



**San Benito County**  
**Behavioral Health**  
Mental Health Services

1131 San Felipe Road  
Hollister, CA 95023

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

**Toll-Free 24-hour Crisis Services**  
Call **1-888-636-4020** or  
go to Hazel Hawkins Emergency Room

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

**Patients' Rights Advocate**  
(831) 636-1638

*Rev04/20/17*

**San Benito County**  
**Behavioral Health Services**  
and Medi-Cal Mental Health Plan

**Guide to County**  
**Mental Health**  
**Services**



1131 San Felipe Road  
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(831) 636-4020

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## Welcome to Mental Health!

We welcome you to San Benito County Mental Health Services, and to the Medi-Cal Mental Health Plan. We provide specialty mental health services for people who live in San Benito County, including those who are eligible for Medi-Cal.

As your mental health services plan, we have specific goals. These goals are to:

- Provide treatment to help you address mental health symptoms.
- Work with you and other health care providers to arrange for quality care for you.
- Be sensitive to your needs and respect your privacy

As the participant, you also have specific responsibilities. These responsibilities are to:

- Keep your appointments as scheduled, or call if you cannot make your appointment.
- Work on treatment goals with your therapist(s) and doctor.
- Work with us to choose the best treatment staff for you.

## Service Teams

We will help you to write your own Treatment Plan. A team of experts will review your plan to determine if you need services. We have an extensive team of

Directive to describe your directions and preferences for treatment and care during times when you are having difficulty communicating and making decisions. An Advance Directive can inform others about what treatment you want or do not want.

- 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 materials.

**All language assistance services and alternate formats are FREE.**

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**A Guide Medi-Cal Mental Health Services is available upon request. A complete copy is available in the lobby.**

### Director's Note:

Welcome to San Benito County Behavioral Health Services. We work very hard to provide you with the highest quality professional mental health treatment services.

-- Director, Behavioral Health Services

## Can I pick my therapist?

You may inform the staff person completing your first assessment that you would like to choose your treatment staff. Your choice of treatment staff may include staff who meet your cultural or language needs. Whenever possible, your request will be filled. At anytime, you may ask to change to another treatment staff member. You may obtain a list of our treatment staff at the front office.

## Are clients' rights taken into consideration?

Staff is committed to protecting your client rights. Some basic rights include the right to:

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

specialists available to help you meet your goals, including:

- Psychiatrist (MD)
- Psychologist (PhD, PsyD) (under contract)
- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Therapist (LMFT)
- Licensed Vocational Nurses (LVNs)
- Medication Support Staff
- Case Managers
- Mental Health Rehabilitation Specialists

## 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. Services for Health Foundation clients include mental health screening, assessments, brief therapy sessions, and referrals. All ages are welcome.

## Services

The following services are available in English and Spanish for children, youth, adults, and older adults who are experiencing serious emotional disturbance or mental illness. **Other language resources are available as needed and provided for FREE.**

### *Clinical Assessment*

- We conduct a clinical assessment of your current emotional, behavioral, and mental health

problem and needs for services; the assessment helps to determine the types of services needed for achieving outcomes.

#### *Medication Services (Clinic and Telepsychiatry)*

- As needed, we conduct medication assessment and medication management services at the clinic (or via telepsychiatry with a Spanish-speaking psychiatrist) to alleviate symptoms of mental illness.

#### *Outpatient Counseling Services*

- We provide individual, family, or group counseling to help resolve problems. EPSDT (Early Periodic Screening, Diagnosis, and Treatment) services are available for children and youth who have full-scope Medi-Cal.

#### *Case Management Services*

- We help link you to needed medical, educational, social, vocational, rehabilitative, and other community services.

#### *Outreach Services*

- Information and education to help you learn about available services.

#### *Therapeutic Behavioral Services (TBS)*

- TBS is an intensive, short-term mental health service available to children and youth who have serious emotional problems and are at risk of out- of-home placement. TBS is available to

persons under 21 who have full-scope Medi-Cal.

#### *Crisis Intervention*

- We provide 24-hour response services to help you resolve crisis situations.

#### *Acute Hospitalization*

- We can arrange for inpatient psychiatric hospital services to treat an acute psychiatric crisis.

## **Frequently Asked Questions**

### **How much do I have to pay?**

Fees at Mental Health are figured according to your income on a sliding scale. You may ask about charges by calling the Mental Health Office at 831-636-4020 during regular office hours. Medi-Cal and other insurance coverage are accepted.

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

If you are not happy with your services, you may talk with us or write to us, and we will try to resolve the problem. We encourage you to discuss issues regarding your Behavioral Health services directly with your provider. For more information on resolving problems, please pick up a copy of the Client Problem Resolution Guide available in the Mental Health lobby. For help, talk to your therapist, the Behavioral Health Director, or the Privacy/Compliance Officer.