

# Adult and Older Adult System of Care: Programs and Services



## Adult and Older Adult System of Care

The Adult and Older Adult (A/OA) system of care in the County of Santa Clara supports the needs of adults, older adults, and their families who are experiencing social-emotional, behavioral, and/or substance use concerns. The system of care consists of six divisions: Clinical & Wellness Services; Consumer, Family Affairs & Cultural Wellness; Housing and Cross System Initiatives; Forensic, Diversion & reintegration; Inpatient & residential Services; and Addiction Medicine Treatment.

Services address adult and older adult behavioral health concerns in the most person-centered settings possible, based on the individual's level of need. Culturally sensitive and trauma-informed programs are provided to meet the diverse needs of adults, older adults, and their families. This includes services in preferred languages and interpretation services when appropriate.



### Crisis Support Services

Trained counselors will provide compassionate support to individuals in crisis.

#### County Crisis & Suicide Prevention Lifeline

 9-8-8

Call 24 hours, 7 days a week

In-person response programs include:

- Mobile Crisis Response Team (MCRT)
- In-Home Outreach Teams (IHOT)
- Mobile Response and Stabilization Services (MRSS)
- Trusted Response Urgent Support Team (TRUST)
- Behavioral Health Urgent Clinic (BHUC) Walk-In at 2221 Enborg Lane, San Jose, CA 95128

## Access to Care

*We are here to help!*

Mental Health and substance use disorders affect people from all walks of life and all age groups. These illnesses are common, recurrent, and often serious, but they are treatable and many people do recover. (SAMHSA, 2022)


**STEP 1:** To get help for yourself or a loved one, start by calling the BHSD Call Center.

**STEP 2:** A trained professional will ask you a series of questions to help find the right care.

**STEP 3:** You will receive a referral to the appropriate mental health or substance use treatment provider or linkage to another appropriate service, if needed.


Services are provided to adults, older adults, and their families with Medi-Cal insurance who are unserved and underserved in the community.

## Contact us

 828 South Bascom Ave.  
San Jose, CA 95112

 <https://bhsd.sccgov.org/information-resources/adult-and-older-adult>

## BHSD Call Center

 1-800-704-0900

Call 24 hours, 7 days a week

# Programs and Services At-A-Glance



## Clinical & Wellness Services

The Clinical & Wellness Services (CWS) Division offers a wide range of outpatient behavioral health services to ensure that adult (18-59 years) and older adult (60+) Medi-Cal or uninsured residents of Santa Clara County have access to help when needed. Services are provided by County of Santa Clara staff and contracted providers located throughout Santa Clara County.

## Forensic, Diversion & Reintegration

The Forensic, Diversion & Reintegration (FDR) Division is designed to address behavioral health needs of adults and older adults with behavioral health diagnoses, who are involved in the criminal justice system. The FDR Division offers Evans Lane residential and other specialized intensive outpatient and diversion services that assist individuals in reintegrating back into the community. FDR partners and collaborates with the courts, Pre-Trial Services, Probation Department, Custody Health Services, Office of Diversion and Reentry Services, and the Department of State Hospitals to coordinate care. Services and programs are aimed towards assisting individuals transition back into the community, including, but not limited to outpatient and residential settings.

## Housing and Cross System Initiative

The Housing and Cross System Initiative Division provides a continuum of intensive outpatient and specialized housing services for adults and older adults with behavioral health conditions. Services include Master Lease Housing for individuals in the Assertive Community Treatment and Assisted Outpatient Treatment programs. This Division provides Assisted Outpatient Treatment services for individuals requiring extensive behavioral health support and works closely with the Independent Living Empowerment Project (ILEP) and Intimate Partner Violence Prevention program to support individuals in the community.

## The Office of Consumer Affairs

The Office of Consumer Affairs (OCA) is a diverse and multifaceted program, that includes the Office of Family Affairs and Cultural Wellness Services. This consumer-run program is dedicated to transformation through advocating for and implementing change in the behavioral health system. Consumer staff are actively involved in service delivery in many peer support and advocacy programs.

### SELF-HELP CENTERS

The OCA division operates two Self-Help Centers. More information is available at: <https://bhsd.sccgov.org/information-resources/peer-support/self-help-centers>

#### Central County Self-Help Center Zephyr Self-Help Center

1075 E Santa Clara Street, Rear of Building  
San Jose, CA 95116  
Main Line: 1 (408) 792-2140  
Fax: (408) 792-2157  
Website: <http://www.sccbhsd.org/zephyr>  
Monday: 1:00 - 4:00 PM  
Tuesday - Friday: 9:00 AM - 4:00 PM

#### South County Self-Help Center Esperanza Self-Help Center

1235 First Street  
Gilroy, CA 95020  
Main Line: 1 (408) 852-2460  
Fax: (408) 852-4370  
Open on Fridays 9:00 AM - 4:00 PM

### PEER SUPPORT SERVICES

OCA provides advocacy for consumers, staff and services in the community. Peers work alongside clinicians, doctors, rehabilitation counselors, psychiatrists and community workers as peer mentors, providing both individual and group Peer Support Services. More information is available at: <https://bhsd.sccgov.org/programs-services/outpatient-services/peer-support-services>

## Inpatient & Residential Services

The Inpatient & Residential Services Division, also known as the 24-Hour Care Program, is a centralized and coordinated program for individuals entering or leaving Institutes for Mental Diseases (IMD), Skilled Nursing Facilities (SNF), state hospitals, private hospitals, or Supplemental Services Programs. Psychosocial assessments are provided to determine appropriate placements in long-term psychiatric and/or community care settings, following care in IMDs or SNFs. The 24-Hour Care Program also reviews requests for designated behavioral health beds at shelters throughout Santa Clara County.

## County Clinics

A/OA County Clinics provide behavioral health services for adults, older adults, and their families who are experiencing social, emotional, and behavioral health difficulties. Services include individual, family, group therapy, case management and psychiatry for individuals with Medi-Cal or no insurance. Clinical staff utilize evidence-based treatments and best practices when providing treatment services.

**To access A/OA County Clinics, please call the BHSO Call Center at 1-800-704-0900 (available 24 hours a day, 7 days a week):**

### Outpatient Clinics:

- Vietnamese American Service Center
- CalWORKS
- South County Clinic
- Downtown Behavioral Health Clinic
- Central Wellness and Benefits Center
- Josefa Chaboya de Narvaez Behavioral Health Clinic
- Central Substance Use Treatment Services

### FDR Clinics:

- Reentry Resource Center
- Evans Lane and Recovery Center

### Medication Assisted Treatment is available at:

- Alexian Health Center
- Central Valley Clinic
- South County Clinic

## Addiction Medicine Treatment

The Addiction Medicine Treatment (AMT) Division values and adheres to the highest treatment standards in the industry. AMT provides comprehensive care that includes medical, nursing, and psychiatric staff who conduct patient assessments, evaluations, and provide treatment. Services are flexible, individualized, evidence-based, and provided in safe, alcohol and drug-free environments. Service goals include reducing criminal activity; improvement family relationships; gaining and maintain employment or vocational skills; and improvement parenting and life skills.

The Perinatal Substance Abuse Program (PSAP) is a drug-free, intensive outpatient program within AMT that individualized care and provides substance use treatment based on the bio-psycho-social needs of the patient. The goal is to reduce and/or eliminate the illicit use of psychoactive drugs and reduce harm caused by alcohol and drug use and exposure for pregnant individuals.