

## Office of Consumer & Family Affairs

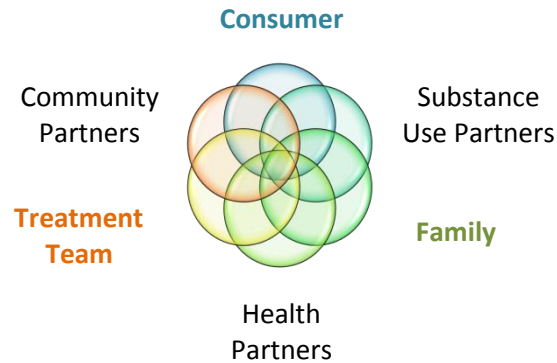
The Consumer and Family Affairs countywide team dedicates their work to ensure that quality improvements are constantly being addressed throughout services delivered by DMH. As the representative voice of consumer and family members in all systems of care, our staff understand mental health conditions 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.namilacc.org](http://www.namilacc.org)



# LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH



## MISSION

Enriching lives through partnerships designed to strengthen the community's capacity to support recovery and resiliency.

## VISION

Partnering with clients, families and communities to create hope, wellness and recovery.

## 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.

<http://dmh.lacounty.gov>

# LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH

## OFFICE OF CONSUMER AND FAMILY AFFAIRS



### Los Angeles County Board of Supervisors

Hilda L. Solis, First District  
Mark Ridley-Thomas, Second District  
Sheila Kuehl, Third District  
Janice Hahn, Fourth District  
Kathryn Barger, Fifth District

### Department of Mental Health Executive Team

Jonathan E. Sherin, M.D., Ph.D., Director  
Robin Kay, Ph.D., Chief Deputy Director  
Roderick Shaner, M.D., Medical Director

### The Office of Consumer and Family Affairs

Los Angeles County  
Department of Mental Health  
550 South Vermont Avenue, Room 502  
Los Angeles, CA 90020

Call line: 213-738-3948

[FamilyAdvocate@dmh.lacounty.gov](mailto:FamilyAdvocate@dmh.lacounty.gov)

**If You Are in Crisis and  
Need Help Right Away,  
Call Toll-Free,**

**24/7 Access Helpline:**

**1-800-854-7771**

