



## GRIEF SUPPORT

### ► Family Service Agency of the Central Coast Suicide Loss Survivors

FSA offers a peer support group for those grieving a suicide loss. They can also provide community resource referrals for counseling and other grief support services.

Call (831) 459-9373 or email [sps24hr@fsa-cc.org](mailto:sps24hr@fsa-cc.org). Learn more at [suicidepreventionservice.org](http://suicidepreventionservice.org).

### ► Hospice of Santa Cruz County

Grief support is available to hospice families and any community member who is grieving or anticipating the death of a loved one.

Drop-in support groups are listed at [hospicesantacruz.org/grief-support/](http://hospicesantacruz.org/grief-support/).

For information on scheduling an appointment or support group registration call (831) 430-3000 or email [griefsupport@hospicesantacruz.org](mailto:griefsupport@hospicesantacruz.org).

### ► GriefShare

A grief support group network that provides support in a structured way with expert seminar videos, personal reflection, and personal study. The support groups offered are for those grieving the death of a family member or friend.

Additionally, they offer a searchable database of GriefShare groups. Visit [griefshare.org](http://griefshare.org) and input your location to find a GriefShare group near you.



## COMMON TERMS AND INFORMATION

**Access Team:** Evaluates all requests for non-emergency services for those not currently receiving services from County Mental Health or community mental health providers.

**Adult Mental Health Services Program:** Part of Santa Cruz County Health Services Agency, providing services to those with serious and persistent mental illnesses, ranging from transition age youth (18–25) to older adults (over 60).

**Assessment:** A mental health evaluation to determine an individual's mental health status and needs, including whether the individual qualifies for Santa Cruz County Behavioral Health Services.

**Child and Adolescent Behavioral Health Services:** Comprehensive, strengths-based, culturally and linguistically appropriate services for Medi-Cal eligible youth who have moderate to severe behavioral health needs.

**Consumer:** Term often used to refer to an individual receiving mental health services.

**Crisis Stabilization Program (CSP):** Provides crisis assessment, crisis intervention, and disposition planning for individuals experiencing a psychiatric emergency for both voluntary and involuntary individuals.

**Inpatient Services:** Services provided while an individual is hospitalized.

**Patients' Rights Advocate/Ombuds:** Protects the rights of all consumers of mental health services. Free and confidential. Call (831) 429-1913 or [www.advocacy-inc.org](http://www.advocacy-inc.org).

**Outpatient Services:** Services that do not require hospitalization and/or are received while keeping current living arrangements.

**Psychiatric Health Facility (PHF):** A locked acute psychiatric inpatient program for people who are having a mental health emergency and need more intensive treatment and support.

**Psychiatric Hold (5150/5585):** Allows for involuntary evaluation and mental health treatment for up to 72 hours. May be mandated by a designated authority when an individual is determined to be a danger to themselves and/or others or gravely disabled due to a mental health issue.

**Psychiatrist:** A medical doctor with specialization in diagnosing and treating mental illnesses. Psychiatrists utilize therapy, medicine, and other modalities to treat patients.



## STIGMA

Stigmas are negative assumptions that society or a person has about something. Examples of mental health stigmas include the idea that everyone with mental health issues is dangerous or that they are not reliable or responsible when being considered for a job or housing. Stigmas can discourage individuals from seeking help and jeopardize participation in ongoing treatment, support, or recovery. Fortunately, there are many ways to reduce stigmas and replace them with compassion and empathy. These ways include:

- Thinking and talking about mental health along a spectrum that includes everyone.**
- Encouraging individuals to seek help, recognizing that everyone needs support sometimes.**
- Making it easy for someone to reach out for or get help.**
- Using person-centered language** like "a person with schizophrenia" rather than "a schizophrenic." A person is not a diagnosis.
- Promoting and supporting** those who are willing to speak about their experiences.
- Supporting accurate representations** of mental health and mental illness, such as in the media.
- Getting involved in legislation, advocacy, and activism** that challenges stigma and protects the rights, welfare, and dignity of those with lived mental health experiences.

**Therapist/Psychologist:** Licensed professionals who specialize in the treatment of mental illnesses. Therapists and psychologists do not prescribe medication.

**Rehabilitation:** Services to improve, maintain, or restore an individual's ability to thrive and function. May include life skills, symptom management, and personal and social skills.

**Therapy:** An intervention that focuses on symptom reduction to improve everyday wellbeing. Delivered individually, to families, or in group settings.



## CRISIS WARNING SIGNS

Mental health crises can manifest in different ways for each person and vary across age groups. While individuals may want help, it can be difficult to ask or know how to get it. However, there are some common warning signs that may indicate someone needs help. If you observe any of the following—especially if they are new behaviors—don't be afraid to speak up.

### ► Adults

- Talking about wanting to die
- Excessive worrying or fear
- Giving away possessions
- Extreme mood changes
- Difficulty concentrating
- Changes in sleep habits
- Avoiding friends/social activities

### ► Youth

- Changes in school performance
- Frequent outbursts
- Excessive worry or anxiety, such as fighting to avoid bed or school
- Giving away personal belongings
- Neglecting personal hygiene
- Disengaging from activities

[www.suicideispreventable.org](http://www.suicideispreventable.org)

### FEEDBACK / CORRECTIONS

Email [suicideprevention@santacruzcounty.us](mailto:suicideprevention@santacruzcounty.us)

Information and resources provided herein verified as of September 2022. This guide not intended as legal or medical advice or treatment.

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# SANTA CRUZ COUNTY MENTAL HEALTH POCKET GUIDE

Local resources for  
community members  
who may be experiencing  
mental health crises  
or challenges



Additional resources and more  
information available at:  
[211santacruzcounty.org/](http://211santacruzcounty.org/) and

[santacruzhealth.org/HSASHome/  
HSADivisions/BehavioralHealth.aspx](http://santacruzhealth.org/HSASHome/HSADivisions/BehavioralHealth.aspx)





## HOTLINES

### ► National Suicide Prevention Lifeline

Free confidential hotline available 24/7. Anyone experiencing a mental health crisis may call. Services are provided in multiple languages.

Call **988** or **(800) 273-8255** to speak to a counselor or visit [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org).

### ► The Trevor Project

Free confidential hotline, online chat, and text service that provides supports to members of the LGBTQ community.

Call **(866) 488-7386** or visit [thetrevorproject.org](http://thetrevorproject.org) to use text chat.

### ► Veterans Crisis Line

24/7 confidential crisis support through text, chat, and phone for veterans.

Dial **988** and press **1**, text **838255**, or go to [veteranscrisisline.net](http://veteranscrisisline.net) to access chat.

### ► Monarch Services Crisis Line

Trained advocates provide confidential support for anyone experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship(s).

Confidential, available 24/7. Call **(888) 900-4232** to speak to a counselor.

### ► Trans Lifeline

A lifeline organized and operated by trans people, the Trans Lifeline provides fully anonymous and confidential support to trans individuals as well as family and friends. The support offered will never contact emergency services without specific requests to do.

Call **(877) 565-8860** or go to [translifeline.org/hotline](http://translifeline.org/hotline) to speak with a counselor.



## DOMESTIC VIOLENCE RESOURCES

### ► Monarch Services—Bilingual Services

Support services for survivors of domestic violence and crisis counseling, including one-on-one sessions.

Call **(831) 722-4532** for 24/7 bilingual crisis line. Learn more at [monarchsc.org](http://monarchsc.org)

### ► UCSC CARE—Campus Advocacy Resources and Education

UCSC student support and resources for survivors of sexual assault, dating/domestic violence, and stalking. CARE is confidential and does not share information with anyone without explicit permission.

Call **(831) 502-2273** or email [care@ucsc.edu](mailto:care@ucsc.edu). Request form available at [care.ucsc.edu](http://care.ucsc.edu).

### ► Walnut Avenue Family and Women's Center

Support for families and survivors of domestic violence, including advocacy, information, support groups, emergency accommodation, and more.

Call **(831) 426-3062** to make an appointment. If in immediate need of help call **(866) 2MY ALLY (269-2559)**. See [www.wafwc.org](http://www.wafwc.org) for more information.

### ► National Domestic Violence Hotline

Advocates are available 24/7 to discuss a relationship and help determine if it might be abusive.

Call **(800) 799-SAFE (7233)**, text **"Start"** to **88788**, or chat online at [thehotline.org](http://thehotline.org).

## CONFIDENTIALITY AND ANONYMITY

Community resources may offer support confidentially or anonymously. Confidential means the service provider you receive help from collects your information and acts to protect any identifiable information. Anonymous means no personal or identifying information is collected at all.



## MENTAL HEALTH SUPPORT AND COUNSELING/SUPPORT GROUPS

### COUNSELING—INDIVIDUAL AND FAMILY SUPPORT

#### ► Family Service Agency of the Central Coast (FSA)

Provides counseling, suicide prevention services, and support groups to residents of the Central Coast.

In Santa Cruz call: **(831) 423-9444 x200**  
In Soquel and South County call: **(831) 346-6767 x200**

Learn more at [fsa-cc.org](http://fsa-cc.org)

#### ► Cabrillo College

Available to Cabrillo Students, Student Health Services provides crisis support, short term counseling, and referrals to community help.

Call **(831) 479-6435** or email [healthservices@cabrillo.edu](mailto:healthservices@cabrillo.edu) to schedule an appointment.  
[cabrillo.edu/student-health-services](http://cabrillo.edu/student-health-services)

#### ► East Cliff Family Health Center

Serves the primary health care needs of men, women, and children regardless of economic status. Offers primary care, pediatric services, mental health education, health coverage enrollment, food access programs, and more.

Call **(831) 427-3500** to make an appointment.

#### ► Lighthouse Counseling

A program provided by Janus of Santa Cruz that provides affordable therapy services for individuals, couples, and families.

Call **(831) 462-1060** (English & Spanish) for more information, or see [janussc.org/lighthouse-counseling/](http://janussc.org/lighthouse-counseling/)

#### ► Salvation Army Santa Cruz Community Center

Provides a variety of services including pantry, lunches for the unhoused, clothing, and recovery programs for substance abuse.

Call **(831) 426-8365**.

#### ► Beacon Health Options

Psychiatric consultation, psychological and neuropsychological testing, and outpatient drug therapy monitoring.

Call toll-free 24/7 **(855) 765-9700**.

#### ► Pajaro Valley Prevention and Student Assistance, Inc.

Resources for families of PVUSD, offering counseling, substance use disorder services, mental health services, and family supportive services.

See [www.pvpsa.org](http://www.pvpsa.org), call **(831) 728-6445**, or email [admin@pvpsa.org](mailto:admin@pvpsa.org).

#### ► Shine a Light Counseling Center

Nonprofit committed to providing affordable therapy, Shine a Light offers sliding scale options and accepts Medi-Cal and victim compensation payments.

Request an appointment at [shinealight.info](http://shinealight.info) or call **(831) 996-1222**.

#### ► Salud Para La Gente

Salud provides a variety of healthcare services including behavioral health and general healthcare.

Call **(831) 728-0222** for appointment availability. Find out more at [splg.org](http://splg.org).

### PEER COUNSELING—SUPPORT GROUP

#### ► NAMI—National Alliance on Mental Illness

Affordable and accessible behavioral and mental health services, community advocacy, and peer support groups.

Leave a message at **(831) 427-8020**. One of NAMI's trained volunteers will return the call and assist in locating appropriate resources. Learn more at [namisc.org](http://namisc.org).



If you or someone you know is experiencing a mental health crisis, please reach out for support:

- Call **988** or **(800) 273-8255** to speak to a trained counselor 24/7
- Go to the nearest hospital emergency room
- Call **911** for emergency services
- Contact Trevor Lifeline for LGBTQ individuals at **(866) 488-7386**
- Reach out to the Trans Lifeline at **(800) 565-8860**
- Call the Veterans Crisis Line at **(800) 273-8255**

If you are not in immediate danger but require crisis support, reach out to the 24/7 Santa Cruz Behavioral Health Services hotline at **(800) 952-2335** who will assess for hospitalization in a psychiatric crisis. Santa Cruz Behavioral Health Services provides:

- **Walk in Crisis Services: (800) 952-2335**  
Crisis assessment and intervention services for adults and children.
- **Mobile Emergency Response Team: MERT**  
responds to sites to stabilize and support adults and children experiencing mental health crises.
- **Mental Health Liaison:** Mental health clinicians who support individuals interacting with law enforcement.
- **Crisis Stabilization: (831) 600-2800**  
Crisis assessment, intervention, and referral services in a locked setting for up to 24 hours for adults and children. Dispositions to locked inpatient care or community resources.
- **Psychiatric Health Facility: (831) 600-2800**  
Locked 1-bed psychiatric inpatient treatment facility for adults experiencing a serious mental health crisis. 24-hour treatment and care.