

## Memo

**Date:** April 7, 2026  
**To:** Alameda County Behavioral Health Dept. (ACBHD) Staff and Stakeholders  
**From:** ACBHD Leadership  
**Subject:** ACCESS Integration Project Announcement of Change of Launch Date

In November 2024, the Alameda County Behavioral Health Department (ACBHD) launched an initiative to create one system-wide point of access for information, screening, and referrals for mental health (MH), substance use disorder (SUD), and co-occurring MH/SUD needs. The new access point will be administered by ACBHD's Acute Crisis Care and Evaluation for Systemwide Services (ACCESS) Division. Screening and referral will be done by licensed mental health clinicians who are also trained to screen and support consumers with substance use needs. Callers will continue to benefit from 24-hour support, language interpretation, and TTY communication with people who are deaf or hard of hearing.

For years, Alameda County offered two separate and distinct points of access for Medi-Cal consumers seeking support for MH and/or SUD needs. ACBHD's ACCESS division administered a helpline for individuals seeking information, screening, and referral for MH needs. Center Point, a nonprofit county contractor, administered a separate helpline for SUD information, screening, and referral. The initiative to create one system-wide point of access for information, screening, and referrals for MH, SUD, and co-occurring MH/SUD needs will streamline the experience for the client.

This new integrated helpline is one of several concurrent ACBHD initiatives designed to support whole-person, integrated care for its consumers. To ensure key partners are fully supported and ready to implement the new helpline, the **launch date has been extended** three months to **October 1, 2026**. We will be reaching out in the coming months to share more about this exciting improvement to our system.