Office of Consumer & Family Affairs
The Consumer and Family Affairs countywide team dedicates their work to ensure that quality improvements are constantly being addressed throughout services delivered by DMH. As the representative voice of consumer and family members in all systems of care, our staff understand mental health conditions and strive to find the universal, culturally-sensitive resolutions for addressing mental health conditions.

Consumer Voice
Consumers are people who live with mental health conditions which affect their day to day activities. Many consumers experience stigma from within themselves and also from the larger community. Being accepted as a person with a mental health condition is not an easy undertaking and usually requires support from others. Part of our mission is encouraging consumers to use their voice in their personal treatment and in policy issues related to mental health.

Family Engagement
Families need support and encouragement as much as the person who is in recovery because the changes that affect their loved one with mental illness, also impact the family as a system and the family functioning as a whole. Our purpose for including family is to provide them with psycho-education on mental health, to provide them group and individual support, and to reduce any potential care-giver burden.

Our Vision
Consumers, family members, friends, multidisciplinary teams and community partners each have a distinct perspective and expertise on mental health. The recovery journey is the responsibility equally of all mental health stakeholders.

Our Mission
- Advocacy
- Consumer Operated Service
- Family Run Non-Profits
- Collaboration
- Consumer Leadership
- Family Education
- Solution Focused Support
- Hope and Recovery Conferences
- Trainings
- Conference Sponsorships
- Quality Improvement

LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH BUREAUS

Office of the Director (OOD)
(213) 738-4601

Office of the Medical Director (OMD)
(213) 738-4603

Office of the Administrative Deputy (OAD)
(213) 738-2891

Countywide Housing, Employment & Education Resource Development (CHEERD)
(213) 251-6582

Adult System of Care Bureau (ASOC)
(213) 738-2868

Children Systems of Care Bureau (CSOC)
(213) 738-2147

Older Adult Program Administration Bureau
(213) 738-4851

Transition Age Youth System of Care Bureau (TAYSOC)
(213) 738-2408

Emergency Outreach Bureau (EOB)
(213) 738-4924

Program Support Bureau (PSB)
(213) 738-4978

Mental Health Court Linkage
(626) 403-4370

Office of Patients’ Rights
(213) 738-4888

The Office of Consumer and Family Affairs
(213) 738-3948

National Alliance on Mental Illness (NAMI)
(213) 386-3615 – www.namilaccc.org
If You Are in Crisis and Need Help Right Away, Call Toll-Free,

24/7 Access Helpline:

1-800-854-7771