Adolescent Groups
Mental health assessment and counseling
Substance abuse assessment and counseling
Parent Education
Behavior Intervention Planning
Health Management
Referral Resources
Education Forums

Information on System of Care Services

If you have a child that could benefit from System of Care services, or know of a child and/or family who needs multiple services, places to contact:

- Glenn County Mental Health
Children's Services Coordinator at
530-934-6582

Other System of Care Agencies:

- Office of Education
530-934-6575
- Glenn County Probation
530-934-6416
- Glenn County Human Resources
530-934-6519
- Alcohol & Drug Services
530-865-1146
- Glenn County Public Health
530-934-6588



24 Hr. Crisis Service

1-800-500-6582
(during office hours)
Or
1-800-507-3530
(after office hours & weekends)*