



# **Solano County Wellness Recovery Resource Guide FY 2017**

**For People with Mental Health Concerns,  
Their Families, Loved Ones, & Care Providers**

**Solano County H&SS  
Behavioral Health Division**

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February 2017

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***Solano County Health & Social Services - Behavioral Health Division hopes this guide will make it easier for people who use behavioral health & wellness services, their family members, loved-ones and care providers, to access services. The listing of an individual, agency, organization, or service provider in this publication is for informational purposes only and does not express the opinion, finding, recommendation, support, or guarantee of service through Solano County Health & Social Services – Behavioral Health Division and/or the organization that may have given you this guide.***

## **GETTING STARTED**

If you know or suspect that you, a family member, or a loved one has a behavioral health concern or emotional challenge, this guide is intended to help you:

- Find services that the person with the concern or challenge needs now
- Learn about services that may be helpful in the future
- Find support for the person with the concern or challenge
- Find support for the family, loved ones, or care-provider of the person with the concern or challenge
- Be informed and prepared as you go through the process of getting behavioral health services in your community
- Know what the rights of people who have concerns or challenges are throughout the process of seeking and receiving needed services

## **HOW DO YOU KNOW IF YOU NEED HELP?**

Everybody has ups & downs. How do you know if you or your loved one is going through a normal phase of life, or if you are seeing signs of a behavioral health concern or emotional challenge? How do you know when you should get help from a professional?

Here are some indications a behavioral health evaluation may be needed:

### **Younger Children**

- Marked fall in school performance
- Poor grades in school, despite trying very hard
- A lot of worry or anxiety, as shown by regular refusal to go to school, go to sleep, or take part in activities **normal for the child's age**
- Hyperactivity – fidgety, **constant** movement beyond regular play
- Persistent nightmares or night terrors
- Persistent disobedience or aggression (longer than 6 months) and provocative opposition to authority figures
- Frequent unexplainable temper tantrums
- Violence to themselves, other people, or animals
- Prolonged negative mood or attitude
- **Any mention of self-harm or death**
- Use of alcohol or controlled substance
- Has been a victim of trauma, molestation, or significant abuse

### **Pre-Adolescents, Adolescents & Adults**

- Marked change in school or job performance
- Inability to cope with problems and daily activities
- Marked changes in eating and sleeping habits

- Many complaints of physical ailments
- Physically or verbally attacking or threatening to attack themselves or others
- Direct opposition to authority
- Truancy, vandalism, theft – petty crimes that are escalating
- Intense fear of becoming obese with no relation to actual body weight
- Depression as shown by sustained, prolonged negative mood and/or attitude
- **Thoughts or discussion of death**
- Has been a victim of trauma
- Frequent outbursts of anger
- Extreme changes in personality
- Abuse of alcohol
- Use and/or abuse of controlled substance or illegal drugs

If you or your loved one is experiencing any of these symptoms you may wish to speak to your primary care physician, religious support person, or school staff about getting a referral for a behavioral health assessment. As noted in this guide, you or your loved one can call directly for a behavioral health assessment using the Behavioral Health Access Line listed on the following page.

## **GOOD PLACES TO START**

### **Solano County Behavioral Health Access Line**

**(Call for NEW services with Solano County Behavioral Health) 1-800-547-0495**

The Access line offers information on how to access treatment, and other benefits from Solano County and our contractors. You can also obtain information on claims, billing, and payments. Services are available in English and Spanish, and telephone translation services for many other languages are also available. Solano County Behavioral Health and our contracted partners offer psychiatrists, clinicians, behavioral health specialists, therapy, support groups, Wellness/Recovery Centers, and individualized services for persons of all ages.

### **CA Disability Community Action Network (CDCAN)**

CDCAN provides advocacy without borders, connecting thousands of people with all disabilities (including behavioral health concerns), seniors, and workers, to civil & social justice rights & unified action! Activities include tele-conferencing, public testimony, public rallies, public meetings, letter writing/e-mail campaigns. CDCAN Helps individuals come together as a united voice that can be heard by legislators & policy makers to advocate for positive change in the disability community.

### **CA Disability Community Action Network (CDCAN)**

1500 West El Camino Ave., Suite 499  
 Sacramento, CA 95833  
 PH: 916-757-9549  
 Website: [www.cdcan.us](http://www.cdcan.us)

### **Matrix Parent Network – Solano County**

Matrix Parent Network is a nonprofit organization that offers training and support to the parents of children ages 0-22 who have, or are suspected of having, special education needs or any disability.

### **Matrix Parent Network**

PH: 800-578-2592 (Matrix Parent Special Education Help Line)  
 Website: [www.matrixparents.org](http://www.matrixparents.org)  
 Email: [referral@matrixparents.org](mailto:referral@matrixparents.org)

### **National Alliance on Mental Illness (NAMI)**

NAMI is a nonprofit organization dedicated to assisting those living with mental health concerns. NAMI offers help, support, advocacy, and education to those with mental health concerns and their families and loved ones. Solano County's NAMI meets the 4<sup>th</sup> Monday of every month from 6:30 pm to 8:00 pm, no meeting in December.

### **Solano County NAMI MEETING LOCATION**

470 Chadborne Rd.  
Fairfield, CA 94534  
(Aldea Family & Children Services)

### **National Alliance on Mental Illness (NAMI) Solano County's Voice on Mental Illness OFFICE ADDRESS**

1225 Travis Blvd.  
Fairfield, CA 94533  
PH: 707-422-7792  
Website: [www.namisolanocounty.org](http://www.namisolanocounty.org)  
E-mail: [namisolanocounty@sbcglobal.net](mailto:namisolanocounty@sbcglobal.net)

### **Substance Abuse and Behavioral Health Services Administration (SAMHSA)**

This agency operates the Knowledge Exchange Network which can provide you with referrals to local and national resources or referrals and publications.

### **SAMHSA**

5600 Fishers Lane  
Rockville, MD 20847  
PH: 800-726-4727  
TDD: 800-487-4889  
Website: [www.samhsa.gov](http://www.samhsa.gov)

## **GOOD THINGS TO GET YOU GOING**

There are both government and private services available to people who have behavioral health concerns or emotional challenges.

You may have to make a few phone calls to find the right services for yourself or your loved one. Some agencies have specific eligibility criteria that you must meet to receive services, so try to remember not all services are able to everyone who calls. Please be patient.

To make it easier for you to get the services you need, we have put together some ideas that others have found to be useful:

- Keep a file. Include a copy of all the letters you write, any letters you receive, tests or assessment reports, and your own notes. When you go to a meeting, write down the date, who you met with, and what happened (for example: "1/3/07 – Met with Dr. Alton to talk about side effects of medication, will lower dosage") When you call an agency, write down the date of your call, who you talked to, and what the call was about (for example: "8/16/07 called Henry at Rehabilitation to ask about services, application is in the mail")
- Keep a copy of everything you sign, such as applications for services, and treatment and/or service plans. **Do not sign anything you have not read.** It is OK to take the time to read something at a meeting. **Do not sign anything you do not understand.** It is OK to ask questions before you sign a document. If you do not agree with something that is written in the document you do not have to sign it.

Or, you may sign the document saying you agree with one part but disagree with another part. The people asking you to sign the document must explain to you what will happen if you do not sign the document.

- Keep a written record of the names of any medications that you or your loved one is taking, the dosages, and why they are taken. Keep a copy of this list at home, keep a copy with the person who has the concern or challenge, and have the care-provider keep a copy as well. For children, the school and daycare worker or agency must have a copy also.
- **Check with your doctor to see if the individual with the behavioral health concern or emotional challenge should get a medic-alert bracelet.**
- Some people find it helpful to write notes on a calendar about things like brief phone calls, meeting notes, or when medication is started, changed, or stopped. You can keep track of any side-effects you have had from the medications you or your loved ones are taking. You can keep track of good days/bad days, or any atypical behavior or behavioral occurrences. Keep the calendar for several years as your record of events. This is as legal a record as a journal or diary.
- When you call an agency to get services, it is helpful to know your or your loved ones behavioral health diagnosis or suspected diagnosis. It is also important to know who your treating physician or clinician is, if you have one, and to know the correct spelling of the physician or clinician's name.
- If your loved one has a developmental disability, medical condition, or substance use issue in addition to their behavioral health concern or emotional challenge, the Behavioral Health Agency must first assess your loved one to determine if he or she is eligible and in need of the services that their agency provides.
- If you apply to a public agency for services and you or your loved one are told you do not qualify for services, ask *specific questions about the criteria required in order to qualify for their program* and you *may* ask for information about an appeal process. You *may also* contact an advocate for assistance *and/or* if you decide to file for an appeal.
- If you do not agree with the agency's decision that you or your loved one does not meet their eligibility criteria, you have the right to appeal the decision in most cases.
- When you go to a meeting, know what the meeting is about and who else will be there. Bring all of your important papers *that specifically pertain* to the meeting. Write down any questions you have and anything you wish to accomplish at the meeting. Make good use of your own time and of everyone else's time as well. Make sure your questions are answered and that your points are covered before you leave the meeting. If there were concerns that you did not cover, or if there were concerns that were not resolved, schedule the next meeting (if there is one) before the key players leave the table.
- If you do not understand something that is said, either at a meeting or over the phone, ask for clarification. A lot of acronyms and jargon are used in every field and profession. Make sure you understand what is being talked about. Ask, ask, ask.
- Have a Crisis Action Plan. If you have other children or family members that you provide care for, you should have a plan ready in case you or your loved one with a behavioral health concern or emotional challenge needs to take a break or has a crisis that must be attended to. Prepare a Crisis Action Plan before you need one.

## **SOLANO COUNTY H&SS – BEHAVIORAL HEALTH**

### **Solano County Health and Social Services Behavioral Health**

Solano County Behavioral Health provides a wide range of services such as day treatment, residential

treatment, and the Crisis Stabilization Unit (CSU). There is also medication management, short-term individual therapy, peer and family support groups, and many more individualized services.

There are many supports and services that may also be available through the agencies that Behavioral Health holds contracts with. There is no state or federal law that says a county must provide a specific type of behavioral health service. The services that you or your loved one received in another county may be different than what you will receive here in Solano County. Here is some information concerning the Solano County H&SS Behavioral Health Division that should be helpful for you:

**Solano County Health & Social Services Division of Behavioral Health Administration**

275 Beck Ave  
Fairfield, CA 94533  
PH (Access Line): 800-547-0495

**Solano County Health & Social Services Information & Referral Call Center ~ Dial 211**

211 has information on every imaginable social or community service in Solano County; the dog catcher, who to call when you're depressed, where to take your child for immunizations, where to get car seat, and much more. For resources & referral call 211 or visit the website: [211bayarea.org/Solano/](http://211bayarea.org/Solano/)

**Regional Service Offices ~ Solano County Behavioral Health**

**Crisis Stabilization Unit**

Serving all of Solano County  
Open 24 hours a day, 7 days a week  
2101 Courage Drive  
Fairfield, CA 94533  
PH: 707-428-1131  
Access Line (PH): 800-547-0495 (after-hours the Access line rolls over to the CSU)

**Children's Behavioral Health Services**

Children and adolescents can find great relief from treatment of a variety of symptoms and behaviors that may challenge them. Parental involvement is a key to success in treatment, and parents often find that treatment enhances their coping skills and improves their enjoyment of their children and family. Other benefits include:

- Better social skills and relationships
- Improved school performance
- A greater feeling of self-worth
- Improved behavior in the home
- Overall improvement in family communication
- Decreased self-destructive behavior
- Greater impulse control
- Decrease in depression
- Less assaultive behavior

To access Children's Behavioral Health Services for the first time, please call the Access Line at 800-547-0495. Solano County Children's Behavioral Health has the following 3 locations:

**Children's BH - Fairfield**  
2101 Courage Drive  
Fairfield, CA 94533  
PH: 707-784-4900

**Children's BH - Vallejo 355**  
Tuolumne Street  
Vallejo, CA 94590  
PH: 707-553-5810

**Children's BH - Vacaville**  
1119 E. Monte Vista Avenue  
Vacaville, CA 95688  
PH: 707-469-4540

### **Adult Behavioral Health Services**

The Adult Behavioral Health Clinics provide services to consumers 18 years of age and older who are experiencing a serious and persistent behavioral illness. Services include:

- Intake assessments and referrals
- *Brief Crisis* intervention and case management
- Outpatient psychiatric medication
- Pre-employment and Vocational Services referrals

To access Adult Behavioral Health Services for the first time, please call the Access Line at 800-547-0495. Solano County Adult's Behavioral Health has the following 3 locations:

#### **Adult BH - Fairfield**

2101 Courage Drive  
Fairfield, CA 94533  
PH: 707-784-2080

#### **Adult BH – Vallejo**

355 Tuolumne Street  
Vallejo, CA 94590  
PH: 707-553-5331

#### **Adult BH Vacaville**

1119 E. Monte Vista Ave.  
Vacaville, CA 95688  
PH: 707-469-4610

### **Older Adult Behavioral Health Services**

In addition to Older Adult Services being provided in the Solano County Adult Behavioral Health Clinics, Caminar (a community contractor) offers services geared toward older adults.

#### **Solano County Caminar**

902 Tuolumne Street  
Vallejo, CA 94590  
Phone: (707) 648-8121  
Fax: (707) 648-8129

### **Forensic Behavioral Health Services**

The Forensic Assessment and Community Treatment (FACT) program was designed to provide treatment and supervision to seriously and persistently behaviorally ill offenders as an alternative to incarceration. FACT goals are to reduce recidivism and improve the quality of life of the offenders, increase compliance with the courts and probation department, and promote recovery and wellness through independence, hope, personal empowerment, and resilience.

FACT Program referrals are made through the Superior Courts and is located at:

Adult BH – Fairfield  
2101 Courage Drive  
Fairfield, CA 94533  
PH: 707-784-2059

### **Wellness Recovery Unit**

The Wellness Recovery Unit houses the Patient's Rights Advocates, the Consumer Affair Liaison and Family Liaison and other Consumer and Family based programs that serve to offer resources, educate and support the on-going mental wellness of all the people that Solano County Behavioral health touches. Please contact them for any Behavioral Health need you may have.

#### **Solano County Wellness Unit**

355 Tuolumne St., Suite 2500, MS 20 – 210  
Vallejo, CA 94590  
Main Number: 707- 553-5493  
Fax: 707-0751

#### **Solano County Behavioral Health Patients' Rights Advocates**

Patients' Rights Advocates serve individuals who are in any locked or secured facility. You can call the Patients' Rights Advocate if you have questions about your rights as a patient/consumer, or if you

believe your rights have been violated. You have certain rights that cannot be waived by your parent(s), guardian(s), or conservator if you are or were a psychiatric patient and are now in one of the following facilities:

- State Hospital
- Acute Psychiatric Hospital
- Skilled Nursing Facility (SNF)
- Institute for Mental Disease (IMD)

If you are a psychiatric patient and/or live in one of the above facilities, you cannot be denied the right to:

- Wear your own clothes, as appropriate to each program
- Keep your personal possessions, as appropriate to each program
- Keep and spend a reasonable amount of your own money for small purchases
- Have ready access to letter writing material, including stamps
- Use the phone at an appropriate time
- See visitors
- Receive your mail unopened
- Have private storage space

You cannot be denied these rights unless there is “good cause.” Punishment, discipline, or staff convenience do not constitute “good cause.” A denial can be made only by the person authorized by law or regulation to do so, and must be noted in your treatment record. Your rights must be restored as soon as the cause for denial no longer exists.

### **Patients’ Rights Advocates**

Solano County H&SS, Behavioral Health Division – *Wellness Recovery Unit*  
355 Tuolumne Street, Suite. 2500, MS 20-210  
Vallejo, CA 94590  
Patients’ Rights Phone Line: 866-523-7128  
[kdcalderone@solanocounty.com](mailto:kdcalderone@solanocounty.com)  
[cehangman@solanocounty.com](mailto:cehangman@solanocounty.com)

### **Consumer Affairs Liaison**

The Consumer Affairs Liaison (CAL) provides supportive services and answers to questions and concerns of people receiving, or who would like to receive, Solano County Behavioral Health services. Loved ones and community members who have questions about H&SS Behavioral Health services or related support services may contact the Family Liaison. The CAL provides *short-term* individual peer support counseling to persons who are not able to attend one of the County’s three Wellness Recovery Support Groups. The CAL promotes Wellness and Recovery through better personal health, hope for one’s future, personal responsibility, and personal empowerment. The CAL supervises *volunteer Peer* staff who facilitate the Wellness Recovery *Peer* Support Groups in Vacaville, Fairfield and Vallejo.

### **Consumer Affairs Liaison**

355 Tuolumne St., Suite. 2500, MS 20-210  
Vallejo, CA 94590  
PH: 707-553-5735  
FAX: 707-558-0751  
[reford@solanocounty.com](mailto:reford@solanocounty.com)

### **Family Liaison**

The Family Liaison (FL) provides educational and supportive services, and answers questions to the family members and loved ones of persons with mental health issues, who are receiving or are eligible to receive mental health services through Solano County Behavioral Health. The FL facilitates the Family

Member Support Groups in Rio Vista, Vacaville, Fairfield, and Vallejo.

**Family Liaison**

355 Tuolumne Street, Suite 2500  
Vallejo, CA 94590  
PH: 707-553-4353  
FAX: 707-558-0751  
[lyperswain@solanocounty.com](mailto:lyperswain@solanocounty.com)

**Substance Abuse Services**

The Substance Abuse Division provides a range of prevention, intervention, treatment, and recovery services for alcoholism and other drug addictions. Through community programs, they serve over 4,000 persons per year. Services include but are not limited to alcohol and drug detoxification, outpatient counseling, and residential treatment. If you need treatment for a substance abuse problem, call 707-784-2220 to connect with services. If you are currently under the influence and wish to go to a detox facility, call the Southern Solano Alcohol Council (SSAC) Detox Facility in Vallejo (a non-medical, social model detox facility) located at 419 Pennsylvania Street, Vallejo, CA or call (707) 643-2715.

To access Substance Abuse Services, please call the main office at 707-784-2220. Solano County Substance Abuse has the following 3 locations:

Fairfield  
2101 Courage Drive  
Fairfield, CA 94533  
PH: 707-784-2220

Vallejo  
355 Tuolumne Street  
Vallejo, CA 94590  
PH: 707-784-2220

Vacaville  
1119 E. Monte Vista Ave.  
Vacaville, CA 95688  
PH: 707-784-2220

## **SOLANO COUNTY COMMUNITY PARTNERS**

**Bay Area Community Services (BACS)**

Since 1953, Bay Area Community Services (BACS) has been a leader in developing and delivering services to adults with behavioral illness, homeless adults, and frail seniors. BACS is committed to improving the health and wellness for those they serve by preventing institutional care and ending homelessness.

**Preventing Engagement Program (P.E.P.)**

P.E.P. is BACS' relapse prevention program, helping individuals who have experienced an acute behavioral health crisis stay in their communities. P.E.P. serves adults ages 18 and over who are experiencing their first behavioral health crisis, or who are exiting psychiatric hospitalization and need support to prevent relapse.

P.E.P. utilizes a peer-support model that employs staff with lived experience as experts in service provision, in addition to clinical staff.

P.E.P. is located in Vallejo and serves all of Solano County. Average duration of services is three months, during which time P.E.P. helps individuals by providing a variety of services, including:

- One-on-one support from a Peer Counselor immediately after discharge to help transition back into the community
- Wellness and recovery skills training to help create achievable goals, develop coping strategies, manage symptoms, and engage in community supports
- Brief individual and group counseling to help create individualized Crisis/Safety Plans for personal crisis Management

- Medication monitoring and refills from BACS psychiatrist, as well as linkage to medication support clinics within the community
- Referrals and linkages to other services, as needed, within the community.

**Bay Area Community Services (BACS)**

236 Georgia Street  
 Vallejo, CA 94589  
 PH: 510-613-0330  
 FAX: 510-569-4589  
 Website: [www.bayareacs.org](http://www.bayareacs.org)

**La Clínica Health Centers**

La Clínica provides behavioral health screenings, assessments, consultations, brief interventions, individual counseling, and counseling support/education groups to address behavioral health and substance abuse disorders. Anyone who has enrolled with La Clínica as their primary medical care provider is eligible for these services.

La Clínica Vallejo  
 243 Georgia Street, Ste. B  
 Vallejo, CA 94590  
 PH: 707-556-8100

La Clínica North Vallejo  
 220 Hospital Drive  
 Vallejo, CA 94589  
 PH: 707-641-1900

La Clínica Vallejo Great Beginnings  
 210 Hospital Drive  
 Vallejo, CA 94589  
 PH: 707-645-7316

**Caminar, Inc**

Caminar is a non-profit contract agency with SCBH that provides professional mental health services to adult persons with a serious behavioral illness, as well as physical and developmental disabilities. Their services are custom-designed to enable these adults to live and work within their communities in accordance with their abilities and desires. They offer such services as:

- Jobs Plus supported employment
- Supported education
- Residential treatment
- Independent living
- Medication Clinic
- Older Adult services
- Wellness/Recovery Center

**Caminar, Inc.**

902 Tuolumne Street  
 Vallejo, CA 94590  
 PH: 707-648-8121

**PREGNANCY TO AGE 5**

**Baby First Solano**

Where moms and babies come first! Baby First Solano offers quality help and support during pregnancy and after birth at no cost to you! Baby First Solano is there for you so you can be there for your baby. Call and learn about these *free* and *confidential* services:

- Pregnancy - Help finding a doctor and getting your prenatal vitamins
- Help & Advice - Baby care and breastfeeding education for both parents
- Special Programs - For pregnant and parenting teens, African-American women, and Dads-to-be
- Well-Baby Care - Advice on healthy eating, breastfeeding support, and SIDS prevention

No insurance? That's OK! Baby First Solano can help you get medical insurance for you and your baby. Are you smoking? Do you want to quit? They can help you with that, too. Questions? Stressed out?

Just need to talk? Call their trained staff today. Free supplies for you and your baby.

**Baby First Solano (Maternal Child & Adolescent Health Program)**

PH: 877-680-BABY (2229)

Website: [www.babyfirstsolano.com](http://www.babyfirstsolano.com)

**Uplift Family Services (formerly EMQ Families First/PEAK)**

Uplift Family Services is one of the largest, most comprehensive mental and behavioral health treatment programs in California. Uplift Family Services takes a state-of-the-art approach to children and adolescents with complex behavioral health challenges and helps them recover from trauma such as abuse, severe neglect, addiction and poverty. For youth that exit our programs, more than 90 percent are living in the community, staying in school and remaining out of trouble.

**Uplift Family Services**

2420 Martin Rd., Suite 200

Fairfield, Ca 94534

PH: 707-399-4520

FAX: 707-399-4521

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

[twitter@upliftfamily](https://twitter.com/upliftfamily)

To contact Foster Care and Adoption call: (877) 488-5437

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

## **EDUCATION: PUBLIC SCHOOLS PRE-K THROUGH GRADE 12**

Students who have mental health concerns or emotional challenges may be able to receive special education services or other supports, services, and program modifications at school. Special education services include designated instruction in the classroom, home, hospital, or other institution. The student may also need related services in order to benefit from the special education program. These related services are called Designated Instructional Services (DIS) in California, and include transportation, physical therapy, occupational therapy, speech therapy, assistive technology, adaptive physical education, vocational education, psychological services and more.

Children who have a disability may be eligible for special education services under a federal law called the Individuals with Disabilities Education Act (IDEA). Eligible disabilities include, but are not limited to: sensory impairment (vision, hearing, speech/language), orthopedic impairment, low cognitive function (intellectual disability/developmental disability), emotional disturbance, autism spectrum disorder, other health impairments, or a specific learning disability.

Children who have difficulty learning, but who are not eligible for special education services under IDEA, may qualify for special services and program modifications under a federal law called Section 504 (Rehabilitation Act of 1973). Section 504 protects the rights of students who have physical or mental impairments that substantially limit their ability to learn. Students eligible for special services and program modifications under Section 504 receive accommodations or modifications to allow their educational needs to be met as adequately as the needs of students who do not have disabilities.

Laws that entitle eligible children to receive special education services or other special services and program modifications also spell out the rights of students and parents. Some of these rights are:

- Parental consent prior to an assessment.
- The right to request copies of *your child's Individual Education Plan (IEP)*, assessments, or any and all other educational records at any time. Requested copies must be received within 5

business-days of your request.

- The right to bring a family member, friend, or advocate to an IEP meeting with you.
- The right to an IEP on at LEAST an annual basis. A parent, teacher, or any other member of the IEP team may request an IEP to discuss a program change, to review formal assessment results, or to discuss skill development or deficit in the student.

To make a referral to special education it is best to write a letter to the child's teacher, principal, or special education coordinator. This request will start a legal timeline for services. Within 15 days you should be sent an assessment plan and a copy of your Parent/Student Rights. If you do not receive these, call your child's district office and ask if there is a specific reason for the delay. If you are very near the end of the school year or if it is over a scheduled break your school district will get back to you immediately *in the next school term*.

**Benicia Unified School District**

350 East K Street  
Benicia, CA 94510  
PH: 707-747-8300

**Fairfield-Suisun Unified School District**

2490 Hilborne Dr.  
Fairfield, CA 94534  
PH: 707-399-5000

**Vacaville Unified School District**

401 Nutree Rd.  
Vacaville, CA 95687  
PH: 707-453-6117

**Dixon Unified School District**

180 South 1<sup>st</sup> Street, Suite 6  
Dixon, CA 95620  
PH: 707-693-6300

**Solano County Special Education Local Plan Area (SELPA)**

Sam Neustadt, Asst. Superintendent of Special Education  
5100 Business Center Drive  
Fairfield, CA 94534  
PH: 707-399-4460

**Travis Unified School District**

2751 De Ronde Dr.  
Fairfield, CA 94533  
PH: 707-437-8216

**Vallejo City Unified School District / Vallejo SELPA**

Beth Majchrzak, Director of Special Education  
665 Walnut Ave.  
Vallejo, CA 94592 (Mare Island)  
PH: 707-556-8921

## EDUCATION: PUBLIC SCHOOLS RIGHTS & SERVICES

If your child is receiving special education services or you are trying to obtain special education services, we encourage you to learn more about your student's educational rights and about special education law, as it pertains to your child's IEP. An excellent resource is the Special Education Rights and Responsibilities handbook by the Community Alliance for Special Education (CASE) and Disability Rights California (DRC). This handbook is available in English or Spanish. For a printed version contact:

**CASE**

1550 Bryant St. Ste. 735  
San Francisco, CA 94103  
PH: (415) 431-2285

or

**Disability Rights CA (DRC)**

PH: (800) 776- 5746 Legal Asst.  
PH: (916)504-5800 Gen Info

You can also view or print a copy of the handbook from DRC's website at: [www.caseadvocacy.org](http://www.caseadvocacy.org)

# DAYCARE

## **Solano Family & Children's Services (SFCS)**

SFCS is a resource & referral agency that helps families locate daycare providers. This resource and referral agency provides support to day care providers who are interested in caring for children who have special needs. SFCS may be able to refer you to providers who have experience with children who have a specific need, such as epilepsy or a behavioral health concern. They may be able to refer you to Spanish-speaking care-providers.

## **Solano Family & Children's Services (SFCS)**

421 Executive Court North  
Fairfield, CA 94534  
PH: 707-863-3950  
FAX: 707-863-3975

# SUPPLEMENTAL SECURITY INCOME (SSI)

SSI is a program that delivers monthly benefits checks to children and adults who have disabilities if they meet Social Security's definition of disability and if their income and assets are within the eligibility limits.

According to the Social Security Administration, you are considered disabled if you have developmental, physical, or mental impairments that keep you from working and your disability is expected to last at least a year or to result in death. Children as well as adults can get SSI benefits if they are disabled. When deciding if a child is disabled, Social Security looks at how his or her disability affects every day life for children of the same age.

Whether you can get SSI also depends on what you own and how much income you have. Income is money you have coming in, such as wages, Social Security checks, and pensions. Income may also be non-cash items such as food, clothing, or shelter, including if these are purchased for you by another person.

If you are married, Social Security looks at the income of your spouse and the things he or she owns. If you're applying for SSI for someone who is under 18, Social Security also looks at the income of the parents and the things they own.

The things you own that Social Security considers income include items such as real estate, personal belongings, bank accounts, cash, stocks, and bonds. A person may be able to get SSI with items worth up to \$2000. A couple may be able to get SSI with items worth up to \$3000.

Social Security does not count everything you own. For example:

- The home you live and the land it is on, do not count
- Your personal and household goods and life insurance policies may not count, depending on their size
- One car you own usually does not count
- Burial plots for you and members of your immediate family do not count
- Up to \$1500 in burial funds for you and up to \$1500 in burial funds for your spouse may not count
- If you are blind or have a disability, some items may not count if you plan to use them for work or to gain extra income

The amount of SSI you receive can depend on where you live, whether or not you are married, or if you are applying for SSI benefits for a minor. To find out how much SSI you may be eligible to receive,

contact Social Security.

**Social Security Office – Suisun City**  
700 Main Street, Ste., 220  
Suisun City, CA 94585  
PH: 800-772-1213  
TTY: 800-325-0778

**Social Security Office - Vallejo**  
106 Plaza Drive, Ste. A  
Vallejo, CA 94591  
PH: 800-772-1213  
TTY: 800-325-0778

To apply, go to either of the Social Security Office locations shown above, call the phone number above, or apply online at <http://www.ssa.gov>.

## IN-HOME SUPPORTIVE SERVICES

In-Home Supportive Services (IHSS) pays a worker to perform tasks for children and adults who have mental health concerns or other disabilities, or seniors. Recipients of IHSS services must also receive Supplemental Security Income (SSI). In some instances, IHSS is available to people who are eligible for, but are not currently receiving SSI.

Depending on the needs of the person, IHSS can provide domestic services (cleaning, cooking, laundry, shopping), personal care services (bathing, dressing, helping to eat, bowel and bladder care), transportation to doctor's appointments, paramedical services (giving injections, with supervision), and protective supervision (to prevent injuries, hazards, and accidents).

IHSS conducts an assessment to determine which functions of daily living one cannot do for themselves. The assessment will determine the number of IHSS hours per month the individual will receive. If the individual disagrees with the number of hours they are allotted, they can file an appeal to show why certain tasks require more time to complete.

Spouses and parents of minor children needing IHSS can be paid to provide IHSS with certain restrictions. They are paid only for services which must be provided because the spouse or child is disabled. They will not be paid for services a parent or spouse normally provides, such as cleaning or cooking. Parents can be paid for all IHSS services an eligible **adult** child needs. Spanish-speaking staff are available; staff can access translators for other languages.

**Solano County Health & Social Services Programs – Adult & Children's IHSS Programs**  
275 Beck Ave  
Fairfield, CA 94533  
PH: 707-784-8259

## MEDI-CAL

Medi-Cal is California's public health insurance program. This program pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is supported by federal and state taxes. Anyone can apply for Medi-Cal benefits regardless of sex, race, religion, national origin, sexual orientation, marital status, age, disability, or veteran status. If you are found (or determined) to be eligible, you can get Medi-Cal as long as you continue to meet the eligibility requirements. Your County Social Services Department manages Medi-Cal eligibility determinations.

People in many different situations qualify for Medi-Cal. You may automatically be eligible for Medi-Cal if you receive cash assistance under one of the following programs:

- Supplemental Security Income / Supplemental Security Program (SSI/SSP)

- California Work Opportunity and Responsibility to Kids (CalWORKS)
- Refugee Assistance
- Foster Care or Adoption Assistance Program

Even if you do not receive cash assistance, you may be eligible for Medi-Cal.  
**You must be a resident of California to get Medi-Cal.**

You may get the Medi-Cal application on-line. You may also go to your local Social Services office in person, or you may mail your application and your required verification (proof) to your local office. If you need help with filling out your application you may ask any one you would like to help you; a friend, a family member, or a co-worker. If you do not have all of your verification or you are not sure what you need, go ahead and mail in or file your application. The Social Services agency will tell you what else you need. The sooner Social Services receives your application, the sooner your case can be processed, and the sooner your Medi-Cal benefits can begin.

Forty-five (45) days are allowed to process applications for people without disabilities. Ninety (90) days are allowed to process applications for people with disabilities. There are different rules for Emergency Medi-Cal and some special programs.

If you feel you are disabled, tell Medi-Cal on your application and let your eligibility worker know this when you bring in your application. There are certain criteria you must meet to receive Medi-Cal based on disability. You must have a severe developmental, physical, and/or mental problem(s) which will last at least 12 months and keep you from working during these 12 months, or that will possibly result in death.

You must prove your disability. Proof may involve obtaining medical records, tests, and other medical findings.

Please go to the Medi-Cal website or speak with your eligibility worker for more specific information.

**Solano County Health & Social Services**  
 275 Beck Ave  
 Fairfield, CA 94533  
 PH: 707-784-8051

**Solano County Health & Social Services**  
 365 Tuolumne St.  
 Vallejo, CA 94590  
 PH: 707-553-5000

**Solano County Health & Social Services**  
 1119 E. Monte Vista Ave.  
 Vacaville, CA 95688  
 PH: 707-469-4500

**CA State Medi-Cal**  
[www.dhcs.ca.gov](http://www.dhcs.ca.gov)  
[www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)  
 PH: 800-541-5555

## **DEPARTMENT OF REHABILITATION - VOCATIONAL SERVICES**

The State Department of Rehabilitation (DOR) provides services to people who have a developmental, physical, mental, or emotional disability to get a job or keep the job they have. Types of services available from the DOR include, but are not limited to:

- Job training, books, or training supplies to learn needed skills for an appropriate job
- Transportation
- Tools, equipment, and licenses for you to go work
- Reader, interpreter, and note-taking services
- Telecommunications, sensory and other technological aids and devices
- Rehabilitation engineering services to customize and adapt equipment and devices
- Supported employment services if you need a “coach” on your worksite to help you learn and keep your job

- Job Seeking Skills - training to learn the skills necessary to get a job
- Initial stock and supplies for those placed in small business
- Other goods and services needed to get a job
- Placement in a job
- Follow-up on the job to make sure you and your employer are satisfied

Some of these services may be based on your ability to pay. Outside benefits are used when available. The DOR has an evaluation process to determine if an individual is eligible for their services. In most cases, the DOR will decide within 60 days of your application for services if you are eligible to receive services.

To apply for services or for more information, call or contact:

**Department of Rehabilitation (DOR)**

450 Chadbourn Road, Ste. A  
 Fairfield, CA 94534  
 PH: 707-428-2080

## INDEPENDENT LIVING RESOURCE CENTERS

Independent Living Centers provide a variety of services to help people with any type of disability to achieve maximum independence. The majority of staff and board members at the Independent Living Centers are people who have disabilities. Services are free.

Types of services available from an Independent Living Center include:

- **Benefits Advocacy:** Information, referral, intervention, and representation for people who are having difficulty with benefits programs such as Supplemental Security Income (SSI), In-Home Supportive Services (IHSS), Medi-Cal, The Department of Rehabilitation (DOR), etc...
- **Systems Advocacy and Community Education:** Advocacy activities which preserve or strengthen the rights of persons who have disabilities.
- **Housing Assistance and Advocacy:** Assist people to locate, secure, and maintain accessible and affordable housing.
- **Peer Counseling and Support:** Supports the emotional needs of people who have disabilities through counseling or one-on-one peer support.
- **Personal Assistance Services:** Training and referral of personal assistants who perform personal care and homemaking services. Training and informational services for people who have disabilities to help people successfully employ personal assistants.
- **Independent Living Skills:** Training and assistance to help people develop individualized skills and knowledge to encourage maximum independence in areas such as money & household management, menu planning & shopping, and personal hygiene & self-care.
- **Information and Referral:** Help to assess individual needs and match these needs with the appropriate resources in the community.
- Spanish speaking staff available.

**Independent Living Resource Center**

470 Chadbourn Road, Ste. A  
 Fairfield, CA 94534  
 PH: 707-435-8174  
 TDD: 707-435-8174  
 FAX: 707-435-8177

## REGIONAL CENTERS

Regional Centers provide case management and other services for people who have an *intellectual or developmental disability* (ID or DD). **North Bay Regional Center (NBRC) serves Napa, Solano, and Sonoma counties.**

To be eligible for services from **NBRC**, an individual must have an ID/DD or be at high risk of developing an ID/DD, and be a resident of Napa, Solano, or Sonoma County. A mental health diagnosis by itself does not qualify a person to receive services from North Bay Regional Center. He or she must also have an ID/DD. You can have both an ID/DD and a mental health concern or emotional challenge. You then have the right to obtain services for both your ID/DD and your mental health concern or emotional challenge.

An ID/DD is defined in state law as a disability which occurs before the individual reaches the age of 18 years old, is expected to continue indefinitely, and which constitutes a substantial handicap. ID/DD include cognitive impairment, cerebral palsy, epilepsy, autism, and disabling conditions closely related to cognitive impairment or requiring similar treatment to that required for individuals with cognitive impairment.

For more information or to apply for services contact:

### **North Bay Regional Center**

610 Airpark Rd.  
Napa, CA 94558  
PH: 707-256-1100  
TTY: 707-252-0213

### **North Bay Regional Center Mailing Address**

P O Box 3360  
Napa, CA 94588 - 3360

### **Emergency Response**

(Evenings and Weekends)  
800-884-1594

### **Early Start Warmline**

800-646-3268

## SENIOR SERVICES

### **How to Apply for Medicare**

If you do not get Social Security and **ONLY** want to get Medicare benefits you may do so. If you are close to age 65 and not receiving Social Security benefits you must apply for Medicare. You can apply by visiting your local Social Security office or by calling the Social Security 800 number. You should apply three months before the month of your 65<sup>th</sup> birthday. You cannot apply for Medicare on the internet.

**If you already get Social Security Benefits you will not need to do anything.** You will automatically be enrolled in Medicare Part A & B effective the month you turn 65. Your Medicare card will be mailed to you 3 months prior to your 65<sup>th</sup> birthday. If you do not want Medicare Part B follow the directions on the back of the card.

If you want to apply for both Social Security retirement benefits and Medicare, and you are close to age 65 and are not yet getting Social Security benefits or Medicare, you can apply for both at the same time. To make sure that your Medicare Part B coverage start date is not delayed, you should apply three

months before the month of your 65<sup>th</sup> birthday.

To apply visit your local Social Security office or call Social Security:

**Social Security Office – Suisun City**

700 Main Street, Ste. 220  
Suisun City, CA 94585  
PH: 800-772-1213  
TTY: 800-325-0778

**Social Security Office - Vallejo**

106 Plaza Drive, Ste. A  
Vallejo, CA 94591  
PH: 800-772-1213  
TTY: 800-325-0778

You can apply for Social Security on the internet at <http://www.ssa.gov> if you meet certain criteria. You must answer a series of questions that will tell you if you can apply on-line.

**Area Agency on Aging Serving Napa and Solano ~ PEAS Program**

The Prevention & Early Intervention Access for Seniors (PEAS) program provides the following services for adults 60 and older (limited therapies may be provided to qualified existing clients as of January 2015):

- Mental Health and Gatekeeper Education/Outreach
- Brief intervention treatment services
- Case management services

**Prevention & Early Access for Seniors (PEAS)**

400 Contra Costa Street  
Vallejo, CA 94590  
PH: 707-644-6612 X221  
FAX: 707-736 - 7600  
Website: [www.solanoseniorspei.org](http://www.solanoseniorspei.org)

**Faith in Action (FIA)**

Faith in Action is a faith-based (interfaith) agency which matches highly trained volunteers to adults 60 and older in Solano County in order to provide Wellness and Recovery services. FIA offers 1-to-1 Peer Counseling, either by phone or in-person in the consumer's home. The agency also offers in-person group counseling at various community locations. FIA is launching a new virtual group counseling program in which homebound seniors can receive quality group counseling by teleconference. This new program will begin late Fall 2014. In addition to these counseling services, senior consumers can also receive phone reassurance calls and home visits. All of Faith in Action's services are designed to provide senior consumers with on-going support, mentorship, and linkage to community resources. Call for information, assistance, or to *volunteer!*

**Faith in Action**

**Fairfield Office**

3303 Whitemarsh Lane  
Fairfield, CA 94534  
PH: 707-425-6164  
FAX: 707-425-6213

**Vacaville Office**

91 Town Square Place  
Vacaville, CA 95688  
PH: 707-469-6675  
FAX: 707-425-6213

**Senior Centers**

A place to socialize, take a class, do arts-and-crafts, have a meal, make new friends, or meet with old ones. Space does not allow the listing of all organizations in Solano County. For information on Lodges, Veterans and military organizations, business and professional clubs, charities, garden, hobby, music, and political meetings, check with your local newspaper or Chambers of Commerce.

<b>Benicia Senior Center</b>	187 East L St., Benicia, CA 94510	707-745-1202
<b>Dixon Senior Center</b>	201 South 5 <sup>th</sup> St., Dixon, CA 95620	707-678-7022
<b>Fairfield Senior Center</b>	1200 Civic Center Dr., Fairfield, CA 94533	707-428-7421
<b>Florence Douglas Senior Center</b>	333 Amador St., Vallejo, CA 94590	707-643-1044
<b>McBride Senior Center</b>	91 Town Square Plaza, Vacaville, CA 95688	707-469-6660
<b>Rio Vista Senior Center</b>	25 Main St., Rio Vista, CA 94571	707-374-3349
<b>Suisun City Senior Center</b>	318 Merganser St., Suisun City, CA 94585	707-421-7203

## **EMERGENCY HOUSING**

### **Christian Help Center**

Provides food and shelter to those who are homeless and in need of care with compassion, dignity, and respect, while envisioning a community where everyone has the right to affordable housing and food. Christian Help Center aims to support those in need in becoming independent and self-sufficient citizens in our society.

### **Christian Help Center**

2166 Sacramento Street  
Vallejo, CA 94590  
PH: 707-553-8192

### **Mission Solano – Bridge to Life Center**

Provides food and shelter, and an economic and spiritual bridge for homeless veterans, single women, women with children and intact families striving to regain the basic necessities of life. Bridge to Life strives to help residents restore hope in themselves and their future while achieving economic stability so that they are able to rejoin their community as full and active participants. *A referral and interview is required for this program.*

### **Bridge to Life**

310 Beck Ave.  
Fairfield, CA 94533  
707-425-3663

### **Community Action North Bay (CAN-B)**

Provides food and shelter for veterans, the physically and mentally disabled, seniors, and other vulnerable persons living in Solano County who are socially and economically at-risk. The Fairfield-Suisun CAC's goal is to empower their clients so that they may live independent, productive, and dignified lives.

### **Community Action North Bay**

416 Union Ave  
Fairfield, CA 94533  
PH: 707-427-1148  
FAX: 707-427-0468

### **Children in Need of Hugs (CINOH)**

Provides food, shelter, showers, clothing, and counseling for youth who are at-risk of running away from home or who are homeless. The shelter is located in Suisun City and aims to help reduce youth crime, school drop-outs, and youth homelessness. The CINOH Emergency Youth Shelter provides up to 21 days of shelter for runaway and/or homeless youth ages 13-17 who may need basic and immediate services or a safe place.

## **Children in Need of Hugs (CINOH)**

274 E. Sunset Ave., #201

Suisun, CA 94585

PH: 866-483-3666 (toll-free)

FAX: 707-402-6369

PH: 707-425-2720 (for homeless or runaway youth, ages 13-17)

PH: 707-428-3912 (for homeless teenage mothers, ages 20 and under)

## **DEALING WITH A CRISIS**

Sometimes it is hard to decide when a situation has crossed the line from being very difficult to being a crisis. At other times, it may be very clear that a person who has a mental health concern or emotional challenge is in a crisis. How do you know if a loved one is facing a crisis? When you are unsure, here are some things to consider when deciding if you should seek assistance from crisis or emergency services:

- Is the person an imminent danger to himself or other people?
- Has there been a sudden or dramatic change for the worse (how quickly did the situation develop) or conversely, did the person suddenly become very happy (elated) or content after a period of sadness or depression?
- Do you or other care-providers feel able to deal with the present situation? Or are you too worn down to handle the situation?
- If you think you are having a crisis, you probably are.

**If the person who has mental health concern or emotional challenges is a danger to themselves or others, or the people with him or her cannot handle the situation, it is often a good idea to call 911 for help.**

If you think the situation has become a crisis, you can call Solano County's Crisis Stabilization Unit or other appropriate crisis services available in your community to get support. Emergency services are available through Solano County Behavioral Health and other community agencies, or by calling your local police department or 911.

### **Solano County Crisis Stabilization Unit (CSU)**

In Fall of 2014, Solano County began to serve its consumers with a new county-wide Crisis Stabilization Unit, under the auspices of Exodus Recovery, Inc. Over the last several years, consumers and family members had been asking for a place for those in a behavioral health crisis that understands what a behavioral health crisis is, and that could offer help in a timely and compassionate manner. The time is finally here, and that place is the Solano County Crisis Stabilization Unit (CSU).

The Exodus team's goal is to facilitate rapid resolution of behavioral health crises for consumers aged 5 and up. Always open, it is a safe, bright, calm environment in which individuals can stabilize and return to their home or the least restrictive environment possible, as quickly as possible. Unlike an emergency department, this unit is entirely focused on behavioral health issues and Wellness and Recovery, and it has the resources to connect people with the services, supports and medications they may need. It is designed to care for the well-being of any person with a behavioral health issue, in an effort to avert a hospital stay. However, if the hospital stay is a necessary part of treatment the Exodus Team will facilitate that as well.

The Exodus Recovery mission is to bring the tools for the best possible quality of life to clients. Their concept of total health care incorporates the physical, emotional, and spiritual needs of each client. Exodus's program strives to create an environment which promotes the dignity of all participating and to develop services maximizing clients' self-determination.

As per California Code of Regulations, Title 22, Division 5, Chapter 1, Article 7, Section 70707 and the American Hospital Association, all clients shall have rights to receive services from Community Care Licensed agencies or organizations, without regard to sex, race, ethnicity, age, disability, sexual preference, ability to pay, religion, education, or the source of payment.

**Crisis Stabilization Unit** (serving all of Solano County, Open 24 hours per day/7 days per week)  
2101 Courage Dr.  
Fairfield, CA 94533  
(in the rear parking lot next to the enclosed basket-ball court)  
PH: 707-428-1131

### **NorthBay Bereavement Center**

Crisis can take on many forms in our lives. The NorthBay Bereavement Center staff offer guidance and support through the stages of grief and to suicide survivors. NorthBay Bereavement Center offers 8-week education/support classes with reservations and on-going (you bring your own) Brown-Bag lunches.

Serving the children/youth and adults in all of Solano County. Best wishes to all of you. Please contact for more information and support.

### **NorthBay Bereavement Center**

4520 Business Center Dr.  
Fairfield, CA 94534  
PH: 707-646-3517

### **SafeQuest Solano**

Established in 1975, SafeQuest Solano, formerly known as Solano Women's Crisis Center, is a dual Domestic Violence and Sexual Assault Agency that serves all of Solano County (Benicia, Dixon, Fairfield, Rio Vista, Suisun, Vacaville, and Vallejo)

SafeQuest provides a 24-hour Crisis Line, a State-certified emergency shelter for survivors and their children, safety planning, case management, individual peer counseling, support groups, victim advocacy, restraining order assistance, legal and medical accompaniments, Batterers Intervention program, community outreach and education, children's active arts, and volunteer training for domestic violence & sexual assault peer counseling. All victim services are free of charge, confidential, and offered in English, Tagalog, and Spanish.

SafeQuest Solano is a member of the 24/7 Solano County Sexual Assault Response Team (SART). They are the Rape Crisis Center designated by the State of California for Solano County.

### **Rape Crisis & Domestic Abuse Center of Solano County (Safe Quest) Abuse Hotline**

HOTLINE: 866-487-7233  
1079 Union Ave.  
Fairfield, CA 94533  
707-422-7345

## **INVOLUNTARY COMMITMENTS – The Law and Your Rights**

There is a state law called the Lanterman-Petris-Short Act (LPS) which enables a person to be committed to a Behavioral Health facility *against their will* if they are a danger to themselves or others, or if they are gravely disabled. "Gravely Disabled" is defined as "a condition in which the person, as the

result of a mental disorder, is unable to provide for his or her own basic personal needs, for food, clothing or shelter". The sections of LPS that specifically addresses involuntary commitments are section 5150 (72-hour hold) and section 5250 (14-day hold).

**People who are committed to a Behavioral Health facility have specific rights, even when they are involuntarily committed.** Among these rights are:

- The right to a written notice that details why you are being held
- The right to an evaluation by the facility of your medical, psychological, educational, social, financial, and legal situation
- The right to accept or refuse to take psychotropic or neuroleptic medications. A doctor must give you written and verbal information about the effects and side effects of the medications. You may be given medication involuntarily if there is a specifically defined emergency or if it is determined in a hearing by a hearing officer or judge that you do not have the ability to make a decision about taking your own medications at the time
- The right to a hearing within four days of your commitment to determine if you can continue to be held
- The right to file an appeal in the California court system if you lose your hearing

Whether a commitment to a Behavioral Health facility is voluntary or involuntary:

**ALL PEOPLE – HAVE THE RIGHT TO BE FREE FROM HARM – AT ALL TIMES !**

## **WHERE TO GO IF YOU NEED MORE HELP OR INFORMATION**

### **STATE / NATIONAL ADVOCACY & SUPPORT RESOURCES**

#### **National Alliance on Mental Illness (NAMI)**

NAMI is an international organization. It has statewide affiliate organizations of families, friends, individuals in recovery from their mental health concerns, and professionals who are dedicated to improving the care, treatment, rehabilitation and status of people with mental health concerns, and in the continuing search for cures through research. The National Alliance on Mental Illness - California is an affiliate of the NAMI. NAMI publishes a newsletter and sponsors an annual state conference. Spanish speaking staff are available at NAMI.

NAMI educates families and others about:

- Available resources, where to find them and how to effectively use them
- Patients' rights & advocacy
- Family participation in treatment & family emotional survival

#### **National Alliance on Mental Illness (NAMI) California**

1851 Heritage Lane, Ste. 150

Sacramento, CA 95815

PH: 916-567-0163

FAX: 916-567-1757

Website: [www.NAMICALifornia.org](http://www.NAMICALifornia.org)

E-Mail: [support@NAMICALifornia.org](mailto:support@NAMICALifornia.org)

The local **NAMI – Solano County** chapter meets the 4<sup>th</sup> Monday of every month, except December, at 470 Chadbourn Road., Suite A (Aldea Family Services offices) in Fairfield, CA 94533 from 6:30 pm to 8:00 pm. To get more information or to join your **local chapter of NAMI** contact:

**Solano County NAMI – mailing address**

P.O. Box 3334

Fairfield, CA 94533

PH: 707-422-7792

Website: [www.NAMISolanoCounty.org](http://www.NAMISolanoCounty.org)

E-Mail: [NAMISolanoCounty@sbcglobal.net](mailto:NAMISolanoCounty@sbcglobal.net)

**Solano County NAMI****MEETING LOCATION**

470 Chadborne Rd.

Fairfield, CA 94534

(Aldea Family & Children Services)

**Catholic Charities of Solano County**

New Pathways offers professional, confidential and affordable counseling. We welcome people of all religions, cultures, and sexual orientations. Services include: individual therapy, couples therapy, family therapy, child/adolescent therapy, group therapy, parenting education classes, anger management classes, & domestic violence intervention groups. Spanish and Tagalog speaking services are available.

**Catholic Charities of Solano County**

125 Corporate Place, Ste. A

Vallejo, CA 94590

PH: 707-644-8909

FAX: 707-644-6314

Website: [www.csssolano.org](http://www.csssolano.org)

E-mail: [info@csssolano.org](mailto:info@csssolano.org)

**The Center for Independent Living ~ Client Assistance Program (CAP)**

(CAP) provides agency services to people who are current and former clients of the Department of Rehabilitation, as well as people who are applying to become clients. CAP services are provided free of charge. A CAP advocate may provide:

- Information about services available under the Rehabilitation Act
- Information about consumers' rights and responsibilities
- Investigations of consumers' concerns or complaints
- Assistance to negotiating mutually acceptable solutions to disagreements
- Representation at Rehabilitation Act funded agencies' administration reviews and fair hearings
- Post appeal/ hearing reviews upon request including assistance in obtaining legal opinions and counsel in some cases.

**The Center for Independent Living (The CIL) ~ Client Assistance Program**

3075 Adeline Street, Ste. 100

Berkeley, CA 94703

PH: 510-841-4776

Video PH: 510-356-2662

TTY: 510-848-3101

FAX: 510-841-6168

Website: [www.thecil.org](http://www.thecil.org)

**Community Alliance for Special Education (CASE)**

CASE provides legal support, representation, and educational consultations to parents throughout the greater 9-county San Francisco-Bay Area region whose children need or may need appropriate special

education services. Trained advocates and attorneys assist parents at IEP meetings, Mediation Conferences, and Due Process Hearings. Fees are charged on a sliding scale based on an ability to pay. CASE provides a free consultation about special education rights and services to parents or professionals by telephone or face-to-face. CASE is a nonprofit organization serving all children with disabilities who need or may need special education services. CASE has served the Bay Area since 1979. Spanish speaking staff are available.

### **Community Alliance for Special Education (CASE)**

1550 Bryant Street, Ste. 735

San Francisco, CA 94103

PH: 415-431-2285

FAX: 415-431-2289 fax

Website: [www.caseadvocacy.org](http://www.caseadvocacy.org)

E-mail: [info@caseadvocacy.org](mailto:info@caseadvocacy.org)

### **Disability Rights California (DRC)**

DRC is a nonprofit agency that provides legal assistance to people with disabilities, including physical, developmental, and psychiatric disabilities. Services available from DRC include:

- Information & referral to other forms of assistance
- Peer & self-advocacy training
- Representation in administrative & judicial proceedings
- Investigations of abuse & neglect
- Legislative advocacy

DRC is funded from state and federal agencies and from private donations. DRC publishes advocacy information about mental health and other topics. DRC has staff who speak Spanish, Italian, German, Cantonese, Mandarin, and Mien. Some publications are available in other languages, including: Spanish, Korean, Chinese, Vietnamese, Hmong, Lao, Thai, Cambodian, Russian, Tagalog, Armenian, and Ukrainian.

### **Disability Rights California (DRC)**

1831 K Street

Sacramento, CA 95811-4114

Administration PH: 916-504-5800

Toll-Free PH: 800-776-5746

TTY: 800-719-5798

FAX: 916-504-5802

Website: [www.disabilityrightsca.org](http://www.disabilityrightsca.org)

### **Disability Rights Education & Defense Fund (DREDF)**

DREDF is a national law and policy center dedicated to furthering the civil rights of people with disabilities. Managed and directed by people with disabilities and the parents of children with disabilities, DREDF is a unique advocate for the rights of all people with disabilities. Their work promotes the full integration of people with disabilities to mainstream society. Spanish services are available.

DREDF provides:

- Technical assistance, information and referrals on disability rights law and policies
- Training, information, and legal advocacy to parents of children with disabilities to help them secure the education and services guaranteed to their children by law
- Legal representation to children and adults with disabilities in cases involving their rights to employment, education, transportation, housing, and access to public accommodations
- Training and speakers for the disability community, public entities and private businesses on the provisions of the Americans with Disabilities Act (ADA) and its relationship to other state

and federal laws

**Disability Rights Education & Defense Fund (DREDF)**

3075 Adeline Street, Ste. 210  
Berkeley, CA 94710  
PH: 510-644-2555  
FAX/TTY: 510-841-8645  
Website: [www.dredf.org](http://www.dredf.org)  
E-mail: [info@dredf.org](mailto:info@dredf.org)

**Independent Living Resource Center (ILRC)**

ILRC provides a variety of services to help people with any type of disability achieve maximum independence. The majority of staff and board members at ILRC are people who have disabilities. Services are free.

**Independent Living Resource Center**

470 Chadbourn Road, Ste.A  
Fairfield, CA 94534  
PH/TTY: 707-435-8174  
FAX: 707-435-8177

**Mare Island VA Behavioral Health Clinic**

The Mare Island Outpatient Clinic offers a wide range of medical and ancillary services including primary care, neurology, behavioral health, social work, advocacy/support, dentistry, compensation and pension exams, laboratory, and pharmacy services. The Sierra Pacific Network Office (VISN 21), Joint Planning Office, and Medical Care Cost Finance (MCCF) Office are also located here.

**Mare Island VA Behavioral Health Clinic**

201 Walnut Avenue, Room 1010  
Vallejo, CA 94592  
707-562-8200

**Matrix Parent Network & Resource Center**

Matrix Parent Network and Resource Center is a center for families of children age 0 to 22 with disabilities who reside in the Northern San Francisco-Bay Area. Matrix recognizes that parents are the best advocates for their children throughout life. Matrix has undertaken the task of strengthening the supportive and advocacy roles of parents by offering support, information, and training. Services are free, and Spanish-speaking staff are available. Matrix programs include:

- Parent Support: One-to-one emotional support for parents through the Parent Partner Program and Family Resources Centers
- Information and Referral: In-depth searches for information and appropriate services, as well as a variety of materials available for loan from the Matrix lending library
- Advocacy: Individual assistance for parents seeking help for their child
- Parent Networking: Matrix brings together parent groups in Northern California to work on common concerns and to share information
- Training: Workshops and seminars on disability concerns and topics
- The Networker: A newsletter published six times a year

**Matrix Parent Network & Resource Center**

Help Line: 800-578-2592  
Website: [www.matrixparents.org](http://www.matrixparents.org)  
E-mail: [referral@matrixparents.org](mailto:referral@matrixparents.org)

**Main Office**

94 Galli Drive, Ste. C  
Novato, CA 94949  
PH: 415-884-3535  
FAX: 415-884-3555

**Solano/Napa Office**

1615 West Texas Street, Ste. 4  
Fairfield, CA 94533  
PH: 707-423-2545  
FAX: 707-425-4585

**Solano County Health & Social Services Information & Referral Line ~ Dial 211**

Information and Referral is a service provided by professional, friendly benefits specialists through Solano County Health & Social Services. Each call is evaluated to make the referral or connections as pleasant as possible. The person answering the phone will provide you with information, answer your questions, and connect you with your needed resource. English and Spanish speaking benefits specialists are available. Other languages are available through the telephone interpretive service. 211 can help you find:

- Shelter
- Anger management classes
- Emergency food
- Parenting classes
- Wheelchairs, strollers, car seats, or helmets
- Someone to help you if you feel suicidal or depressed
- Health care coverage
- Information on starting a daycare or finding child care
- Help for an elderly or disabled person
- Information on becoming a foster parent or guardian
- Help for someone with a substance abuse problem

Additionally, you can call 211 to report:

- An unsanitary restaurant
- Mold in your building
- A dead animal on the road
- Garbage piling up in the neighborhood
- Problems with rodents or other pests

If you have a question, 211 has the answer. If they don't have the answer, they will research the question and get back to you in a timely manner.

## IMPORTANT TELEPHONE NUMBERS

Even if you do not have a computer, you can still access most companies and organizations by phone. These resources are for everything from elder protection, to medic-alert bracelets, to taking care of your utilities.

<b>AARP State Office</b>	<b>866-448-3614</b>
<b>Adult Protective Services (APS)</b>	<b>800-850-0012</b>
<b>Americans with Disabilities Act (ADA) Hotline</b>	<b>800-514-0301</b>
<b>CA Advocates for Nursing Home Reform</b>	<b>800-474-1116</b>
<b>CA Apartment Association</b>	<b>800-967-4222</b>
<b>CA Department of Consumer Affairs</b>	<b>800-952-5210</b>
<b>CA HIV/AIDS Hotline</b>	<b>800-367-2437</b>
<b>CA Public Utilities Commission – Consumer Affairs Branch (utilities complaint)</b>	<b>800-649-7570</b>
<b>CA Youth 24-Hour Crisis Hotline</b>	<b>800-843-5200</b>
<b>Children’s Protective Services (CPS) Hotline (Solano County)</b>	<b>800-544-8696</b>
<b>Christian Help Center (free food and shelter Vallejo)</b>	<b>707-553-8192</b>
<b>Fair Housing Hotline</b>	<b>800-669-9777</b>
<b>Health Insurance Counseling (Solano County)</b> Medicare, Senior HMOs, Medicare Supplemental plans and long-term care insurance, Senior advocacy services, Ombudsman, HICAP program	<b>800-434-0222</b>
<b>Health Well Foundation</b> Prescription medication co-pay assistance	<b>800-675-8416</b>
<b>Home Energy Assistance Program (HEAP)</b>	<b>800-233-4480</b>
<b>Legal Services of Northern California</b>	<b>800-270-7252</b>
<b>Meals on Wheels</b>	<b>707-425-0638</b> or <b>707-426-5409</b>
<b>Medic Alert Foundation (United States)</b>	<b>800-432-5378</b>
<b>Mission Solano – Bridge to Life</b>	<b>707-425-3663</b>
<b>Mobile Home Ombudsman</b>	<b>800-952-5275</b>
<b>National Domestic Violence Hotline</b>	<b>800-799-7233</b>
<b>National Sexual Assault Hotline</b>	<b>800-656-4673</b>
<b>National Suicide Prevention Lifeline</b>	<b>800-273-8255</b> or <b>800-SUICIDE</b> <b>800(784-2433)</b>
<b>The Long-Term Care Ombudsman Program</b>	<b>800-211-4545</b>
<b>Opportunity House (free food and shelter)</b>	<b>707-447-1988</b>
<b>PG&amp;E CARE</b>	<b>866-743-2273</b>
<b>Redwood Caregiver Resource Center</b>	<b>800-834-1636</b>
<b>SafeQuest Solano – Rape Crisis Intervention</b>	<b>866-487-7233</b>
<b>Solano County Behavioral Health Crisis Line – Vallejo</b>	<b>707-553-5331</b>
<b>Solano County Office of Family Violence Prevention</b>	<b>707-784-7789</b>
<b>Veterans Assistance Regional Office</b>	<b>800-827-1000</b>

## INFORMATION ON THE INTERNET

You can find information about specific disabilities, national organizations, resources, and much, much more on the Internet. If you do not have personal access to a computer, check with your local library to find out what times of the day library staff are available to help you with the use of library computers and on how to use the Internet. Below are some good places to start searching for information on the Internet. These Internet sites will also provide you with links to other sites with information about specific behavioral health and general life concerns.

- Alcoholic Anonymous – [www.aa.org](http://www.aa.org)
- Al-Anon – [www.Al-Anon.org](http://www.Al-Anon.org)
- American Academy of Child & Adolescent Psychiatry – [www.aacap.org](http://www.aacap.org)
- Anxiety Disorders – [www.adaa.org](http://www.adaa.org)
- Area Agency on Aging Serving Napa & Solano (AAA) – [www.aaans.org](http://www.aaans.org)
- BabyFirst Solano – [www.babyfirstsolano.com](http://www.babyfirstsolano.com)
- Bipolar Disorder – [www.bipolarhappens.com](http://www.bipolarhappens.com)
- California Institute for Behavioral Health Services (CIBHS) – [www.cibhs.org](http://www.cibhs.org)
- California Network of Behavioral Health Clients – [www.power2u.org](http://www.power2u.org)
- Catholic Social Services – [www.csssolano.org](http://www.csssolano.org)
- Children & Adults with Attention Deficit disorders (CHADD) – [www.chadd.org](http://www.chadd.org)
- Community Alliance for Special Education (CASE) – [www.caseadvocacy.org](http://www.caseadvocacy.org)
- Depression/Bipolar Support Alliance (DBSA) – [www.dbsalliance.org](http://www.dbsalliance.org)
- Department of Behavioral Health (DMH) – [www.dhcs.ca.gov](http://www.dhcs.ca.gov)
- Department of Rehabilitation (DOR) – [www.dor.ca.gov](http://www.dor.ca.gov)
- Disability Rights California – [www.disabilityrights.org](http://www.disabilityrights.org)
- Disability Rights Education & Defense Fund (DREDF) - [www.dredf.org](http://www.dredf.org)
- Faith in Action – [www.faithinactionsolano.org](http://www.faithinactionsolano.org)
- First 5 Commission (information on programs to prepare children 0-5 for school-readiness) – [www.co.solano.ca.us/depts/first5](http://www.co.solano.ca.us/depts/first5)
- Governor of California – [www.gov.ca.gov](http://www.gov.ca.gov)
- Homelessness Resource Center – [www.samhsa.gov/homelessness-housing](http://www.samhsa.gov/homelessness-housing)
- Medical Information – [www.medscape.com](http://www.medscape.com)
- Medication/Medication Side Effects – [www.wikipedia.org/wiki/psychiatric\\_medication](http://www.wikipedia.org/wiki/psychiatric_medication)
- Mental Health Net – [www.mentalhelp.net](http://www.mentalhelp.net)
- Narcotics Anonymous – [www.na.org](http://www.na.org)
- National Alliance for the Mentally Ill (NAMI) – [www.nami.org](http://www.nami.org)
- National Institute of Mental Health (NIMH) – [www.nimh.nih.gov](http://www.nimh.nih.gov)
- National Council for Behavioral Health – [www.thenationalcouncil.org](http://www.thenationalcouncil.org)
- National Mental Health Services Knowledge Exchange Network (NMHS KEN) – [www.mentalhealth.gov](http://www.mentalhealth.gov)
- Obsessive Compulsive Disorder – <http://www.nlm.nih.gov/medlineplus/obsessivecompulsivedisorder.html>
- Partnership for Early Access for Kids (PEAK) – [www.peaksolano.org](http://www.peaksolano.org)
- Prevention & Early Access for Seniors – [www.solanoseniorspei.org](http://www.solanoseniorspei.org)
- Schizophrenia – [www.schizophrenia.com](http://www.schizophrenia.com)
- Special Education – [www.specialed.about.com](http://www.specialed.about.com)
- United Advocates for Children and Families – [www.uacf4hope.org](http://www.uacf4hope.org)
- WebMD (medical information) – [www.webmd.com](http://www.webmd.com)

*Notes....*

We are here to offer supportive services to the Solano County Behavioral Health community, and to individual Behavioral Health consumers in a sensitive and culturally relevant way, which promotes the education of Behavioral Health issues and services, co-occurring concerns in life, information on anti-stigma and the support of Wellness Recovery through better personal health, hope for one's future, personal responsibility and personal empowerment.

Solano County H&SS Division of Behavioral Health  
Wellness & Recovery Unit  
Rachel E. Ford ~ Consumer Affairs Liaison  
355 Tuolumne Street, Suite 2500  
Vallejo, CA 94590  
[reford@solanocounty.com](mailto:reford@solanocounty.com)  
Office Phone: 707-553-5735