



San Benito County Behavioral Health

1131 Community Parkway
Hollister, CA 95023

Phone: (831) 636-4020
Toll-Free: 1-888-636-4020
Fax: (831) 636-4025
TTY: 711

**Toll-Free 24-hour
Access and Crisis Line
Call 1-888-636-4020**

Office Hours
8:00 a.m. – 5:00 p.m.
Monday – Friday

Patients' Rights Advocate
(831) 636-1638

REV071221

San Benito County
Behavioral Health

Guide to County Behavioral Health Services



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Clinic Hours
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Welcome to Behavioral Health!

Welcome to San Benito County Behavioral Health (SBCBH). We provide mental health services and substance use disorder services for people who live in San Benito County, including people who are eligible for Medi-Cal mental health services and Drug Medi-Cal Organized Delivery System (DMC-ODS) substance use treatment services.

As your behavioral health services plan, we have specific responsibilities to:

- Provide treatment to help you address mental health symptoms and/or substance use disorders.
- Work with you to determine the kinds of services that you need.
- Provide or arrange for quality care for you.
- Be sensitive to your needs and respect your privacy.
- Refer you to appropriate resources.

As a plan participant, you also have specific responsibilities to:

- Keep your appointments as scheduled; or call if you cannot make your appointment.
- Work on your treatment goals with your providers.
- Work with us to choose the best treatment staff for you.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك

بالمجان. اتصل برقم 1-888-636-4020 (رقم هاتف الصم والبكم: 711)

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-636-4020 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน:

ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-636-4020 (TTY: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-636-4020 (TTY: 711)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າ ພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-636-4020 (TTY: 711).

Հայերեն (Armenian)

ՌԻՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-888-636-4020 (TTY (հեռատիպ)՝ 711).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-636-4020 (телетайп: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-636-4020 (TTY: 711) تماس بگیرید.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-636-4020 (TTY: 711) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-636-4020 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-636-4020 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Service Network

Our extensive network of providers will work with you to help you meet your treatment goals.

Our network of county staff and contract providers include:

- Psychiatrists (MD)
- Registered Nurses (RN)
- Psychologists (PhD)
- Licensed Clinical Social Workers (LCSW)
- Licensed Marriage and Family Therapists (LMFT)
- Licensed Vocational Nurses (LVN)
- Substance Use Counselors (CADTP/CADC)
- Medication Support Staff
- Case Managers
- Mental Health Rehabilitation Specialists
- Narcotic Treatment Program (NTP) Providers
- Medical and Dental Providers
- Psychiatric Inpatient Facilities
- Residential Providers

A complete Provider Directory is available in our clinic lobby, at the Wellness Center, and on our website. The Provider Directory lists staff and contract provider names, contact information, and service specialties. Ask an SBCBH staff person if you need a paper copy.

Available Services

The following services are available for eligible children, youth, adults, and older adults who are experiencing severe emotional disturbance or serious mental illness, and/or who need substance use treatment.

Most services are available in English and Spanish. Other language assistance resources are available as needed. All language assistance services are free.

24/7 Access Line

We provide a toll-free, 24/7 Access Line to give you information about how to get mental health and/or substance use treatment services. The Access Line can answer questions about our clinic hours and location; the types of services that we offer; and how to file a grievance or an appeal if you have a problem with our services.

The Access Line can also help if you are having a crisis related to a mental health or substance use issue.

Call us toll-free, 24 hours a day, 7 days a week, at 1-888-636-4020.

Clinical Assessment

We assess your current emotional, behavioral, mental health, and substance use problems.

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-636-4020 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-636-4020 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-636-4020 (TTY: 711).

Tagalog (Tagalog–Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-636-4020 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-636-4020 (TTY: 711)번으로 전화해 주십시오.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-636-4020 (TTY: 711)。

- Participate in decisions about your treatment, including the right to accept or refuse services.
- Give your consent about medication and treatment.
- Be free from any form of restraint or seclusion used as a means of retaliation, coercion, discipline, or convenience.
- Talk to the Patients' Rights Advocate.
- Request and receive copies of your medical records or request that they be changed or corrected.
- Provide us with an Advance Health Care Directive to describe your directions and preferences for treatment and care during times when you cannot communicate or make decisions.
- Receive materials in a language or in alternate formats that you can easily understand, like large print or audio. Let us know how we can help you understand our written materials. All language assistance services and alternate formats are FREE.

If you are a Medi-Cal beneficiary, the Guide to Medi-Cal Mental Health Services and the Drug Medi-Cal Beneficiary Handbook are provided to you when you start receiving services. Copies are also available upon request, and in our clinic lobby.

This assessment determines the types and levels of services that you need to help you reach your goals.

Treatment Planning

We work with you to write a plan for your treatment. Your Treatment Plan will outline your goals, the types of treatment you will receive, and how long treatment will last.

Outpatient Treatment

We provide mental health and/or substance use disorder counseling to help reduce symptoms and improve functioning. Outpatient services include individual, family, and group counseling.

Medication Services

As needed, we assess you for medication services to reduce symptoms of mental illness. We will let you know about any side effects of the medications that we prescribe, so that you can make an informed decision about taking them.

We also offer referrals to providers of Narcotic Treatment Program (NTP) services to help treat substance use disorders.

Case Management and Service Coordination

Working with you and your family (as appropriate), we arrange the services that you need, including medical, educational, social, vocational, and other community services.

Crisis Intervention Services

We provide 24/7 services to help you resolve crisis mental health and emergency substance use situations. If you feel that you are in crisis, please contact us 24/7 at 1-888-636-4020.

Acute Psychiatric Hospitalization

We can arrange for inpatient hospital services to treat an acute mental health crisis. If you feel that you are in crisis, please contact us 24/7 at 1-888-636-4020.

Outreach and Education

We offer written information to help you learn about the mental health and substance use services that we offer.

We also provide educational materials about substance use disorders, such as information about addiction, treatment, and recovery.

Written brochures are available at our clinic and Wellness Center, as well as in places around the county, including local health centers, food banks, schools and churches, and other community centers.

Additional Adult Services

The SBCBH Adult System of Care also delivers or contracts for the following services:

We encourage you to discuss issues regarding your SBCBH services directly with your provider. You may also contact the Patients' Rights Advocate regarding any issues.

Every effort will be made to resolve the issue at an informal level.

For more information on resolving problems, please pick up a copy of the Client Problem Resolution Guide available in the SBCBH clinic lobby and at the Esperanza Center.

The Grievance and Appeal forms are visibly located and accessible in our clinic lobby and at the Esperanza Center. Self-addressed envelopes are included with the forms, in case you would like to submit a grievance or appeal by mail. Please ask staff if you do not see the forms and envelopes.

For help, please talk to your therapist, the SBCBH Director, or the Patients' Rights Advocate.

What are my rights as a client?

We are committed to protecting your client rights.

Some of your basic rights include the right to:

- Be treated with respect and with due consideration for your dignity, privacy, and confidentiality.

Medi-Cal and other insurance coverages are accepted.

You can ask about specific charges by calling SBCBH at 831-636-4020 during regular office hours.

Can I pick my provider?

You can tell the SBCBH staff person who completes your assessment that you would like to choose your treatment provider.

Your choice of treatment staff may include staff who meet your cultural, alternative cultural (for example, LGBTQ, veterans, seniors), or language needs.

Whenever possible, we will honor your request. You may ask to change to another treatment provider at any time.

You can get a copy of the SBCBH Provider Directory in our clinic lobby. The Provider Directory lists all of our staff and available contract providers.

How do I resolve complaints and problems, or appeal a denial of a service?

If you are not happy with your services or our decisions about your services, you may talk with us or write to us, and we will try to resolve the problem.

- Perinatal substance use disorder services – for eligible pregnant and parenting women.
- Residential Services – for eligible individuals experiencing mental illness and/or substance use issues, who need a higher level of care. Men’s facilities are available; and facilities for women, and for women with children, are also available.
- Intensive Outpatient Treatment and Withdrawal Management services – for eligible individuals with substance use disorders, who need a higher level of care.

Additional Children’s Services

The SBCBH Children’s System of Care offers these services for eligible children and youth:

- EPSDT - Early and Periodic Screening, Diagnostic, and Treatment
- TBS – Therapeutic Behavioral Services
- ICC – Intensive Care and Coordination
- IHBS – Intensive Home-Based Services
- Special school-site services

Wellness / Drop-In Center

Our wellness center, called Esperanza Center, offers a positive and supportive environment.

Services include a wide range of health and wellness activities for youth/teens, adults/older adults, LGBTQ + youth, and families.

Services are available in English and Spanish.

Drop in for more information. You do not need an appointment.

- Esperanza Center
544 San Benito Street, Suite 102
Hollister, CA 95023
(831) 636-4020
Hours:
 - Adults (ages 25 and older): Mondays and Wednesdays, 11:00 am-4:00 pm; and Fridays, 10:00 am-1:00 pm
 - Youth (ages 14-25): Tuesdays, Thursdays, and Fridays, 1:00 pm-5:00 pm
 - LGBTQ+ Youth Resource Center (ages 14-25): Fridays 3:00pm-7:00pm; Saturdays 10:00am-4:00pm

Services at Health Foundation

A bilingual, Spanish-speaking therapist is available at the San Benito Health Foundation, located at 351 Felice Drive, Hollister, CA; phone 831-637-5306.

Mental health services for Health Foundation clients include screening, assessments, brief therapy sessions, and referrals.

Health Foundation also provides health and dental services to its patients.

All ages are welcome. All San Benito Health Foundation services are offered in English and Spanish.

Local Behavioral Health Board

The primary duty of the state-mandated San Benito County Behavioral Health Board (BHB) is to advocate and promote recovery for people with mental illness and substance use issues.

The BHB identifies culturally-relevant client and system needs, monitors cost-effectiveness of services, and makes recommendations to the San Benito County Board of Supervisors.

BHB membership includes SBCBH clients, family members, county and contract providers, and other interested community members.

The community is invited to attend all BHB meetings. Meetings are held on the 3rd Thursday of every month from 12:00 pm-1:30 pm. Please call 831-636-4020 for the meeting location.

Frequently Asked Questions

How much do I have to pay?

Fees at SBCBH are adjusted according to your income on a sliding scale.