



**Behavioral Health
Department**
Alameda County Health

First Step
Behavioral Health Connection,
Screening, and Referral

One Call for Mental Health and Substance Use Support

**Starting October 1, 2026,
ACCESS becomes First Step.**

The ACCESS line you already rely on for mental health referrals is expanding. On October 1, 2026, ACCESS will become First Step: Behavioral Health Connection, Screening and Referral, and will be the single point of access for mental health AND substance use disorder needs — information, screening, and referrals, all in one call.



1 (800) 491-9099 — same number, no change

New name: First Step: Behavioral Health Connection, Screening and Referral
One Call for Mental Health and SUD Screenings and Referrals

Please update your referral materials and share with your team.