



## Additional Resources in Los Angeles County and U.S.

Crisis Text Line  
Text "LA" to 741741  
[crisistextline.org](http://crisistextline.org)

National Suicide Prevention Lifeline  
(800) 273-8255  
[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

Los Angeles County Information Line  
"211" [211la.org](http://211la.org)

Los Angeles County  
Department of Public Health  
[lapublichealth.org](http://lapublichealth.org)

Substance Abuse and Mental Health  
Services Administration [samhsa.gov](http://samhsa.gov)

Centers for Disease Control and  
Prevention [cdc.gov](http://cdc.gov)

American Red Cross [redcross.org](http://redcross.org)

## LACDMH Values

**Integrity.** We conduct ourselves professionally according to the highest ethical standards.

**Respect.** We recognize the uniqueness of every individual and treat all people in a way that affirms their personal worth and dignity.

**Accountability.** We take responsibility for our choices and their outcomes.

**Collaboration.** We work together toward common goals by partnering with the whole community, sharing knowledge, building strong consensus and sharing decision-making.

**Dedication.** We will do whatever it takes to improve the lives of our clients and communities.

**Transparency.** We openly convey our ideas, decisions and outcomes to ensure trust in our organization.

**Quality and Excellence.** We identify the highest personal, organizational, professional and clinical standards and commit ourselves to achieving those standards by continually improving every aspect of our performance.

**If you are in crisis and need help right away, call our 24/7 toll-free Help Line:**

**800.854.7771**

[dmh.lacounty.gov](http://dmh.lacounty.gov)



▶▶ **ACCESS LINE**



LOS ANGELES COUNTY  
**DEPARTMENT OF MENTAL HEALTH**  
hope. recovery. wellbeing.



## ACCESS

(Access to Community Care, Effective Services and Support)

**(800) 854-7771 ext. 1**

Persons with hearing or speech disabilities may dial **711** for TTY-based telecommunications relay service. After connecting with 711, please ask the operator to call (800) 854-7771.



## Vision

ACCESS Line's vision is to be the premier gateway to mental health services and information in Los Angeles County.

## Mission

To provide consumers compassionate, timely and reliable mental health services and information in collaboration with the Department of Mental Health and other providers in Los Angeles County.

ACCESS is the state mandated 24/7 line for the Los Angeles County Mental Health Plan.

A team of multidisciplinary staff provides various kinds of mental health direct and referral services on a 24/7 basis, including all holidays. The overall purpose of the ACCESS Line is to partner with consumers, families, and communities.

## Mental Health Services Provided 24 Hours, 7 Days A Week

- Information and referrals for the specialty mental health programs
- Provides and coordinates 24/7 crisis intervention and stabilization services
- Mobilize the Field Response Operations Teams
- Activate the Critical Incident Response Team following a critical incident
- Centralized authorization of patient transportation services
- Coordinates Out-of-County and Out-of-State referrals for Medi-Cal beneficiaries
- Manage after hours calls for Patient's Rights Office
- After hours LACDMH point of contact for special/critical incident reporting