



What is the goal of ISS services?

Immediate Stabilization

Services supports young people and their Resource Families in times of crisis and high need to reduce the likelihood of placement disruption. These prevention and stabilization services are available 24 hours a day, with the goal of improving youth safety and well-being.

Families enrolled in ISS will work with an assigned mental health clinician and a team of counselors to provide individualized interventions.

About Seneca:

Seneca's mission is to help children and families through the most difficult times of their lives.



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STABILIZATION
SERVICES (ISS)**
485 N First Street San
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**IMMEDIATE STABILIZATION
SERVICES (ISS)**



ISS staff provide trauma informed, community-based support with the goal of preventing placement disruption, increasing safety, and making children and families feel safe and supported.

Who Does ISS Serve?

ISS provides prevention and stabilization-oriented services for young people who are dependents of Santa Clara County or at risk of child welfare involvement. Referrals to ISS are made by a child's Placement Social Worker.

What is the structure of the ISS program?

- ISS is a 30 day intensive stabilization program.
- Services are provided in person, by phone, and/or via telehealth.
- ISS counselors are available 24 hours a day to provide assessment and stabilization support designed to improve youth safety and well-being. The team will develop a schedule of planned supports upon initial contact with child and caregiver.
- In moments of escalating challenge, or when additional support may prevent challenging behaviors, ISS can provide immediate unplanned support to a child and parent over the phone and respond to the applicable community location within one to two hours (based on geographic range) for further assessment and stabilization.

Rapid Response:

Rapid Response is Seneca's 24/7 crisis hotline. Families enrolled in ISS can call Rapid Response anytime to receive phone based and in person crisis support, consultation, and counseling.

The ISS supervisor is available for scheduling and questions Monday through Friday 9am-5pm.

After hours and on weekends, ISS can be accessed by calling Rapid Response.

ISS Supervisor: (415)-385-8297

Rapid Response: (877)-529-5720

Call 911 instead of Rapid Response if the youth is actively engaging in a suicide attempt or serious assault, hallucinating, or threatening someone or themselves with a deadly weapon.

