



NAMI

National Alliance on Mental Illness San Fernando Valley

NAMI SFV newsletter is published for our members and community. This image of the iconic San Fernando Valley Mission has been a part of our newsletter since the very beginning and represents our history of service to families and individuals in the San Fernando Valley and Santa Clarita Valley.



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New Mental Health Urgent Care Center Up, Open In Sylmar

A new \$10 million mental health urgent care center in Sylmar is now open and operating.

The 10,800-square-foot facility, built on the Olive View Medical Center's sprawling campus, offers care for walk-in patients suffering from anxiety, depression, schizophrenia and a range of other issues.

The center is open seven days a week, said James Coomes, program director for the Olive View Mental Health Urgent Care Center.

Any resident, from the nearby equestrian neighborhoods to those as far as Santa Clarita and the Antelope Valley, is welcome, Coomes said. "It doesn't matter how they get here, even if they're on horseback we'll see them."

Local mental health experts say the opening of the new urgent care center comes at a time when such services have increased, a result of the increased anxiety and depression among workers amid a downturn in the economy.

Funding for the new building came from Proposition 63, passed in 2004, which imposes a 1 percent tax on personal income over \$1 million to fund mental health services. The Spanish-style building includes modernized waiting and screening rooms for outpatient services, space for acute care, an outside courtyard, soothing artwork and more space for workers to better assess each person.

In 2008, the Sayre fire destroyed 48 structures at the Olive View campus, including some buildings on the proposed site for the new facility. Ironically the fire saved the county some time and money with demolition, said Katrin Aslanian-Vartan, capital project coordinator for the Department of Mental Health.

The goal is to be able to screen and triage each person faster, prescribe medication, and connect them to ongoing services in the community.

After years of working out of the nonprofit San Fernando Valley Community Mental Health Center in Van Nuys, Coomes said he and his staff were serving 3,000 adults per year in their borrowed office. Now they expect to see 5,000 adults and children.

"We have other urgent care centers, but this is going to be the most high-tech urgent care center," said Phillip Chen, health deputy for county Supervisor Michael D. Antonovich.

Those who seek services at the new Olive View UCC will be better linked to other agencies, said Kita Curry, CEO of Didi Hirsch Mental Health Services, which will get referrals from the new center.

"What the (Olive View) urgent care center

Our Upcoming Speakers

Third Wednesdays, 6:45p.m.
14545 Sherman Circle, Van Nuys
Questions Answered, Refreshments

October 19: Judge Samantha Jessner and a panel of experts from Los Angeles Mental Health Court 95 will cover the law and the system of justice for persons with mental illness.

November 16: Roger Seward and a recovery panel from a client-run mental health center will answer members' questions and address their current mental health concerns.

will hopefully do is save money because of instead of going to the ER and experiencing long hospital stays, (clients) can go to the urgent care and get connected to resources in the community," she said.

County Supervisor Zev Yaroslavy said the new facility provides a more compassionate setting, designed to address those with short-term or long-term needs.

"The San Fernando Valley has its share of mental illness, and episodes arise in the Valley as in everywhere else," Yaroslavy said. "This is going to help address the problem."
—Daily News

NAMI San Fernando Valley October — November 2011 Calendar

Van Nuys - October

14545 Sherman Circle
October 5 & 12 Wednesday, 7 p.m.
Special Care and Share Group for spouses, brothers, sisters, adult children of persons with mental illness.

October 19 Wednesday, 7 p.m.
Welcome speaker Judge Samantha Jessner and panel members from Mental Health Court 95.

October 26 Wednesday, 7 p.m.
Special Care and Share Group for spouses, brothers, sisters, adult children of persons with mental illness.

Santa Clarita - October
23501 Cinema Drive Room 200
October 4 & 18 Tuesday, 6:30 p.m.
Special Care and Share Group for families and friends of persons with mental illness.

Reseda - October

18300 Roscoe Northridge Hospital
Carole Pump Behavioral Health Services Entrance first floor. Park in lot on Etawanda across from hospital.

October 6 & 20 Thursday, 7 p.m.
Care and Share Support Group for families and friends of persons with mental illness.

October 18 Tuesday, 7 p.m.
Special Care and Share Group for spouses, brothers, sisters, adult children of persons with mental illness.

West Hills - October
22450 Sherman Way (west of Shoup)
West Valley Christian School
October 10 & 24 Monday, 7 p.m.
Care and Share Support Group for families and friends of persons with mental illness.

Van Nuys - November

14545 Sherman Circle
November 2 & 9 Wednesday, 7 p.m.
Special Care and Share Group for spouses, brothers, sisters, adult children of persons with mental illness.

November 16 Wednesday, 7 p.m.
Roger Seward covers the ups, downs, ins and outs of client-run recovery centers with clients who have been there and done that.

November 23 Wednesday, 7 p.m.
Care and Share Support Group for families and friends of persons with mental illness.

Santa Clarita - November
23501 Cinema Drive Room 200
November 1 & 15 Tuesday, 6:30 p.m.
Special Care and Share Group for families and friends of persons with mental illness.

Reseda - November

18300 Roscoe Northridge Hospital
Carole Pump Behavioral Health Services Entrance first floor. Park in lot on Etawanda across from hospital.

November 3 & 17 Thursday, 7 p.m.
Care and Share Support Group for families and friends of persons with mental illness.

November 15 Tuesday, 7 p.m.
Special Care and Share Group for spouses, brothers, sisters, adult children of persons with mental illness.

West Hills - November
22450 Sherman Way (west of Shoup)
West Valley Christian School
November 14 & 28 Monday, 7 p.m.
Care and Share Support Group for families and friends of persons with mental illness.

Strategic Stigma Change (SSC): Five Principles For Social-Marketing Campaigns To Reduce Stigma

(This column by Patrick W. Corrigan, Psy.D. describes strategic stigma change which comprises five principles and corresponding practices developed as a best practice to erase prejudice and discrimination associated with mental illness and promote affirming behaviors and social inclusion.)

SSC principles represent more than ten years of insights from the National Consortium on Stigma and Empowerment.

The principles, which are centered on consumer contact that is targeted, local, credible, and continuous, were developed to inform the growth of large-scale social marketing campaigns supported by governments and nongovernmental organizations.

A significant body of evidence has begun to emerge for changing stigmatizing public attitudes toward mental illness.

Strategic stigma change (SSC) is, in a nutshell, in vivo contact between persons in recovery and targeted members of the general public.

Public stigma represents the prejudice and discrimination that affect people with mental illness when appreciable segments of the general population endorse negative stereotypes about psychiatric disorders.

Contact Is Fundamental To Public Stigma Change

Contact with people with mental illness is fundamental to public stigma change. In this context, contact should be distinguished from education.

Education is the most common form of anti-stigma program and typically contrasts the myths of mental illness with facts. Contact involves planned interactions between persons with mental illness and key groups.

Although research has examined video or other media-based contact, in vivo or face-to-face contact seems most effective.

Research generally shows that contact (or contact integrated with education) has greater effects than education alone on attitudes and behaviors (although behaviors are more difficult to assess and thus are less often examined) and that positive outcomes of contact seem to last longer than the effects of education. Several factors enhance contact and are incorporated into the other four SSC principles.

Contact Needs To Be Targeted

Rather than focusing on the population as a whole, contact is more effective when it tar-

gets key groups, typically person in positions of power, such as employers, landlords and health care providers. Other important SSC target groups include faith-based and other community leaders, legislators, school personnel, entitlement counselors and media outlets.

Targeting not only suggests the "who" of strategic contact but also the corresponding "what": what needs to be changed.

Negative behaviors need to be changed to affirmative behaviors: more employer hires, landlord leases and high-quality health services for persons with mental illness.

Each of these goals involves specific behaviors that are included in SSC objectives.

For example, employers with job openings need to interview persons with mental illness, consider reasonable accommodations, offer positions and provide appropriate supervision that may include job coach participation.

Venue and timing must be considered in plans to contact targets. Where are good places to contact targets?

Large numbers of employers can be contacted through civic groups such as Rotary International. Times and opportunities for planned contacts may already exist.

For example, weekly staff meetings and grand rounds offer excellent opportunities for contacting health care providers. All elements that define the target inform the message. What information should be incorporated in the message?

As research has shown, contact stories include "way down" messages (the person experienced symptoms and disabilities that impeded goals) and "way up" messages (the person achieved recovery and attained goals). These stories culminate in the stigma punch line, namely, that despite the way-up message, many goals are impeded by stigma and on-going discrimination.

However this generic message typically needs to be enhanced for specific target groups.

Employers want to know that employee recovery means successful work outcomes and landlords want to know that tenants with mental illness respect property.

Local Contact Programs More Effective

The interest of target groups are influenced by locally defined exigencies. "Local" has several meanings but may include geopolitical and diversity factors.

For example, it seems reasonable to assume that a target group's interests are shared within a geographical region, such as the Northeast, or more narrowly within a state, such as Vermont. Nevertheless, Vermont is more homogeneous than many other states, where there is usually greater variation in rural, urban and suburban considerations.

It is also important to consider sociopolitical factors in more narrowly defined areas. Large cities include neighborhoods of varying socioeconomic status and this variation is likely to influence target group interests. For example, employers in impoverished parts of a city and in wealthy suburbs will require different types of contact.

Resources for persons with mental illness differ in rural and urban areas, which calls for different contact programs. Research findings on racial-ethnic disparities in health and health care facilities underline the importance of considering ethnicity and religious background in crafting local contact programs. These are just a few examples of the array of factors that need to be considered in developing local strategies.

Contacts Must Be Credible

Three considerations guide credibility. First, the contact should embody the considerations of the crafted program—that is, the individual in the contact role should be similar in ethnicity, religion and socioeconomic status to the target group.

Second, the contact should be in a role similar to that of the target group. Ideally, employers, landlords, health care providers and police officers who have mental illness should make a presentation to other employers, landlords, health care providers and police officers.

Although this goal is appealing, it has inherent problems. Persons in certain roles who publicly disclose their mental illness may experience serious consequences, for example, police officers may lose their gun permit, thereby ending their law enforcement career.

In response to the contact's message that persons with mental illness recover, a member of the target group should provide an additional message: a person in recovery can be successful. For example, employers should tell other employers that a person in recovery will be a good worker.

A good solution is the contact partnership, which combines a consumer in the role of the contact and a target group member who speaks in the group. A compelling Rotary meeting would feature a person with mental illness who talks about

Continued on Page 3

Five Principles, Practices For Social-Marketing Campaigns To Reduce Stigma

Continued from Page 2

her recovery, followed by a presentation from her boss, who describes the successes that resulted from hiring her.

The third consideration is a bit more complex: namely, the consumer contact should be in recovery. Research suggests that not all contact decreases stigma; for example, exchanges with persons who are actively psychotic and homeless may yield no change or make things worse.

Interactions are most effective with persons with serious mental illnesses who work, live independently, have good relationships and have a satisfactory quality of life, which are all benchmarks of recovery.

However, researchers have also noted that recovery is an elusive concept; some studies suggest that it may have been attained before persons accomplished work and independent living goals per se—for example, the person with hope about achieving his or her personal goals.

In fact, *many advocates and researchers prefer to define recovery as a process (a journey marked by hope and goal attainment regardless of symptoms) rather than an outcome (being symptom free, for example).*

Moreover, *limiting consumer contacts to persons who are "symptom free" may increase public stigma by implying that others with mental illness are somehow less than whole. Persons in the process of recovery are good contacts for stigma change.*

Contact Must Be Continuous

A one-time contact may have some positive effects, but the effects are likely to be fleeting. Multiple contacts should occur and the quality of the contact should vary over time.

"Carbon copies" have limited effects. This calls for different consumer and target partners and an array of messages, venues and opportunities. This principle reminds advocates that stigma change is not easily accomplished and requires ongoing efforts and

continuous quality assessment of those efforts.

Implications For Social Marketing

The Substance Abuse and Mental Health Services Administration, the Department of Defense, the Department of Veterans Affairs, many state governments and nongovernmental organizations have funded social marketing programs in the United States.

These programs can be categorized as population-focused public service campaigns and consumer contacts. Public service campaigns, often anchored by compelling public service announcements (PSAs), have several benefits. They provide the best penetration into the population and the most efficient way for the message to be heard by the greatest number of persons.

They typically include shrewdly crafted sound bites which viewers of the PSA may recall some time later.

The concern, however, is whether penetration leads to impact. Does learning a sound bite yield any meaningful behavior change in any important group?

SSC programs have alternative benefits that may enhance impact. They yield more personalized messages. The contact can extemporaneously identify stigmatizing issues emerging from the group and craft responses in the situation.

As a result, SSC is more interactive reflecting a give and take among audience and contact. The exchange provides an opportunity for assessing how the contact and message are affecting the target group.

It also provides a first step for ongoing efforts to brainstorm with the audience about ways to overcome stigma. SSC programs can help ensure less redundant messaging. Programs can schedule future contacts to approach prejudice and discrimination with different stories and messages.

Conclusions

SSC programs combined with other antistigma efforts have great potential to eliminate stigma, to ensure that persons with mental illnesses have the same opportunities as others and to promote personal empowerment. In a community that embodies these principles, persons with serious mental illnesses are better able to achieve their goals and enjoy the quality of their life.

Al Henriques New Member Of NAMI SFV Board Of Directors

Al Henriques has replaced recently retired Suzanne Schmidtke on NAMI SFV's board of directors and will concentrate on program development and grant writing.

Two-Term NAMI SFV Immediate Past President Schmidtke Retires

By Julia Robinson Shimizu

Suzanne Schmidtke, a retired LCSW social worker who guided NAMI SFV through enormous change including an official name change, adoption of new by-laws, strategic planning and implementation process, the expansion of our Spanish language outreach and our partnership and participation in LACCC/Los Angeles County NAMI resulting in DMH grant funding to expand delivery of Family to Family services to underserved communities, has retired from NAMI SFV. We're thankful for her service and commitment to families and individuals.

Bulletin Board

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Beth Arnold, Joe Conrad, Zee Dankworth, Milton Decker, Barbara Gauthier, Mary Harpel, Al Henriques, Daniel Mahone, Jim Randall, Julia Robinson Shimizu, David Stairs and Tom Walsh.

NAMI SFV NEWSLETTER

Published bi-monthly for members of NAMI San Fernando Valley. Editor: Tom Walsh. All material not otherwise credited, written by Tom Walsh.

One year ago, he participated in the Family to Family class to better understand and assist a family member with her mentally ill relative and today is committed to assisting those with similar challenges.

A 28-year employee of the City of Los Angeles, Mr. Henriques is a former district supervisor for the Department of Parks and Recreation.

A believer in "strength through diversity," his goal is to deliver NAMI programs to underserved Spanish speaking populations in the SFV.



tributes

NAMI
San Fernando Valley

About NAMI TRIBUTES. . . When you make a Tribute donation to NAMI-SFV of \$5 or more (tax deductible), our Tribute Chair will send a lovely NARSAD Note Card to your designee with your message and an acknowledgment of your donation. Your Tribute will appear in this newsletter. Call 818-994-6747, press #, leave your number, ask that the Tribute Chair call you.

NAMI San Fernando Valley Resource Directory

Inclusion in this directory does not necessarily imply endorsement by NAMI San Fernando Valley, its officers or members.

Adult Protective Services

- Van Nuys Regional Services 818.901.3981

AIDS Concerns

- AIDS Project LA 800.922.2437

Area NAMI Affiliates

- Antelope Valley 661.945.8018
- Glendale 310.663.3844
- Los Angeles 310.478.8761
- Other Los Angeles County areas 213.632.0782
- San Gabriel Valley 626.577.6697
- San Fernando Valley 818.994.6747
- Santa Clarita Valley Family Group (Zee Dankworth 661.360.8002 or 818.371.9381)
- Spanish Language 818.383.3716
- Simi Valley 805.526.0766
- Thousand Oaks 805.495.5031
- Ventura County 805.641.2426
- NAMIs Nationwide 800.950.6264
- NAMI California 916.587.0163 namicalifornia.org 1010 Hurley Way #195 Sacramento 95825
- National Alliance on Mental Illness 703.524.7600 Colonial Place Three, 2107 Wilson Blvd. #300 Arlington, VA 22201 www.nami.org
- State Hospital NAMIs:
Metropolitan State Hospital NAMI 323.721.5114 Meets Second Saturday of the Month
Palton State Hospital NAMI 902.425.7000 Meets Third Saturday of the Month 11:45 a.m.-1:15 p.m.

Benefits

- Help with SSI/SSDI Problems:
Mental Health Advocacy Services 213.389.2077 Ask for Sherrill Martin.
- MediCal Helpline (toll free) 877.597.4777
- Medicare Fraud Hotline 800.447.8477
- Social Security Application for SSI/SSDI Questions or address of closest office 800.772.1213
- Welfare (Dept. Public Social Services) All-Area Helpline 877.481.1044

Borderline Personality Disorder

- National Education Alliance for BPD 914.385.901 www.borderlinepersonalityorder.com
- BPD Resource Center 888.694.2273 www.bpdresourcecenter.org

Case Management

- Call your area Mental Health Center as shown on the last page of this newsletter.
- PLAN Private case management 888.574.1258

Charities for Mental Illness

- NAMI SFV Tribute Cards 994.6747 Press #. Ask for Marion Kuzman. Leave name and number.
- NARSAD, the National Mental Health Research Association, 60 Cutter Mill Road, Great Neck, NY 11021
- NARSAD Greeting Card Catalog 800.607.2599

Children and Adolescents

(Up To Age 18)

- ADD/ADHD 800.233.4050 www.chadd.org
- Autism Society of America 800.328.8476
- Aviva (Adolescent Girls) Assessment/Shelter 780.1005
- Psychotherapy (To Age 21) Center for Hope and Health, Inc., MediCal 704.8541
- Child and Family Program San Fernando Mental Health Center 832.2400
- Child Protection 24/7 Hot Line 800.540.4000
- Child/Adolescent Bipolar Foundation 847.256.8525
- DMH Valley Coordinated Children's Services: Crisis Intervention/Assessment; Telephone Triage; Psychiatric Hospitalization (located in Reseda) 708.4500
- Housing: Families with Children: Beyond Shelter 213.252.0772
- Housing: Youths 18 to 21 Hillview Mental Health Center, Pacoima 896.1161 extension 274 or 275
- Healthy Families MediCal Information Line (English) 888.747.1222 (Spanish) 888.777.1212
- Learning Disabilities Association 888.300.6710
- Low Cost/Free Child Health Insurance 877.543.7669
- National Center for Learning Disabilities 888.575.7373
- National Center Parents With Disabilities 800.644.2666
- New Horizons, Glendale 549.2250
- Santa Clarita Child and Family Guidance Center 661.259.9439
- San Fernando Valley Child and Family Guidance Center 993.9511
- San Fernando Valley Community Mental Health

- Center, Inc. Youth (18 to 20) Day Treatment and Transitional Housing Program, MediCal 909.4990
- Special Education Information Line 800.434.2465
- Teen Line 310.855.HOPE 6 p.m. to 10 p.m.

Client Groups

- Friendship "Warm" Chat Line 888.448.7777
- Gay/Lesbian Project Return Club "Fruits & Nuts" Hollywood Gay/Lesbian Center 213.651.6209
- Los Angeles County Department of Mental Health Client Coalition 213.637.2371
- "Project Return: The Next Step Up" (sponsored by the Mental Health Association, Los Angeles) meets at 6 p.m., Wednesdays at Center for Family Living 14545 Sherman Circle, Van Nuys, 780.8279
Preteens Contact Annette Merer 321.2108

Clinics

- See last page of this newsletter for list of public mental health centers and areas served.
- Asian Pacific Clinic and Treatment Center, Van Nuys Phone 267.1100

Clubhouses for Clients

- Victory Wellness Center 14411 Vanowen (1/2 block east of Van Nuys Blvd.) Van Nuys, 91405 Phone 989.7475
- Arden House, Glendale 244.7257
- Daniel's Place, Santa Monica. Free Help and Referrals for ages 18 to 30 Experiencing First Break. Family Included. 310.392.5855

Conservatorship

- Conservatorship Booklet NAMI SFV Library
- Katharine Van Dyke, Family Liaison 213.974.0509
- Public Guardian Office 213.974.0515 (After Hours Emergency 213.974.1234)
- Superior Court Dept. 95 (Mental Illness Court) Richard C. Luckharr 323.226.2913

Crisis/Emergency

- See Below and Crisis Numbers On Back Page
- LA County Department of Mental Health: Multilingual Crisis Line 800.854.7771
Emergency Outreach Bureau 213.738.3433
- LAPD/LA County Department of Mental Health Assists Officers 213.485.4188
- Private Crisis Teams (Must have MediCal, Medicare or Private Insurance):
All Care Behavioral Health 888.425.5227
Hollywood Community Hospital Van Nuys 800.565.0558
Mission Community Hospital Panorama City 800.608.4824
Northridge Hospital 800.345.2747
Sun Valley Pacifica Hospital 800.522.1154
- **Suicide Hotline: 877.727.4747 24 Hours**
- Teen Line: 310.855.HOPE 6 p.m. to 10 p.m.
- Threat Management Unit LAPD: 213.485.4188

Day Treatment Programs

- Ask your area Mental Health Center on back page.
- See Partial-Hospitalization Programs.

Dental

- Dentists Who Accept Medical: 800.322.6384
- Valley Medical Dentists:
Mission Hills: P. Kohanoff 361.8777
Studio City: I & T Kolodner 761.9528
Van Nuys: Alain Gabbay 988.5722
- Donated Medical Services Program (For Disabled Who Can't Afford To Pay) 800.872.6176

Depression & Bipolar Disorders

- Lithium Information Center 608.827.2390
- Los Angeles Depressive Bipolar Support Alliance 310.535.7775 PO Box 2038, North Hills 91393
Area Meetings: Glendale Adventist Hospital 1500 Wilson Terrace, Psych Unit 1 Thursday 6 p.m., 323.254.6492; **Granada Hills**, 10605 Balboa, Thursday 2-4 p.m., 288.2611; **Northridge** 9650 Zelza, Room 141, Thursday 6:30 p.m., 599.7697; **West Hills**, 22450 Sherman Way, Friday 7 p.m., 709-4 217; **Van Nuys**, 14545 Sherman Circle, "Ups and Downs", Room 33, Wednesday 6 p.m., 800.8279
- UCLA Adult Outpatient Clinic, 300 Medical Plaza, 2nd Floor Conference Room 1 Clients 6 p.m. Monday Families 7 p.m. 2nd Wednesday 323.202.8884
- National Depressive Bipolar Support Alliance (DBSA) 800.826.3632 www.dbsalliance.org
DBSA Peer Support www.peersupport.org
- National Foundation for Depressive Illness 800.248.4344
- Postpartum Support International 805.967.7636

Developmental Disability

- Los Angeles Regional Center 213.383.1300

Dual Diagnosis

Mental Illness plus Substance Abuse

- BRIDGES, Inc. Dual Diagnosis Residential Canoga Park 999.0143 Sylmar 362.7811
- IC Treatment Center MediCal Reseda 776.1755
- Center for Family Living 4 p.m. Wednesday 14545 Sherman Circle, Van Nuys 901.4854
- San Fernando Mental Health Center 5:30 p.m., Tuesday, 10605 Balboa, Granada Hills 832.2400
- Victory Wellness Center Tuesday thru Friday 11:30 a.m. and 2 p.m. 14411 Vanowen, Van Nuys 989.7475
- Santa Clarita Mental Health Center 6 to 7:30 p.m. 23501 Cinema Dr. #200, Santa Clarita 661.288.4800
- Mission Community Hospital 800.608.4624
- Portals Dual Recovery Residential, LA 213.639.2500
- River Community Residential Treatment 628.910.1202
- Tarzana Treatment Center 996.1051 extension 14
- Twin Peaks Dual Recovery Residential, LA 213.381.8447

Eating Disorders

- Anorexia and Bulimia Association 212.575.620
- National Eating Disorders Association 206.382.3587 www.nationaleatingdisorders.org

Estate Planning & Mental Illness

- Attorney Ron Berman (AMI Speaker) 593.5050
- PLAN (Planned Lifetime Assistance Network) a MHA and California NAMI Trust Administration and Case Management Program. Carla Jacobs 888.574.1258

Family To Family NAMI Course

- Free. Contact Milton Decker 704.5643

Groups

- Alzheimer's: LA Meetings 213.938.3370
- Brain Injury: LA Caregiver Resources 800.540.4442
- Co-Dependents AN SFV Meetings 906.6608
- Mental Health America LA 562.285.1330
Antelope Valley, Judy Cooperberg 661.726.2850
- National MHA 800.969.NMHA
- National Council on Problem Gambling 800.522.4700
- National Shuttering Project 800.237.0717
- World Fellowship Schizophrenia (Canada) 416.961.2855 www.world-schizophrenia.org

Health Care - General

- Planned Parenthood 800.230.7526
- Valley Care, LA County Health Services:
Burbank, 557.3705; Mid-Valley, 947.4000; North Hollywood, 766.3981; Pacoima, 947.4000 San Fernando, 837.6969; Sepulveda, 830.1870; Tujunga, 352.1417 Medicare/MediCal ability to pay or nothing

Hearing Impaired + Mental Illness

- GLAD Private, nonprofit information 213.478.8600
- Telephone Bridge To Hearing 711

Homeless + Mental Illness

- Cornerstone, 5950 Cedros Avenue (at Oxnard), Van Nuys, 91411 Phone 901.4836
- Lutheran Social Services, Van Nuys, Help and Housing 901.9480
- Connections, West Valley Mental Health Center 598.6900 extension 6974
- Gay/Lesbian LA Service Center 323.993.7400
- Homeless Access Info Center 9 to 5 Weekdays 982.4091
- Homeless Advisory Mental Health Dept. 213.738.4148
- LA Family Housing, Gatekeeper: E. Moran 832.2400
- Women's Care Cottage, North Hollywood 753.4580
- Winter Shelter Hotline 800.548.604

Hospitals With Psychiatric Units

- Glendale Adventist 409.8294
- Henry Mayo Newhall - Valencia - 888.383.0558
- Hollywood Community of Van Nuys 800.565.0558
- Mission Community - Panorama City - 800.608.4624
- Northridge Hospital, Northridge 885.5484
- Olive View Medical Center, Sylmar 364.3432
- Pacifica, Sun Valley 767.3310
- Tarzana Treatment Center, Drug/Alcohol 996.7019

Housing

- List of SFV Board and Cares with DMH funding contracts available at Van Nuys meetings listed on Page 1.
- California Board & Cares by Zip Codes www.cclid.gov
- Community Care Licensing-SFV. State regulators of care homes: 818.598.4334
- Community of Friends. Vacancies 213.480.0809
- Low Income Utility Discounts: Gas 800.427.2200 #8; Telephone 800.772.3140; DWP 800.342.539
- Fair Housing Hotline 800.424.8590 State: 800.233.3312 San Fernando Valley 373.1185
- DMH Patient's Rights, Residential Care Advocate
- Barbara Leifer 213.738.4612 (Continued on Page 5)

- Hillview Village Apts., Permanent low cost housing for adults capable of independent living. 896.1161
- Lutheran Social Services, Van Nuys 901.9479
- Roommate Socials 4th Friday, 1:30 p.m. 988.9525
- Rural Residential: Anne Sippi Ranch near Bakersfield 661.871.9897
- Changing Options near San Diego 760.789.7299
- Section 8 Advice LACDMH 213.637.2347 and Housing Liaison at your MHC listed on last page.
- Transitional Housing six to nine months 374.4080
- United County Housing Corp. May help prevent utility cut-off for low income persons. 800.342.5397
- Utility Assistance Program Dial 211.
- Utility Tax Exemption low income (less than \$16,700 annually) and disabled 800.342.5397

Information

- LA County DMH Access Line 800.854.7771
- Federal Help: 800.688.9889 Copy of Consumer Information Catalog:888.878.3256
- LA County Information Lines:Dial: 211 for Human Services; 311 for City Services; TDD (Deaf): 800.660.4026
- Self-Help Group Directory 877.742.7349

Insurance

- California Insurance Department 800.927.HELP
- California Low Cost Auto Insurance 800.622.0954

Jails and Courts

- DMH Court Program 626.403.4370
- DMH Jail Reception Center 213.893.5475
- "Friends Outside" LA County Group 626.795.7653
- Inmate Location LA County Sheriff's Department 213.473.6100 or www.lasd.org; Internal Affairs To Report Abuse 800.698.8265
- Juvenile Hall, R. Lawrence Smith 323.226.8829
- Juvenile Hall Mental Health 323.226.8829
- Twin Towers Correctional Facility, 450 Bauchet, Street, LA 90012
- Jail Mental Health Administration 213.893.5427
- Men's Outpatient (in jail) Program 213.473.6183
- Women's Outpatient (in jail) Program 213.893.5377

Legal

- California Courts Self-Help www.courtinfo.ca.gov/selfhelp
- Crime Victim Compensation 800.842.8467
- Mental Health Advocacy Service 213.389.2077
- Protection & Advocacy, Inc. (PAI) 800.776.5746
- Valley Storefront Legal Services 769.0136

Legislators, San Fernando Valley

- Name of Your Legislator 800.481.8683
- Governor Pat Brown (D) 916.445.2841
- State Capitol Building, Sacramento 95814
- Assembly Members Address: Capitol Building, Sacramento 95814
- Cameron Smyth (R-38) 661.286.1565
- Felipe Fuentes (D-39) 818.504.3911
- Bob Blumenfeld (D-40) 818.904.3840
- Julia Brownlea (D-41) 818.596.4141
- Mike Feuer (D-42) 310.285.5490
- Office Vacant (43) 818.558.3043

- Senators Address: Capitol Building, Sacramento 95814
- Tony Strickland (R-19) 805.306.8886
- Alex Padilla (D-20) 818.901.5588
- Carol Liu (D-21) 626.683.0282
- Fran Pavely (D-23) 310.314.5214

U.S. Representatives

- Address: U.S. House of Representatives Washington, DC 20515
- Xavier Becerra (D31) 213.483.1425
- Howard Berman (D28) 994.7200
- Elton Gallegly (R24) 805.482.2424
- Kevin McCarthy (R22) 661.327.3611
- Howard P. McKeon (R25) 661.254.2111
- Adam Schiff (D29) 626.304.2727
- Brad Sherman (D27) 501.9200
- Henry A. Waxman (D30) 323.651.1040

U.S. Senators

- Address: U.S. Senate, Washington, DC 20510
- Barbara Boxer (D) 202.224.3553
- Dianne Feinstein (D) 202.224.3841

Los Angeles County Supervisors

- Mike Antonovich (5th) 213.974.5555
- Zev Yaroslavsky (3rd) 213.974.3333

Los Angeles City Council

- Address: c/o City Clerk, Room 395 City Hall 200 North Spring St. Los Angeles 90012
- Paul Krekorian (2nd) 818.755.7676
- Dennis Zine (3rd) 818.756.8848
- Tom LaBonge (4th) 818.755.7630
- Paul Koretz (5th) 818.971.3088
- Tony Cardenas (6th) 818.778.4999
- Richard Alarcon (7th) 818.756.9115
- Mitch Englander (12th) 818.756.8501

Managed Care Complaints

- Department of Mental Health Care 888.HMO.2219

Medication Information

- FDA Report on Adverse Med Reactions 800.532.4440
- Free Medications for Needy Without MediCal 800.762.4636. Ability 888.477.2669 Clozaril 800.447.6673 Zyprexa 800.545.6962 Risperdal 800.652.6227 www.needy meds.com or www.pharma.org(202.635.3400) www.rxhelp4ca.org
- LA Free Clinic Medication Information Line 310.854.MEDS 9 a.m. - 5 p.m. No Charge

MediCal Benefits (See Benefits)

- **Mental Health Dept., LA County (LACDMH)**
- Access and Referral 800.854.7771
- Clinics SFV area: See last page of this newsletter.
- Director: Marvin Southard, DSW 213.738.4601
- Chief Deputy Director: Sheila Shima
- Emergency Outreach Bureau: Gary Walendzik, LCSW 213.738.3433. PMRT Complaints or Comments
- Employee Phone Numbers: 213.738.4775
- Family Advocates: John Griffin 213.637.2311 and Lewis Webet 213.637.2353
- Homeless/Housing Bureau 213.637.2301
- IMD Administrator 323.226.4447 ext 4431

- Jail Mental Health Program Head: Stephen Jacobson, PhD (See Jails and Courts)
- LA County Mental Health Managed Care Plan 800.854.7771
- Legislative: Martha Guerra, MSW 213.639.6766
- Medical Director: Roderick Shaner, MD 213.738.4603
- Patients Rights Chief: Carol Mathews 213.738.4873
- Sector Chief SFV, Santa Clarita Valley and Glendale: Ron's replacement, 818.598.6900
- Service Area Advisory Committee (SAAC) meets 9 a.m., 2nd Thursday 19020 Vanowen. All Welcome.

Missing Persons

- DMH Project Search: 213.738.2524
- Search Reports, Inc.: 201.288.4445 Social
- Security Locator Service: 800.772.1213

Money Management

- (See "Benefits")
- Consumer Credit Counseling (free) 800.750.2227

Obsessive-Compulsive Disorder

- Obsessive Compulsive Foundation 203.878.5669
- Kosins, MD, Mark S. (Affiliated Psychiatric Med Grp), El Monte. Especially OCD & Panic Disorder Adults and Children Medicare/MediCal Sliding Scale 626.307.8420
- OCD Foundation of California: 818.990.4830
- OCD information from Upjohn Co. 800.639.8462
- Tourette Syndrome Association 800.237.0717

Older Adult Mental Illness Services 60+

- LA County DMH Genesis Program 213.074.7779

Panic Disorder

- Phobics Anonymous, PO Box 1180 Palm Springs 92263
- National Center for Post Traumatic Stress Disorder 802.296.5132
- National Institute of Mental Health 888.826.9438

Partial-Hospitalization Programs

- (Like in-patient hospital day programs, but patient leaves each night. Transportation and lunch provided. Medicare or private funds required.)
- Glendale Partial Hospital Program 240.1155
- Henry Mayo Hospital, Newhall 661.253.8000
- Hollywood Hospital of Van Nuys 800.565.0558
- Mission Hospital, Panorama City 904.3635
- Sherman Oaks Hospital/Health Center 907.2835
- Northridge Hospital, Northridge 885.5348

Psychiatrists

Accept MediCal Only or With Medicare

- Basta, Fawzy, M.D. Northridge 886.5628
- Consolver, J Paul, MD. Sherman Oaks 784.8270
- Garna, Feliza, M.D. Northridge 886.5628
- Reyes, Arjvn, M.D. Canoga Park 776.8733
- Vukov, Judith, M.D. Glendale 956.3207
- There are also psychiatrists who accept "MediCal only" or "ability to pay" at public mental health centers listed on back page of newsletter.
- Our criteria for listing psychiatrists is that they practice in the San Fernando Valley NAMI service area and accept patients who have MediCal only.
- DMH Access: 800.854.7771. Ask for private psychiatrist in your area who accepts MediCal only.
- MHA Access: 213.413.1130. Ask same as above.

(Continued on Page 6)

NAMI San Fernando Valley is ...

- people who care
- the newsletter
- expert speakers
- books and videos
- resource lists
- free pamphlets
- free classes

NAMI SFV can be ...
"the beginning of hope"

Please Join

Send this form and your check payable to NAMI SFV to: NAMI San Fernando Valley 14545 Sherman Circle Van Nuys 91405

NAMI San Fernando Valley ANNUAL MEMBERSHIP FORM

(Our funding is from dues, LA NAMI Walks, grants, small donations. Please be generous. Tax deductible.)

- New Renewal
- 3-Way Membership \$35 includes NAMI SFV, State, National memberships & newsletters.
- Benefactor Membership* \$50 - 99 Patron Membership* \$100+
- NAMI SFV Membership \$15 includes newsletter

Name(s) _____
 Address (if new) _____
 City _____ State _____ Zip _____ Date _____
 Telephone _____ E-Mail _____
 Relationships: Your loved ill one is: (circle one): Adult Child - Minor Child - Sibling - Parent - Self
 LOW INCOME MEMBERSHIP: Individual on SSI/SDI \$1 I can't afford anything.

NAMI SFV Newsletter

October - November 2011



CRISIS NUMBERS

FOR SAN FERNANDO VALLEY,
SANTA CLARITA VALLEY & GLENDALE

- IF SPEED IS REQUIRED, CALL 911
- PSYCHIATRIC MOBILE RESPONSE TEAM (PMRT) (If patient is a danger to self or others but will not seek help voluntarily.) Week Days 8-5: 818-832-2410. All other times: 800-854-7771.
- PUBLIC MENTAL HEALTH CENTER: For a daytime, weekday crisis (if the patient will walk in): call first, then go to appropriate public center shown at right above.
- PRIVATE CRISIS TEAM (if patient has Medicare, private insurance or funds) see CRISIS heading in Resource Directory

Suicide Hotline 1-877-727-4747



NAMI San Fernando Valley
San Fernando Valley Community
Mental Health Center, Inc.
6931 Van Nuys Boulevard, Third Floor
Van Nuys, CA 91405

ADDRESS SERVICE REQUESTED

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TIME DATED MATERIAL

Psychologists

SFV Psychological Association 905.0410
Psychologists who accept MediCal and/or Medicare:
Abel, Bonnie, PhD, Glendale 352.9327
Bitter, Edward, PhD Tarzana 345.2341

Restraining Orders

Court Domestic Violence Clinic 576.8884

Spanish Language Services

SFV AMI Spanish Language contact Ana Vega-Woller 994.6747 Press # and leave message for Spanish language call back.
San Fernando MHC Spanish Language Family Group, Jose Quilez 363.3716
El Central de Armistad: 898.0223
Instituto Latino Para Padres, N.H., 501.4447
Spanish Client Coalition: 213.637.2368

Stigma

NAMI e-mail Stigma Buster Network www.nami.org
Scroll to Stigma Alert listing. Click for sign up box.
National Stigma Clearinghouse, 245 8th Ave.,
New York, NY, 10011 Phone 212.255.4411

Suicide

Suicide Hot Line: 1.877.727.4747 (24 Hours)
America Suicide Foundation Survivor Groups
800.531.4477
Information on Survivor Support Groups
202.237.2280
Survivors of Suicide, 3251 North 78th Street, Milwaukee,
WI 53222
Suicide Website: www.save.org

Therapy

(Also see Psychiatrists and Psychologists)
California Family Ability To Pay Basis 386.5615
Jewish Family Services (non-sectarian) 464.3333
Kalcheim, Sid, MFCC, Tarzana 310.312.0771 Young
Adults with mental illness groups. No MediCal/Medicare
Kern, Don, MFCC, Bipolar Disorder Specialist. No Medical/
Medicare 591.1590
Personal Growth Institute Tarzana Multi-lingual, Inc.
Armenian, Farsi, Hebrew, Russian, etc. 609.9989

- SFV Counseling Center 341.1111 for well family members. Ability to pay basis.
- Recovery, Inc. Emotional self-help meetings in SFV. Shirley 994.5455. www.recovery-inc.org
- Valley Trauma Center CSUN 772.9981
- Wilson, Frances, PhD Sherman Oaks & Santa Clarita 990.0221 Severe Mental Illness Experience.
- Deak, Gabi, MSW, LCSW, CBTSpecialist. Sliding scale basis, 310.479.4224

Transportation for Disabled

- Access 800.827.0829
- CityRide 808.RIDE
- Taxis: United 800.521.8294, City Cab 780.1000
- Taxi Voucher Referral 800.431.7882 TDD 431.9731

Veterans

(No Cost Services)

- Lutheran Social Services 994.3731
- Sepulveda VA Mental Health Clinic 891.7771 ext 9027
- Sepulveda Veterans Center 892.9927
- Veterans HealthCare Enrollment 877.222.VETS

Violence Against Women

- Family Violence Project (shelters, etc.) East SFV 505.0900 West SFV 887.6589
- LA Domestic Violence Hot Line 800.339.3940

Vocational Rehabilitation and Work

- Los Angeles County Department of Mental Health Rehabilitation Unit 213.738.2819;
- California Department of Mental Health Rehabilitation Unit, Van Nuys 901.5024;
- Volunteer Center SFV Volunteer Jobs 908.5066;
- Clients SFV Community MHC 902.5312; San Fernando MHC 837.7158; West Valley MHC 598.6948
- Victory Wellness Center 989.7475

Websites, Mental Illness

- California NAMI www.namicalifornia.org
- NAMI national www.nami.org
- NAMI SFV www.namifsv.org
- Treatment Advocacy Center www.psychlaws.org
- California Resources www.networkofcare.org

Area Mental Health Centers

Center for Family Living

14545 Sherman Circle, Van Nuys, 91405
Tel. 818.901.4854

(Serving Encino, Sherman Oaks, Van Nuys)

Hillview Mental Health Center

12450 Van Nuys Blvd., #200, Pacoima, 91331
Tel. 818.896.1161

(Serving Arleta, Pacoima, Lakeview Terrace, Sun Valley, Sunland, Kagel Canyon)

MacDonald Carey East Valley Mental Health Center

11631 Victory Boulevard, #203, North Hollywood, 91606
Tel. 818.908.3855

(Serving North Hollywood, Studio City, Toluca Lake, Burbank west of Buena Vista, Universal City)

San Fernando Mental Health Center

10605 Balboa, Boulevard, Granada Hills, 91344
Tel. 818.832.2400

(Serving Sylmar, San Fernando, Mission Hills, Granada Hills, North Hills, Panorama City)

Santa Clarita Mental Health Center

23501 Cinema Drive #210, Santa Clarita, 91355
Tel. 661.288.6900

(Serving City of Santa Clarita, Newhall, Valencia, Bouquet Canyon, Saugus, Val Verde, Canyon Country, Castaic, Sulpher Springs, Agua Dulce)

Verdugo Mental Health Center

1540 Colorado Street, Glendale, 91205
Tel. 818.244.7257

(Serving Glendale, Montrose, Verdugo City, Eagle Rock, Glassell Park, Atwater, La Crescenta, Burbank-east of Buena Vista, La Canada/Flintridge)

West Valley Mental Health Center,

7621 Canoga Avenue, Canoga Park, 91304
Tel. 818.598.6900

(Serving West Lake Village-LACounty, West Hills, Chatsworth, Canoga Park, Northridge, Porter Ranch, Winnetka, Woodland Hills, Tarzana, Reseda, Hidden Hills, Calabasas, Agoura Hills)