



# MENDOCINO COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES



## POLICY AND PROCEDURE

Service Area: Behavioral Health and Recovery Services

Subject: Hours of Operation

Subject Matter  
Expert:

Dustin Thompson  
Dustin Thompson, Senior Program Specialist

BHRS Director:

Jenine Miller  
Jenine Miller, BHRS Director

Previous or  
Referenced  
Policy No.:

Created: 12/13

Reviewed: 9/14, 2/18, 1/22

Revised: 1/21

### POLICY:

It is the policy of Mendocino County Behavioral Health and Recovery Services (BHRS) that all locations providing services, including contracted provider locations, maintain regular hours of operation during which services are provided to Medi-Cal beneficiaries that are no less than the hours of operation offered to commercial beneficiaries or comparable to hours of operation for Medicaid fee-for-service providers. Specialty Mental Health Services to address urgent conditions and emergency psychiatric conditions will be available and provided 24-hours a day, 7 days a week, when medically necessary. Contracted Providers and Crisis Access Centers shall notify BHRS of changes to hours of operation prior to changing the hours, except in an emergency situation when prior notification is not an option. In addition, all hours of operation shall be posted on contracted providers' websites.

### ATTACHMENT:

Hours of Operation for Administrative Office, Contracted Providers, and Crisis Access Center Hours

**Mendocino County Behavioral Health and Recovery Services (BHRS)  
Hours of Operation for  
Administrative Office, Organizational Providers, and Access Center Hours**

**Mendocino County Behavioral Health and Recovery Services**

Administrative Office

1120 South Dora Street, Ukiah, CA 95482

Hours: Monday – Thursday 8 am to 5 pm

SUDT Services

1120 South Dora Street, Ukiah, CA 95482

Hours: Monday – Friday 8 am to 5 pm

790 S. Franklin Street, Ft. Bragg, CA 95437

Hours: Monday – Friday 8 am to 5 pm

472 East Valley Street, Willits, CA 95490

Hours: Monday – Friday 8 am to 5 pm

Mobile Outreach and Prevention Services (MOPS)

Anderson Valley, Hopland, Redwood Valley, Potter Valley: 1-707-234-9696

North County: 1-707-513-8004

South Coast: 1-707-671-3034

Hours: Monday – Friday 8 am to 6 pm

Mobile Crisis Response

Sheriff and Ukiah Police Department Response Areas

Sunday – Saturday 8 am – 6 pm

Mendocino County Phone Lines

Crisis Line: 1-855-838-0404

Hours: 24 hours a day, 7 days a week

Access Line: 1-800-555-5906

Hours: 24 hours a day, 7 days a week

Redwood Community Crisis Center

780 South Dora Street, Ukiah, CA 95482

Hours: Monday – Friday 8am to 5pm, on-call 24/7

544 South Main Street, Suite A&B, Fort Bragg, CA 95437

Hours: Monday – Friday 9am to 6pm, on-call 24/7

Redwood Quality Management Company Medication Clinics

350 East Gobbi Street, Ukiah, CA 95482

Hours: Monday – Thursday 8am to 5pm, Friday 8am to 1pm

544 South Main Street, Fort Bragg, CA 95437  
Hours: Monday – Thursday 8am to 5pm, Friday 8am to 1pm

Redwood Community Services

*Behavioral Health Services, Children & Youth:*

780 South Dora Street, Ukiah, CA 95482

Hours: Monday – Friday 9am to 6pm

99 South Humboldt Street, Willits, CA 95490

Hours: Monday – Friday 9am to 6pm

32670 Hwy 20, Unit 2, Fort Bragg, CA 95437

Hours: Monday – Thursday 9am to 5pm, Friday 11am to 6pm

*Behavioral Health Services, Adult:*

810 North State Street, Ukiah, CA 95482

Hours: Monday – Friday 8am to 5pm

544 South Main Street, Suite A&B, Fort Bragg, CA 95437

Hours: Monday – Friday 8am to 5pm

*The Arbor, TAY & TAY Substance Use Disorder Treatment*

810 North State Street, Ukiah, CA 95482

Hours: Monday – Friday 9am to 6:30p

*Stepping Stones, TAY*

140 Gibson Street, Ukiah, CA 95482

Hours: Monday – Friday 8am to 5pm

*Arrowhead Ranch/IRAP*

6150 Orr Springs Road, Ukiah, CA 95482

Telephone Hours: Monday – Friday: 8am to 5pm

Mendocino Coast Hospitality Center

101 N. Franklin Street, Fort Bragg, CA 95437

Hours: Monday – Thursday: 9am to 12p, 1pm – 5pm

Manzanita Services

*Behavioral Health Services*

410 Jones Street, Suite C-1

*Wellness Center*

564 South Dora Street, Suite D, Ukiah, CA 95482

Hours: Monday – Friday 8am to 5pm

Tapestry Family Services, Inc.

169 Mason Street, Suite 300, Ukiah, CA 95482

Hours: Monday – Friday 8am to 5pm

Mendocino County Youth Project  
776 South Street #107, Ukiah, CA 95482  
Hours: Monday – Friday 8am to 5pm

MCAVHN  
148 Clara Avenue, Ukiah, CA 95482  
Hours: Monday – Friday 8am to 5pm, Closed: 12pm to 1pm lunch