



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: County Clinic Leadership

FROM: Courtney Gray, County of Santa Clara Behavioral Health Behavioral Health Services Quality Director

RE: Notice of Substance Use Residential Waitlist

DATE: April 5, 2024

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Please distribute this memo to your clinical staff.

Summary: As of April 2024, BHSD is at capacity for Adult Substance Use (SUTS) Residential Treatment Services and has developed a waitlist. This is due to an unanticipated influx of referrals. The current anticipated length of time to placement is 8-10 weeks.

Operational Impact:

- If a client is in need of Withdrawal Management, they can seek those services directly. Withdrawal Management beds may also be impacted and have a waitlist. Clients that need to transition to SUTS residential may experience delay and can seek the alternative services below.
- If a client is in need of SUTS Residential services, we ask that you alert them to the waitlist and still refer them. Please set the expectation that they will likely be getting a Notice of Adverse Benefit Notification (NOABD) from the department due to the delay. They may also need a second screening when a slot opens for them to ensure they still meet criteria for placement.

Alternative Service Option:

If a client is in need of additional support, prior to entering SUTS Residential, please refer them to Intensive Outpatient Services (IOP). This service can be combined with a referral to a Recovery Residence (RR) to support them in a sober living environment.

For questions regarding SUTS Residential, please email BHSDUM@hhs.sccgov.org

For access to Recovery Residential, please email SUTSRR@hhs.sccgov.org