



# MENTAL HEALTH & SUBSTANCE USE SERVICES

**Behavioral Health and Recovery Services (BHRS)** is open and providing mental health and substance use treatment services during the COVID-19 Shelter in Place order for residents in San Mateo County with Medi-Cal or who are uninsured.

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## How to Get Started:

1

ACCESS CALL CENTER  
Call: **1 (800) 686-0101**  
TTY (for hearing impaired): **711**  
Interpreter services are available.

2

A trained professional will ask questions to help find the right care for you.

3

Receive a referral for a telephone/video appointment to a mental health or substance use treatment provider.

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### Note

- Most appointments will take place remotely (telephone/video) at this time due to COVID-19.
- Services may be provided through a BHRS mental health regional clinic or through a network of contracted community providers.
- Clinic hours may vary; please call for an appointment. Clinics are currently unable to take walk-ins due to the Shelter in Place order.
- If you are currently a BHRS client, contact your provider or clinic directly.

### Crisis & Suicide 24/7 Hotlines

Free, confidential, emotional support is available by phone, text, or chat to anyone in emotional distress or a suicidal crisis.

#### National Suicide Prevention Lifeline

1 (800) 273-TALK (8255)  
(650) 579-0350  
1 (888) 628-9454 (Spanish)  
[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

#### CrisisTextLine.org

Text BAY to 741741

#### Disaster Distress Helpline

1 (800) 985-5990  
Text TALKWITHUS to 66746

#### Peer-Run Warm Line

Non-emergency resource for anyone seeking emotional support.  
1 (855) 845-7415 or chat:  
[mentalhealthsf.org/peer-run-warmline](http://mentalhealthsf.org/peer-run-warmline)

#### CORA (Communities Overcoming Relationship Abuse)

1 (800) 300-1080

#### Domestic Violence Hotline

1 (800) 799-7233 (SAFE)  
Chat: [thehotline.org](http://thehotline.org)



If you are in a mental health crisis, call 911 or go to the nearest hospital emergency room if you can safely get there.