



Welcome

Thank you for considering a career with County of Santa Clara Behavioral Health Services Department. The purpose of document is help you better understand the County of Santa Clara, the Behavioral Health Services Department and its associated systems of care/program areas, and the benefits of working with us.

Table of Contents

Overview of the County of Santa Clara and Benefits.....	2
Overview of Behavioral Health Services Department.....	4
Overview of Program Areas.....	5

Overview of the County of Santa Clara and Benefits

The County of Santa Clara has always provided the services that hold the fabric of our community together. While cities in California primarily exist to protect property, counties exist to protect people and the community in which they live. The approximately 21,500 county employees serve the community by providing excellent medical services, public health protection, behavioral health care, assurance that food is healthy and available, environmental protection, child and adult protection services, family reunification, assistance to those in need, homelessness prevention and treatment, park services, libraries, emergency response to disasters, protection of minority communities and those under threat, access to a fair criminal justice system, and scores of other services.

Many of those services are expected by our residents and often are taken for granted. However, they require a lot of work from very committed employees. We ask our employees to keep the needs of their clients as their highest priority at work. In turn, our employees have the opportunity to work for an employer that provides the support and direction needed to do so in an innovative, dynamic and compassionate work environment.

The following are some key benefits of working with the County of Santa Clara and Behavioral Health Services Department:

- We offer [competitive salaries and excellent, generous benefits](#) such as a CalPERS retirement pension, deferred compensation plan, life insurance, medical, dental and vision plans, as well as tuition reimbursement, competitive salaries with calendared increases, generous vacation and sick hours with 13 paid holidays, and much more.
- **Sign-on Bonus** - Candidates hired into the classifications of Marriage & Family Therapist or Psychiatric Social Worker in the County of Santa Clara Behavioral Health Services Department (BHSD) may be eligible to receive a sign-on bonus.
- [Loan Repayment Program](#) - County of Santa Clara Behavioral Health Services Department staff and BHSD partner agencies' staff that have been working full-time for at least 9 months providing direct services or managing programs with hard-to-fill positions maybe eligible for a one-time \$10,000 payment to your student loan holder. The recipients must commit to a 24-month service obligation in Santa Clara County Public Behavioral Health System.
- [Workforce Tuition Program](#) - County of Santa Clara Behavioral Health Services Department staff and BHSD partner agencies' staff that have been working full time for at least 9 months maybe eligible for a one-time \$10,000 payment toward your tuition. The applicants must be in their final year of the graduate program that meet the academic requirement for LCSW, LMFT, LPCC or Clinical Psychologist. The recipients must commit to a 24-month service obligation in Santa Clara County Public Behavioral Health System.

Overview of County of Santa Clara Behavioral Health Services Department and Programs

- [Public Service Loan Forgiveness Program](#) – Employees of the County of Santa Clara are eligible to participate in the federal Public Service Loan Forgiveness program, which forgives the remaining balance on an applicant’s Direct Loans after they have made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer.

[Click here to learn more about the County of Santa Clara and the benefits of working with us.](#)

Overview of Behavioral Health Services Department

BHSD strives to be a premier integrated behavioral health care provider, employer, and partner. We are a passionate team of caring, courageous staff and professionals dedicated to transforming the lives of individuals, children, families, and older adults impacted by mental health and substance use challenges. To support achievement of their hopes, dreams, and quality of life goals, our team provides high quality whole-person care and comprehensive community-based behavioral services through the lens of race, equity, diversity and inclusion. We are looking for stellar health care professionals like you to start a rewarding career with us and be a partner for health and wellness in the community. [Click here to learn more about the Behavioral Health Services Department.](#)

Our Vision: The public behavioral health system is successful in helping to ensure that all residents in need of public behavioral health services are:

- Physically and emotionally healthy happy and thriving
- In a safe and permanent living situation
- Part of a loving and supportive social network
- Involved in meaningful school, work activities
- Safe from harm from the environment or others

Our Mission: To assist individuals in our community affected by mental illness and serious emotional disturbance to achieve their hopes, dreams and quality of life goals. To accomplish this, services must be delivered in the least restrictive, non-stigmatizing, most accessible environment within a coordinated system of community and self-care, respectful of a person's family and loved ones, language, culture, ethnicity, gender and sexual identity.

Our Values: We believe without reservation that...

- All people have the right to behavioral health and well-being.
- All people must be treated with fairness, respect and dignity in a culturally and linguistically competent way.
- With effective treatment and support, recovery from mental illness is achievable.
- Consumers will actively participate in their own recovery and treatment goal.
- Consumers and their families will be at the center in development, delivery, implementation and evaluation of their treatment.
- The system of care must have a structure and process for ensuring access to needed services for potential and current consumers.
- All people must have access to the highest quality and most effective integrated services.

Woven throughout the County of Santa Clara and Behavioral Health Services Department is our unrelenting commitment to diversity, equity, and belonging to both our county residents and employees. We have a shared responsibility and goal for everyone to have full and equitable access to information, services, resources, opportunities, and power, to improve outcomes for all. [Click here to learn more about the County of Santa Clara's commitment to equity.](#)

Overview of Program Areas

Candidates can find numerous avenues to serve through various clinical program areas within Behavioral Health Services Department. The three core systems of care employing Psychiatric Social Workers and Marriage and Family Therapists are: (1) Access and Unplanned Services; (2) Children, Youth and Families; and (3) Adult and Older Adult. These systems and their associated program areas, requirements, and hours of operation are described below. Please note that certain programs may have pay differentials (e.g., hazard duty, bilingual, shift).

Access and Unplanned Services System of Care

The Access and Unplanned Services System of Care provides Crisis and Non-Crisis telephone services. These services include screening and referral to appropriate level of behavioral health care and support of individuals in mental health crisis through de-escalation counseling or referral for additional support through the Crisis Response continuum. The system includes all prevention services for both suicide and crisis and substance abuse initiatives through the community and institutions. Service include work with the LGBTQ+ community through outreach, the Q-Corner drop-in center and a Transgender Mental Health Outpatient clinic that provides mental health and dual diagnosis clinical treatment services.

- **988 Crisis Call line:** Services are focused on reducing and preventing suicides in Santa Clara County through providing crisis de-escalations service to callers in some level of crisis. The clinical staff support the paraprofessional call/dispatch staff. Where appropriate calls are transferred to the various crisis response teams for further handling.
- **Mobile Crisis Response Team (MCRT):** Crisis Services are provided 24/7. Staff work extended hours, weekends, and holidays in teams of two. Services are provided both through phone counseling and community crisis response. Community response may include law enforcement based on the nature of the crisis. Teams also, where appropriate, execute 5150 holds. MCRT is located in South County, North County and the central San Jose area. Expertise in Motivational Counseling and crisis de-escalation interventions is required. Ability to work closely and comfortably with Law Enforcement is essential.
- **Psychiatric Emergency Response Team (PERT):** Mobile crisis services are provided to individuals in the highest level of acuity and imminent risk. Calls to the field are made through 911. PERT clinicians are assigned to work at a designated law enforcement agency and work a 4/10 schedule. Shifts are typically Sunday - Wednesday or Wednesday - Saturday. Alternate shifts may be negotiated based on the request of the law enforcement jurisdiction. Clinicians are assigned to work with an officer/deputy who are in plain clothes and use an unmarked vehicle. When appropriate, clinicians execute 5150 holds. Offer of employment is contingent upon passing a law enforcement clearance, background check, and Livescan. LCSW or LMFT license is required.
- **Behavioral Health Call Center and Navigator Programs:** The Behavioral Health Services Call Center is the centralized entry point for individuals who are seeking behavioral health services in Santa Clara County. The primary function is to provide a 24/7 telephone service which offers navigation support, screenings for mental health and substance abuse treatment needs, referrals to outpatient mental health services, as well as outpatient, residential, and detox substance use treatment services (SUTS).

Overview of County of Santa Clara Behavioral Health Services Department and Programs

- **Gender Affirming Care Clinic:** Mental Health outpatient clinic that supports transgender and gender diverse clients that need outpatient specialty mental health services. The clinic provides services to clients across the lifespan, ages 5-years and older. Clinical staff require understanding of the unique aspects of providing affirming and appropriate services to the transgender and gender diverse population. Experience with providing gender affirming clinical services preferred.
- **In Home Outreach Team (IHOT):** The IHOT program provides brief clinical support and linkage to behavioral health services to Santa Clara County residents identified as having multiple contacts with EPS, ED, BHUC, the Criminal Justice System, TRUST and/or MCRT within the span of one year. Experience with supporting clients who experience substance use issues, homelessness, behavioral health issues and criminal justice histories is preferred.

Children, Youth, and Family System of Care

The Children, Youth, and Family System of Care (CYF) serves children, adolescents, young adults, and their families, ages birth through 25 years, who are experiencing social-emotional and behavioral concerns. CYF provides behavioral health (mental health and substance use) services specific to the unique needs of children, youth, and their families. Services provided are respectful of cultural values and the natural support systems of youth and families and address children and family behavioral health problems in the least restrictive, most family-like context possible. Bilingual applicants are in high demand and for those who qualify and are approved can receive a pay differential. Examples of programs and services include:

- **Children, Youth, and Family County and Community Based Clinics** [Children and Family Community Services (CFCS), Youth Substance Use Treatment Services (SUTS), Las Plumas, KidScope, Sunnyvale Behavioral Health]: Clinicians provide behavioral health services for children, teens, young adults, and families who are experiencing social, emotional and/or behavioral health difficulties, such as challenges at home, school and in the community. **Las Plumas, KidScope and Sunnyvale** have up to three programs: (1) KidConnections – serving families with children birth through five utilizing a relational and developmentally sensitive approach to assessment and treatment; (2) Family and Children Outpatient Continuum services – serving school aged children 6-20 utilizing best practices to serve children and youth through a trauma informed care approach to support optimal well-being and resiliency; and (3) Young Adult in Transitions Team – serving young adults 18-25 through a multidisciplinary team and those who may be experiencing their first episode of psychosis. This position will be for one of the identified three programs within the clinic and will work Monday-Friday between the hours of 8:00 a.m.-6:00 p.m. providing in-clinic or community-based services. Also, **CFCS** Clinicians provide outpatient and intensive outpatient substance use treatment services to youth ages 12-20 that include assessment, intervention, case management, individual, group, and family counseling in a clinic setting or school setting. Clinicians are assigned to multiple sites and provide community-based services. Clinic hours are 8:00 a.m. - 5:30 p.m., and school hours are 7:30 a.m. - 4:30 p.m.
- **Community Youth Drop-In/Wellness Centers:** Centers serve as drop-in and short-term support for youth and young adults ages 12-25. Clinicians work in collaboration with peer support specialists, medical providers and education/employment staff focused on prevention and early intervention. There are two centers, allcove in Palo Alto and the

Overview of County of Santa Clara Behavioral Health Services Department and Programs

Downtown Youth Center in San Jose. Both sites are open 10:00 a.m. - 7:00 p.m. Monday through Friday and Saturdays 10:00 a.m. - 2:00 p.m. or 10:00 a.m. - 5:00 p.m. Staff schedules typically rotate on Saturdays.

- **Cross-Systems Community Based Programs:** The Cross-Systems Transformation Team provides specialized clinical support to youth impacted by commercial sexual exploitation. CITA (Court for the Individualized Treatment of Youth) and Dually Involved Youth Program: Clinicians serve as part of a specialized court team and provide community-based co-occurring (mental health and substance use) intensive care coordination, and facilitation of child and family team meetings. Youth/families are served in the community, thus travel to various community locations is required. In these programs, staff typically work a standard schedule of Monday–Friday, 8:30 a.m.–5:30 p.m., however flexibility in the evening is welcomed. For CITA, some youth may reside in a locked Juvenile Facility and candidates must pass a livescan background clearance.
- **Juvenile Justice:** Clinicians work collaboratively with Juvenile Probation and other key partners and work in the community and/or at locked juvenile detention centers. Some staff have the option to participate in an on-call rotation, with on-call pay applied accordingly. Programs in this area include:
 - ***Custody Treatment Team Services, Guadalupe Services, and/or Morgan Hill Services:*** Clinicians provide behavioral health (mental health and substance use) support to youth in two locked juvenile detention facilities. The clinician will serve youth in both facilities, with an emphasis on continuity of care. These positions work a 4/10 schedule (4-days a week, 10 hours per day): Sunday through Wednesday or Wednesday through Saturday from 8:30 a.m. – 7:00 p.m. Selected positions are scheduled for 5/80's (5 days a week, may include a weekend) from 10:30 a.m. – 7:00 p.m. Staff may qualify for a hazard duty pay differential. Upon a conditional job offer, candidates must pass a Livescan background clearance to work in a juvenile detention center.
- **Care Coordination:** Clinicians work collaboratively with other partners, ensuring care is coordinating across programs (internal and external) and systems. Programs/Positions include Eating Disorders, Hospital Liaison, Interagency Care Coordinator (Child Welfare), Pathways (Child Welfare), REACH (early psychosis), other Care Coordinator Roles.
- **Crisis and Intensive Services:** This division supports screening, care coordination, and referrals for specialized mental health services for youth from birth to young adulthood. The clinicians in this division work as part of team to ensure clinical care coordination to children and youth in psychiatric hospitals, youth that have disordered eating or an eating disorder, children and youth that are part of child welfare system or juvenile justice systems, and children and youth with complex psychological/ emotional needs. In addition, clinical care coordination is provided to youth in residential substance abuse treatment, and short-term residential therapeutic (STRTP) programs. Clinical care coordination can include, referrals, consultation with system providers, psychoeducation with families and youth, participation in child and family team meetings, system provider meetings and participation in treatment planning. The division also supports cross-system initiatives and programs for children, youth, and families.

Adult/Older Adult System of Care

The Adult/Older Adult System of Care (AOA) provides behavioral health services to adults (age 18-59 years) and older adults (age 60+ years) to enhance their basic self-care skills and functioning. Services are provided to support hope, wellness and recovery through addressing the special needs of the aging population, including the complex stressors older adults face, social isolation and behaviors unique to the aging population. Examples of programs and services include:

- **Forensic, Diversion and Reintegration (FDR):** The FDR Division provides a full array of forensic behavioral health services that address the unique needs of justice involved adults and older adults with serious mental health, substance use and co-occurring (mental health and substance use) conditions who are exiting carceral setting or have reintegrated back into community. FDR programs incorporate evidence-based practices that specialize in Forensic Behavioral Health treatment including addressing behaviors that may lead to re-incarceration, and which have been proven to be successful in the treatment of justice involved populations. Furthermore, FDR programs provide comprehensive, team based behavioral health services which include, but are not limited to mental health treatment services, substance use treatment and co-occurring disorders treatment. More specifically, these include medication support, case management, crisis intervention, in-custody and out of custody outreach and engagement, immediate linkage to housing upon release from a custodial setting and while in community, flex funding that provides individuals with access to basic needs, as well as assistance with navigating the justice system through ongoing coordination with Court, Adult Custody and Justice Partners that will facilitate successful graduation from the justice system. In recent years, the FDR Division has successfully implemented and launched Pretrial Diversion efforts for individuals who have been court ordered into community treatment in lieu of going to the State Hospital for restoration as an alternative to incarceration and adjudication. County and Community Based Organization staff have experience and knowledge with working with justice involved individual and navigating the justice system, which includes peer support workers with lived experienced in behavioral health treatment and custodial settings.
- **Inpatient and Residential:** Provides behavioral health psychosocial, assessments, discharge planning, case management, care coordination, crisis intervention, outpatient, and community linkages.
- **Supportive Housing:** Behavioral health support for adults who may require long term permanent supportive housing, including those who have been chronically unhoused and involved in the criminal justice system.
- **Clinical and Wellness Services:** Provides behavioral health outpatient services to Adult and Older Adults living with Specialty Mental Health needs by providing comprehensive outpatient services with the goal of supporting recovery, improving functionality and reducing symptoms of our beneficiaries utilizing client centered, trauma informed recovery models within a multi-disciplinary team perspective.

Overview of County of Santa Clara Behavioral Health Services Department and Programs

- **Behavioral Health Urgent Care (BHUC):** Urgent behavioral health needs and/or crisis services are provided 7 days a week (including holidays) from 8 a.m. - 7 p.m. Services are provided as a voluntary walk-in clinic. Teams work on a 4/10 staggered schedule (4 days per week, 10 hours per day) providing crisis interventions, 5150 assessments and holds, brief counseling/therapy, referrals to outpatient clinics, medication bridge, as well as case management.
- **Cross Systems Initiatives:** Services include outreach, engagement, and screening of adults and older adults in the community (streets, encampments, and homes). Services are provided Monday through Friday during regular business hours. Teams, where appropriate, execute 5150 holds. Expertise in Motivational Interviewing and crisis de-escalation interventions is recommended. Experience working with clients who experience substance use issues, homelessness, behavioral health issues and criminal justice histories is preferred.
- **Addiction Medicine Treatment:** Services include medication for opioid and alcohol use disorders to adults of all ages. The comprehensive team of physicians, counselors, nurses and support staff assesses and treats patients on a daily basis in various clinics throughout the county. Counseling services and care coordination are part of treatment services, and patients enrolled in the Perinatal program are offered childcare for their young children while the mothers participate in treatment.