



**SANTA CLARA
VALLEY**
HEALTH & HOSPITAL SYSTEM

Patient Resource Guide

How to use this book:

This book is designed to provide a resource for staff treating homeless patients or those in need of services. The staff member may choose to photocopy sections related to the patient and give to the patient. The original will be available on HHS and the most recent date will indicate when last revised. If any reader finds errors or has suggestions for contract, please contact Paris Eagles (paris.eagles@hhs.sccgov.org) at 408-885-4485 to review with Case Management Leadership.

Alice

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HOUSING, SHELTER AND TRANSITIONAL HOUSING HOMESAFE

Craigslist

sfbay.craigslist.org/sby/hhh

Online listing of rooms, apartments and houses to rent. New rentals daily. Anyone can list housing here for free, or post an ad that you are seeking housing. This internet address is for the South Bay Area, and that once you're at the site you can search other areas as well.

SCC Housing (Low Income Apartments)

www.scchousingsearch.org

Comprehensive online database of low cost (subsidized) apartments in Santa Clara County. The site is searchable by number of bedrooms, rent amount, accessibility for disabled, etc. For best results, get on 5 to 10 wait lists. Do NOT need Section 8 (a federal program for low cost housing) voucher to apply. Call apartment manager to see if wait list is open to apply, as this is not kept current on the website.

Mid-Peninsula Housing 650-356-2900

www.midpen-housing.org

A searchable database of low income apartments.

Charities Housing 408-550-8300

www.charitieshousing.org

A searchable database of low income apartments.

Housing Authority 408-275-8770

www.hacsc.org

505 W. Julian Street, San José, CA 95110-2300

A government agency which provides Section 8 rent vouchers for low income families, seniors and persons with disabilities. The Section 8 wait list is usually closed. Has information on low cost apartment complexes.

Shelters

Santa Clara County Shelter Hotline 800 774-3583

Pre-recorded current information in English and Spanish on shelter availability for single men and women, families, and youth, including cold weather shelters.

Asian Women's Home 408-975-2739

240 Moorpark Ave. Ste. 300, San Jose 95128;

Assists victims of domestic violence; women and children 12 years old and under.

Bill Wilson House 408-243-0222

3490 The Alameda, Santa Clara 95050; Youth 11 – 17 years; shelter, food, clothing, mental health and medical care; 24/7 365 days a year.

Bill Wilson Quetzal House 408-243-0222

509 View Street, Mt View 94041; Girls 13 – 17 chronic runaways from foster care; shelter, mental health and medical care; 24/7, 365 days a year.

City Team Heritage Home Shelter 408-294-1238

435 N. Third, San Jose 95112; Shelter for single pregnant women, shelter until baby is born then enter well baby program.

City Team Ministry Rescue Mission 408-288-2185

580 Charles St., San Jose 95112; Men only – 6:30 breakfast; sandwich lunch; 5:00 dinner; 5:30 intake for night shelter; 7 free nights; can work out longer stay for a charge.

City Team Ministries San Jose 408-232-5600

2304 Zanker Rd. San Jose 95131; Homeless men, shelter, rehab, furniture clothing, three hot meals.

HomeFirst, Boccardo Reception Center 408-294-2100 or 408-539-2170

www.homefirstscc.org

2011 Little Orchard Blvd., San José, CA (located on Bus Line 26)

Formerly called EHC Lifebuilders, HomeFirst provides housing for homeless people through emergency shelters, transitional housing and other programs. A medical shelter for recently discharged hospital patients who are homeless is also available.

HomeFirst, Boccardo Reception Center 408-686-1300

13545 Monterey Rd, San Martin, CA 95046

Admin. Center offices are open M-F from 930 a.m. – 600 p.m. Accepts migrant families and two parent families, allowing families to stay together.

BRC - Medical Respite Program 408-539-2170

2011 Little Orchard St., San Jose 95125 Recover after hospitalization - not a medical facility; no direct medical care. Guaranteed bed allows time for the client to recover after leaving a hospital; three meals a daily. **Client must meet criteria.**

Family Supportive Housing 408-926-8885

692 N. King Rd. San Jose 95116; Homeless families with children: meals, shelter, workshops, clothes closet and Health Van. Call between 10:00 – 11:00 a.m., M – F. Tuesday is intake day. 24/7, 365.

InnVision Commercial Street Inn 408-271-1630

260 Commercial St., San Jose 95112 Homeless women and women with children: shelter, clothing, showers, laundry, health care and transportation; two daily meals; M – F, 4:30 p.m. – 8:30 a.m.; open 24 hours on weekends

InnVision Georgia Travis, One Stop Center 408-453-3124

297 Commercial St, San Jose 95112 Homeless women & women with children; emergency day respite, meals, shelter, health care, showers, laundry, case management: M – F 8:30 a.m. – 4:00 p.m.

InnVision Julian Street Inn 408-271-0820

546 W. Julian St., San Jose 95110; Shelter and rehabilitation for men and women diagnosed with mental illness.

InnVision Opportunity Center 650-853-8672

33 Encina Way, Palo Alto 94301; Homeless adults, no children; light meals, showers, case management, dental van, dr. on duty, clothing and haircuts. M – F, 8:00 a.m. – 4:00 p.m.

InnVision – The Way Home, Montgomery St. Inn 408-271-5160

358 N. Montgomery St, San Jose, 95110 Shelter for men, meals, showers, laundry, clothing, food, shelter, health care, transportation and referrals; 24/7.

Next Door Solutions for Domestic Violence Hotline 408-279-2962

234 E. Gish Rd., San Jose 95112; Victims of domestic violence; emergency shelter for 30 days, legal assistance, support groups.

Salvation Army 408-282-1175

405 N. 4th St. San Jose 95112; Men only; shelter, showers 10-11, meals for all at noon.

YMCA Support Network 800-572-2782

Emergency assistance for battered individuals; shelter, counseling, referrals for food, no age limit.

Transitional Housing Homesafe

San Jose 408-251-8064

Santa Clara 408-501-7550

70 Kentucky Place, San Jose , 95116

611 El Camino Real, Santa Clara, 95050

Two year shared housing for women with children and singles; income required; client contacts Next Door for interview and application process.

InnVision – The Villa 408-271-0567

184 S. 11th Street, San Jose 95112;

Shared housing for women & children in a multi-unit complex.

Maitri 408-436-8398 Hotline 800-862-4874

234 E. Gish Rd. suite #200, San Jose 95112

City of San José Homeless Resource Guide

<http://ca-sanjose.civicplus.com/DocumentCenter/View/11171>

Spanish Homeless Resource Guide: <http://www.sanjoseca.gov/DocumentCenter/View/1133>
A pocket sized list of information on shelters, rental assistance, mental health and recovery programs, veteran and youth services, and housing for families and individuals.

San Jose Citywide Homeless Outreach and Engagement Services 408-510-7600
<http://www.sanjoseca.gov/index.aspx?NID=3653>

OTHER HOMELESS PROGRAMS

PATH Outreach 408-753-8735

<http://www.epath.org/site/IfYouAreHomeless/contactoutreach.html>

This program can help you:

- Get into temporary housing
- Refer you to services like healthcare, job centers and more
- Find permanent housing

Downtown Streets Team

Downtown Streets Team is ending homelessness by restoring the dignity and rebuilding the lives of unhoused men and women.

<http://streetsteam.org/what-we-do/model/>

Headquarters

Downtown Streets Team
1671 The Alameda #306
San Jose, CA 95126

North County Office
Kumli Resource Center
231 Grant Avenue
Palo Alto, CA 94306

Marin County Office
532 4th Street
San Rafael, CA 94901

City of San Jose: Housing Department
Homeless Concerns Hotline 408-975-1440

hometessconcerns@sanioseca.gov

To report a concern related to homelessness in San José. Goal is to connect homeless individuals and families with appropriate services/housing.

SHELTERS FOR PATIENT'S PETS

San Jose Animal Care & Services 408-794-7297.

Cities of San Jose, Milpitas, Los Gatos, Cupertino, and Saratoga

Silicon Valley Animal Control Authority (SVACA) 408-764-0344

Cities of Santa Clara, Monte Sereno, Campbell, and Mountain View

Humane Society of Silicon Valley 408-262-2133

All cities

FOOD, FOOD STAMPS AND MEALS

Food Connection 800-984-3663

www.2ndharvest.net

Open Monday to Friday from 8:30 a.m. to 4:00 p.m. This hotline is for people who need food. Food is easy to get for anyone who needs it. Just give your name, address, date of birth, and the number of adults and children living in your house. You will be told where and how to get food. This includes grocery bags of free food and free prepared meals for individuals and families. The Food Connection can explain food stamp eligibility income limits to see if you qualify, and take initial food stamp application over the phone.

CalFresh: Food Stamps 877-96-BENEFITS or 877-962-3633

www.sccgov.org/portal/site/ssa

From the website, in left column, click "Dept. of Employment & Benefit Services", and then click "Food Assistance". CalFresh is a government program offered through the County Social Services Agency. They offer free food vouchers for qualifying low income people, including working people with low salaries. Apply at 850 S. Bascom in San José or at the County offices listed below. You can also apply for Medi-Cal and CalWORKs (i.e. welfare payments) at these sites. To apply bring rent receipts, social security card, birth certificates, proof of income, photo ID for adults, bank statements, marriage certificate, vehicle registration, and utility bills.

408-758-3800 - 1867 Senter Rd., San José, CA 95112

408-758-3450 - 379 Tompkins Ct., Gilroy, CA 95020

408-278-2402 - 100 Moffett Boulevard, Mountain View, CA 94043

Food pantry service hours: Mondays through Fridays 10am-11:15pm and 1pm - 4:15pm and Thursday: 10am-11:15am, 1pm -4:15pm and 5:15pm -7:15pm.

*** Make sure you check by calling the food pantry to confirm that they still are in operation and the hours as the hours have not changed.

INCOME AND MONEY

General Assistance 877-96-BENEFITS

www.sccgov.org/portal/site/ssa

408-758-3106 - 1919 Senter Road, San José, CA 95112

408-758-6450 - 379 Tompkins Court, Gilroy, CA 95020

On website, in left side click on “Dept. of Employment & Adult Services” click “Financial Assistance” and then click “Adults”. A government cash loan assistance program for adults who have no income. Loans range between \$147 and \$337 per month to a person, depending on expenses. GA can also loan \$929 per month for a State Licensed Board and Care home. Apply in person at one of the above addresses.

Cash Assistance Program for Immigrants (CAPI) ☐ 877-96-BENEFITS

www.sccgov.org/portal/site/ssa

408-758-3106 - 1919 Senter Road, San José, CA 95112

408-758-3450 - 379 Tompkins Court, Gilroy, CA 95020

On website left side click on “Dept. of Employment & Adult Services”, then click “Financial Assistance”, and then click “Immigrants”. A government cash assistance program of around \$700 per month for certain legal noncitizens age 65 or older, or legal noncitizens of any age that are blind or disabled. Applicants must have been denied Supplemental Security Income/ State Supplementary Payment because of their immigrant status. Apply at an address above.

Disability Benefits and Social Security

Unemployment Insurance Payments 800-300-5616

www.edd.ca.gov

297 W. Hedding Street, San José, CA 95110

A program offered by the State of California that provides monthly check for qualified persons who have been recently unemployed.

State Disability Insurance (SDI) ☐ 800-480-3287

☐ TTY: 800- 877-8973 ☐ Spanish: 866-658-8846 ☐ www.edd.ca.gov

Offers a monthly check for qualified workers who are disabled for a reason not caused by their job. Applications in English and Spanish can be found on the website.

Social Security Benefits, Income, Disability and Retirement, and Medicare

☐ 800-772-1213 ☐ TTY: 800-325-0778 ☐ www.ssa.gov

Multi-language: www.ssa.gov/multilanguage

SSI Application: www.ssa.gov/pgm/links_ssi.htm

Provides continuing income to workers and their families after retirement, disability or death. Offers Medicare for people 65 or over and some people under 65 who are disabled. Also offers Supplemental Security Income (SSI) to those in financial need who are 65 or over, or those who are blind or disabled. They also issue Social Security cards. Call to apply.

Local Social Security Offices:

Campbell: 770 W. Hamilton Avenue, Campbell, CA 95008

Downtown San José: 280 S. 1st Street, Room 244, San José, CA 95113

East San José: 2500 Fontaine Road, San José, CA 95121

South San José: 6140 Cottle Road, San José, CA 95123

Mountain View: 700 E. El Camino Real, Mountain View, CA 94040

Gilroy: 1059 1st Street, Gilroy, CA 95020

If you are already receiving General Assistance and would like to apply for SSI, You may request for SSI Advocate at:

- General Assistance Office – 1919 Senter Rd, San Jose, CA 95112

SSI Legal Assistance: Non-Profit Agencies

Please note: If you are denied at the initial and Reconsideration stages, you will need an attorney for the Hearing stage

Asian Law Alliance

991 W, Hedding St., Suite 202

San Jose, CA 95126

Phone: (408)287-9710

Fax: (408) 287-0864

Bay Area Legal Aid

2 West Santa Clara Street, 8th Floor

P.O. Box 1840

San Jose, CA 95109

Phone: (408) 283-3700

(408)850-7066

Mental Health Advocacy Project

Santa Clara City Bar Association Law Foundation

152 N 3rd St.

San Jose, CA 951 12

Phone: (408)293-4790

Outreach Inc.

926 Rock Ave. Suite #10

San Jose, CA 95131
Phone: (408) 436.2865

Senior Adult Legal Assistance (SALA)

160 E. Virginia St. Suite #260
San Jose, CA 95112
Phone: (408)295-5991

3140 Story Road
San Jose, CA95127
Phone: (408) 258-2753

TRANSPORTATION

Medi-Cal Paid Transportation to Medical Appointments

If you have Medi-Cal you may qualify for free rides to your doctor appointments, your Counseling appointments and to Healthy Living classes. To get a free ride call the Member Services phone number on your Santa Clara Family Health Plan Medi-Cal card or your Blue Cross Medi-Cal card. If you have the Blue and White regular Medi-Cal card, you can call one of the transport providers listed below.

Be sure to ask for a free ride at least one week in advance. Valid reasons to qualify for a free ride include being disabled, being ill or not having other transport. If you are denied a free ride, ask what the appeal process is and appeal the decision. Sometimes you will be required to get a doctor's letter stating what type of health condition you have, other times this will not be required. **Ask if there is a form your doctor needs to fill out, or if your doctor can write their own letter.**

Care Trans 408-392-9007 □ www.caretransofsanjose.com

Boundless Transport 408-832-8395 □ www.boundlesscare.org/transportation.html

Ken Transportation 408-267-4459 □ www.kentransport.com

S & P Medical Transport 408-829-8648 □ www.sandpmedtrans.com

V + B Transportation 408-937-6135 □ www.vbtransport.com

UBF Transport Services 408-263-1234 □ <http://www.ubftransport.com/>

Outreach Transportation 408-436-2865 □ www.outreach1.org

Green Cab 408-452-8888 □ www.sjgreencab.com

If you have Managed Medi-Cal you may qualify for free rides to your doctor appointments. To arrange transportation, please contact your insurance 2 to 5 business days before your scheduled appointment.

Valley Health Plan Medi-Cal: 800-260-2055

Santa Clara Valley Health Plan Medi-Cal: 877-680-8810

VTA ACCESS (previously Outreach)

VTA offers paratransit service to persons with disabilities that prevent their independent access to, or use of, VTA's bus and light rail system as specified by the Americans with Disabilities Act paratransit eligibility requirements (Appendix 49 CFR 37.123).

For more information about VTA ACCESS

Paratransit Eligibility Certification and Appeals

Program please call 1 (408) 321-2300 or at TTY 1 (408) 321-2330.

VTA: Santa Clara County Transit District 408-321-2300

www.vta.org

2 North First Street, San José, CA 95112

The website has VTA's online trip planner.

Call VTA for bus routes and to apply for:

Disabled Discount Transit Card or Senior Discount Transit Card: If you have serious health issues, or are age 65 and older you may be eligible for this card. This card will allow you to pay, \$1 per ride or \$2.50 for a day pass or \$25 per month for a monthly bus pass. To get your card, go to the VTA Transit Office. The card cost is \$3. Until you are able to do this, you may get the senior discount on any bus by showing a California I.D. card or your passport with your Medicare card.

Youth Monthly Pass: \$45 a month for children ages 5-17.

Adult Monthly Pass: \$70 a month for all adults who do not qualify for Senior/Disabled passes.

Transportation by Community Volunteers

Heart of the Valley, Services for Seniors, Inc. 408-241-1571

www.servicesforseniors.org

Provides escorted transportation to people age 59+ utilizing volunteers, as available. There is a suggested donation of \$2.50, plus \$.25 per mile.

HEALTH AND DENTAL INSURANCE

Dental Line 408-808-6102

Provides emergency dental services for low income patients and those with Medi-Cal.

Find out where to go in Santa Clara County for Denti-Cal, emergency dental issues, or mobile dental clinics. You can also contact Valley Health at Tully Dental Clinic at (408) 817-1480.

Denti-Cal ☐ 800-322-6384 ☐ TTY: 800-735-2922

www.denti-cal.ca.gov/provreferral/SantaClara.pdf

Provides referral for a list of Santa Clara County dentists who accept Medi-Cal.

SCVMC Health Coverage Office (Patient Access Department: Financial Counselors)

866-967-4677 www.scvmed.org/patients/financial/pages/apply.aspx

770 S. Bascom Avenue, San José, CA 95128 (across the street from SCVMC & next to Wendy's Restaurant).

This office signs patients up for health coverage through Santa Clara Valley Medical Center, Covered California, etc.

To apply in person: walk in, no appointment necessary, for financial assistance with paying medical bills at SCVMC.

To Apply by Phone: Call the Patient Access Line to schedule attendance for a group session explaining the programs.

Medicare 800-772-1213

www.ssa.gov

A federal health insurance program for persons age 65 and over, for some younger persons with disabilities. Senior should apply three months before their 65th birthday at your local Social Security Administration (SSA) office. Make an application appointment online or by phone.

Medi-Cal Eligibility Bureau at SCVMC 408-758-3000

650 S. Bascom Avenue, San José, CA 95128.

Will help with your Medi-Cal issues. Bring photo ID and your social security card.

Medi-Cal County Social Services Assistance Application Center

408-758-3800 or 877-96-BENEFITS / 877-962-3633

www.mybenefitscalwin.org

To apply for Medi-Cal, fill in an application online or request that an application be mailed to You

Submit completed applications to a County Welfare office:

- 1867 Senter Road, San José, CA 95112 **408-758-3106**
- 379 Tompkins Court, Gilroy, CA 95020 **408-758-3450**
- 100 Moffett Blvd., Mountain View, CA 94043 **408-278-2402**

*Call to check the status of your existing Medi-Cal application.

VALLEY HEALTH CENTER CLINICS

Call for appointment 888-334-1000

www.sccgov.org/portal/site/scvmc

Services: Primary Care Providers

Valley Health Center Bascom

750 S. Bascom Avenue, San Jose, 95128

Valley Health Center East Valley
1993 McKee Road, San Jose, 95116

Valley Health Center Gilroy
7475 Camino Arroyo, Gilroy, 95020

Valley Health Center Milpitas
143 N. Main Street, Milpitas, 95035

Valley Health Center Moorpark
2400 Moorpark Avenue, San Jose, 95128

Valley Health Center Sunnyvale
660 S Fair Oaks Ave, Sunnyvale, CA 94086

HOMELESS CLINICS

VALLEY HOMELESS HEALTHCARE PROGRAM

FIXED SITES

Homeless Shelter Clinic at HomeFirst (formerly EHC LifeBuilders' Boccardo Reception Center) – for homeless individuals

2011 Little Orchard Street, San Jose 95125 (Bus #66, #68, #26)
408-510-7543

Walk-In Clinic Hours:

Monday 8:30 AM - 5:00PM
Wednesday 1:00 PM - 5:00 PM
Thursday 8:30AM-5:00PM
Friday 8:30AM-11:30AM

Psychiatry

Thursdays 12:30-5PM

Valley Homeless Clinic at Alexian (formerly Puentes Clinic) – for homeless individuals

2101 Alexian Drive, Suite D, San Jose, CA 95116-1901 (Bus #23, #70, #64, #522)
408-272-6050

Walk-In Clinic hours:

Monday 12:30 PM – 5:00PM
 Tuesday 12:30 PM – 5:00PM
 Thursday 8:30 AM – 5:00PM
 Friday 8:30 AM – 5:00PM

Psychiatry

Monday 12:30-5 Tuesday 12:30-5:00PM and Fridays 8:30AM-2:00PM

Bill Wilson Drop-in Center Clinic- for homeless transitional aged youth 24 yrs of age and under

693 S. Second Street, San Jose, CA 95112 (Bus#66, #68) (408)278-2580/278-2529

Walk-In Clinic hours:

Mondays 9:30AM-4:00PM and Wednesdays 12:30-4pm

MOBILE MEDICAL UNIT SITES – Walk-in clinics for homeless individuals

- **MONDAYS:** 151 W. Mission, San Jose
 - **Hours:** 9:00am-12:00noon (**ReEntry Participants Only**)
 - **Sunnyvale Winter Shelter** (LRT 902) 1100 Innovation Way, Sunnyvale
 - **Hours:** 5pm-9pm
 - Starting 11/28/16 – 3/31/2017
- **TUESDAYS:** Social Services Agency, 1919 Senter Road, San Jose
 - **Hours:** 8:30AM-5:00PM
- **WEDNESDAYS:**151 W. Mission, San Jose
 - **Hours:** 12:30pm-5:00pm (**ReEntry Participants Only**)
- **THURSDAYS: Starting Nov, 3, Gilroy –**
 Compassion Center – Next to Social Services (Bus #17)
 370 Tomkins Ct, Gilroy 95020
Hours: 9:30 AM – 4:00 PM Sergio 408-690-6180
Dignity on Wheels: Free Showers and Laundry Service 8-12pm
- **FRIDAYS:** 151 W. Mission, San Jose
 - **Hours:** 8:30am-5:00pm (**ReEntry Participants Only**)
 Call Sergio at 408-690-6180 or Jerry 408-316-7902

DENTAL MOBILE UNIT SITES

No Mobile Unit at this time
 Dental Line 408-808-6102

Backpack Homeless Healthcare Program (BHHP) – *Street medicine*

- **FRIDAYS:** Street Medicine: Serving the County of Santa Clara
 Street Medicine brings healthcare to streets, parks, and encampments
Hours: 9:00AM-1:00PM Call Sergio if you have needs 408-690-6180

HIV/AIDS RESOURCES

Crane Center 408-792-5529

976 Lenzen Avenue, San Jose, CA 95126

Prevention, sexual health counseling, and free anonymous and confidential HIV & HCV testing. Referrals also available to other support services. Case coordinator for newly diagnosed or out of care HIV patients.

www.scccranecenter.org

<https://www.sccgov.org/sites/sccphd/en-us/Residents/HivResources/Pages/HIVTesting.aspx>

Free HIV & Hepatitis C Testing (Suite 1800)

Monday, Wednesday, Friday: 9 AM - 4:30 PM

Tuesday: 9 AM - 6:30 PM

Thursday 9 AM - 1:00 PM

Low-cost STD Testing (Adults - \$40, youth under 18 - \$5)

Monday: 1 PM - 4:30 PM (Suite 1500A)

Tuesday: 9 AM - 4:30 PM (Suite 1800)

Closed: Saturday, Sunday, Holiday

Alternate Test Sites:

Asian Americans for Community Involvement (AACI)

2400 Moorpark Avenue, Suite 300, San Jose, CA 95128

Provides free HIV Rapid Testing, Counseling and Referrals in Santa Clara County:

Watergarden Location (408) 975-2730

1010 The Alameda, San Jose, CA 95126

Rapid HIV testing available, no charge

Billy DeFrank Lesbian/Gay/Bisexual/Transgender Community Center (408) 293-3040

938 The Alameda in San Jose, CA 95126

HIV (rapid testing offered) anonymous and confidential results available.

PACE Clinic (Ira Greene Partners in AIDS Care and Education) 408- 885-5935

Primary medical care with HIV specialist, referral to specialty clinics/services, nutrition counseling, psychiatric counseling, harm reduction counseling, pharmacy and treatment adherence counseling, health education and outreach services, AIDS

Clinical Trials research; HIV training for staff development for outside groups and health institutions. Medical insurance not required

2400 Moorpark Ave., Suite 316B, San Jose, CA 95128

Hours: Mon – Fri: 8am - 5pm ; Tues: 5pm - 8pm

Languages: English, Spanish, Tagalog, Cantonese, Vietnamese, Italian, Portuguese
most other languages available through phone language service

The Health Trust AIDS Services 408-961-9850

1701 A South Bascom Avenue, Campbell **800-325-1890**

Provides housing placement, rental subsidies, case management, referral services, emergency financial assistance, transportation, and food for people with HIV/AIDS in Santa Clara County.

Public Health Department 408-792-5040

General Information Referral Line **408-885-3980**

976 Lenzen Avenue, San Jose, CA

Case management and other services provided; many program areas available through home visits and community intervention.

Positive Connections Program 408-792-5080

976 Lenzen Ave., Suite 1800, San Jose, CA 95126

Positive Connections provides access to primary health care, linkages to benefits counseling, mental health, food and housing assistance, drug and alcohol treatment, emergency financial assistance, dental care, legal services, and case management—additional services include support groups, patient advocacy, partner counseling, and referral

MEDICATION

Santa Clara County Better Health Pharmacy 408-794-0564

725 East Santa Clara Street, Suite 202 San Jose, CA 95112

<https://www.sccgov.org/sites/sccphd/en-us/residents/bhpharmacy/Pages/bhp.aspx>

Medication Access for All. NO controlled drugs, NO insurance, NO copays

All medications require a valid prescription from a doctor. A valid prescription must be an original (not a copy), written, signed and dated by a doctor within the last year, and brought to the pharmacy or faxed to the pharmacy from the doctor's office.

Hours of Operation:

Monday: 4 - 8 pm

Tuesday: 4 - 8 pm

Wednesday: 4 - 8 pm

Saturday: 9 am - 1 pm

SCVMC Medication Assistance Program 408-793-6473

2400 Moorpark Avenue, Suite 201, San José CA 95128

Patients who do not have prescription drug insurance may qualify for aid from the SCVMC to lower some of the costs of medications.

PHARMACY

Santa Clara Valley Medical Center & Valley Health Center Pharmacies

How to Order Refills:

- Dial the 24-hour refill line: 408-977-3500

Locations:

- **VMC Outpatient Pharmacy at Valley Specialty Center 408-885-2310**
751 South Bascom Ave, San Jose, CA 95128
- **VHC Bascom Pharmacy 408-885-2320**
750 South Bascom Ave, San Jose, CA 95128
- **VHC East Valley Pharmacy**
1993 McKee Road, San Jose, CA 95116
- **VHC Gilroy Pharmacy**
7475 Camino Arroyo, Gilroy, CA 95020
- **VHC Milpitas Pharmacy**
143 North Main Street, Milpitas CA 95035
- **VHC Moorpark Pharmacy 408-885-7675**
2400 Moorpark Ave, San Jose, CA 95128
- **VHC Sunnyvale Pharmacy 408-992-4830**
660 South Fair Oaks Ave, Sunnyvale, CA 94086
- **VHC Tully Pharmacy 408-817-1360**
500 Tully Road, San Jose, CA 95111
- **VHC Downtown Pharmacy 408-977-4500**
777 East Santa Clara Street, San Jose, CA 95111
- **Enborg Lane Pharmacy 408-885-4100**
2221 Enborg Lane, San Jose, CA 95128

MENTAL HEALTH AND COUNSELING

County Mental Health Call/Access Center 800-704-0900 - 24 Hours

www.sccgov.org/portal/site/mhd/

Provides referral to community mental health services and direct mental health services to both Medi-Cal insured and uninsured persons.

If you are already linked to one of these community mental health providers (listed below), please call for follow up appointment. Your provider may also help with temporary housing or treatment programs.

- **ASIAN AMERICANS FOR COMMUNITY INVOLVEMENT (AACI) 408-975-2730**
2400 Moorpark Avenue, #300 San Jose, CA 95128 Central
- **COMMUNITY SOLUTIONS 408-779-2113**
16264 Church Street, Suite 103 Morgan Hill, CA 95037
- **CATHOLIC CHARITIES 408-468-0100**
2625 Zanker Road, Ste. 200 San Jose, CA 95134-2107
- **CATHOLIC CHARITIES GOLDEN GATEWAY 60+yo 408-899-7141**
195 E. San Fernando St. San Jose, CA 95112

- **CENTRAL WELLNES AND BENEFITS CENTER 408-885-6220**
2221 Enborg Lane San Jose, CA 95128
- **DOWNTOWN MENTAL HEALTH 408-792-2100**
1075 East Santa Clara Street San Jose, CA 95116
- **EAST VALLEY MENTAL HEALTH 408-926-7950**
1993 McKee Road San Jose, CA 95116
- **SUNNYVALE BEHAVIORAL HEALTH 408-992-4800**
660 South Fair Oaks Ave. Sunnyvale, CA 94086
- **GARDNER FAMILY CORPORATION 408-287-6200**
160 E. Virginia Street, Suite 280 San Jose, CA 95112
- **MOMENTUM MENTAL HEALTH 408.254.6828 or 408.261.7777 (The Alameda)**
Administration: 438 N. White Rd. San Jose, CA 95127
- **NARVAEZ MENTAL HEALTH 408.494.1561**
614 Tully Road San Jose, CA 95111
- **UJIMA ADULT & FAMILY SERVICES 408.928.1700**
2681 Zanker Road, Suite B San Jose, CA 95134

County Mental Health Urgent Care Clinic ☐ 408-885-7855

871 Enborg Court, San José, CA 95128 (next to Santa Clara Valley Medical Center)

Accepts walk-in patients, seven days a week, regardless of insurance. This is the gateway for Emergency Psychiatric Services (see below).

Suicide Hotline 855-278-4204 Toll-Free 24 Hours

Spanish-Speaking (weekdays only between 1:00PM and 9:00PM) **800-303-7432**

If you are unable to reach the Suicide Hotline, call 911.

Emergency Psychiatric Services (EPS) ☐ 408-885-6100 - 24 Hours

871 Enborg Court, San José 95128 (next to Santa Clara Valley Medical Center)

THE GOOD WILL WELLNESS CENTER PROVIDES

Mental Health Clinic 408-869-9160

☐ Free Therapy Sessions,

☐ Free Addiction Counseling, and

☐ By Referral Only to Individuals Without Insurance.

AVAILABLE Monday – Friday, 9:00 a.m. – 4:00 p.m.

National Alliance on Mental Illness (NAMI) 408-453-0400

www.namiantaclara.org

1150 S. Bascom Avenue, Suite 24, San José, CA 95128

Offers education and support, including support groups, to persons with a mental illness and their family members.

Santa Clara County Re-Entry Resource Center 408 535-4236 or 535-4280

<http://www.sccgov.org/sites/reentry/resourcecenter/Pages/Resource-Center.aspx>

151 West Mission St., San Jose, CA 95110

A center to help formerly incarcerated and incarcerated persons successfully reenter and reintegrate into the community, by receiving referral and wrap around services. For the Santa Clara County Re-entry Resources Guide, see this website:

OPERATING HOURS:

Monday through Friday 8:00 AM – 5:00 PM

Teen Counseling Resources

EMQ Families First 408-379-3790

www.emqff.org

251 Llewellyn Avenue, Campbell, CA 95008

A 24 hour mobile crisis intervention service available to all Santa Clara County children and adolescents under age 18 who are in acute psychological crisis

EMQ Child and Adolescent Mobile Crisis Program 408-379-9085 or 877-41-CRISIS

www.emqff.org

251 Llewellyn Avenue, Campbell, CA 95008

Offers mental health treatment, foster care, and social services to help families recover from trauma, abuse, and addiction.

Alum Rock Counseling Center 408-294-0500 ☐ Crisis Hotline: 408-294-0579

alumrockcc.org

1245 East Santa Clara Street, San José, CA 95116

Billy DeFrank LGBT Community Center 408-293-2429

www.defrank.org

Provides HIV testing, support groups and community referrals for LGBT (Lesbian, Gay, Bi-Sexual and Transgender) individuals.

Bill Wilson Center 408-243-0222 ☐ Crisis Line: 408-850-6125☐

www.billwilsoncenter.org/services

3490 The Alameda, Santa Clara, CA 95050

Also see: Housing, Shelter, Foreclosure, and Evictions

ALCOHOL AND DRUG ABUSE TREATMENT

Gateway Assessment Center 800-488-9919

www.sccgov.org/sites/dads/

A County Department of Alcohol and Drug Services program giving information and referrals to drug and alcohol detox and treatment programs, including outpatient and residential programs.

Levels of care:

1. Detox/Withdrawal Management
2. Residential
3. Outpatient
4. Addiction Medicine and Therapy Program (outpatient)

5. Perinatal Services

The best time to call Gateway is between 8am-9am. They will conduct an assessment over the phone to place you in the appropriate level of care.

Intensive Outpatient – 5 days per week.

This county also has an Intensive Outpatient program at one agency but Gateway does not do direct referrals to this level of care. If you are interested in Intensive Outpatient, you have to ask for regular outpatient treatment at Family & Children Services. When at FCS, ask your outpatient counselor to be assessed for a referral to intensive outpatient.

THU – Transitional Housing Unit

Santa Clara County also has THU's for temporary housing while in outpatient treatment. There may be a long wait for a THU so while waiting you can private pay for an SLE (Sober Living Environment).

Sober Living Environments: (this list is not exhaustive)

The Mackey House 650-678-8583
New Life Recovery Center 408-297-1182
Second Chance Recovery Homes 877-640-0840
Jay's Sober Living House 408-449-7821
West Coast Recovery 408-281-4669
TLC Sober Living 800-852-7374
Life Choices 408-971-7811
Amicus House 408-294-2277
Change Recovery House 408-990-6678
Lyric Recovery Services 408-216-9826

Alcoholics Anonymous (AA) 408 374-8511 - 24 Hours

<http://aasanjose.org/meetings>

525 West Alma Avenue, San José, CA 95125

A support group for people who would like help with a drinking problem. Contact for local meetings.

Al-Anon 408-379-1051

www.scv-afg.org

Provides emotional support to relatives and friends of alcoholics. Contact for local meetings

Spanish Alcoholics Anonymous (AA) 408-295-0920 - 24 Hours

www.aaespanolsanjose.org

A support group for Spanish speaking people who would like help with a drinking problem. Contact for local meetings.

Narcotics Anonymous 408-998-4200 - 24 Hours

www.sjna.org

A support group for people who would like help with a drug or substance abuse problem. Contact for local meetings.

Alcohol and Drug Residential Facilities and Programs

http://www.adp.ca.gov/licensing/pdf/Status_Report.pdf

The Department of Alcohol and Drug Programs (DADS) provides an extensive list of resources for persons in need of assistance with recovery. For a list of residential treatment facilities and certified alcohol and drug programs use the link above.

Smart Recovery Groups 408-850-3595 or 831-462-5470

www.smartrecovery.org

Offers non-faith-based self-help meetings as an alternative to 12-step A.A.

Needle Exchange Program

The Crane Center **408-792-5529**

976 Lenzen Avenue
San Jose CA 95126

Services:

One-for-One syringe exchange (new needles in exchange for used needles)
HIV and Hepatitis C Testing at most Needle Exchange sites
Substance use and detox referrals
Mental health referrals
Safer sex supplies
Hygiene kits

Locations and Hours:

Monday

1:30pm – 3:00pm Knox Ave site: Story Rd & Knox Ave (one block west from King Rd) in San Jose

Tuesday

1:00pm – 3:00pm 2nd St & 280 site: Under the 280 overpass in San Jose (between S 1st & S 2nd St)

5:00pm – 7:00pm Crane Center site: 976 Lenzen Ave, San Jose (southwest side of building)

Thursday

8:30am – 10:00am VHC @ Alexian site: 2101 Alexian Dr, San Jose (parking lot behind medical site)

10:30am – 12:00pm VHC @ Sunnyvale site: 660 S Fair Oaks Ave, Sunnyvale (Parking lot behind medical center)

Friday

9:00am – 10:00am San Martin site: 90 Highland Ave, San Martin

10:15am – 11:15am VHC @ Gilroy site: 7475 Camino Arroyo, Gilroy

1:30pm – 3:00pm Little Orchard site: Little Orchard St in San Jose (midway between Curtner & San Jose Ave)

No Exchange Services:

Wed, Sat, Sun, & County Holidays

FREE ID CARD

In order to apply for a FREE ID CARD, you must obtain a (DL 933) form from Social Services Agency, County of Santa Clara.

Assistance Application Center:

1867 Senter Road

San Jose, CA 95112

408-758-3800 or 877-962-3633

General Assistance Services:

1919 Senter Road

San Jose, CA 95112

408-793-8900

North County Office:

1330 W Middlefield Road

Mountain View, CA 94043

408-278-2400

South County Office:

379 Tomkins Court

Gilroy, CA 95020

408-758-3300

FREE CELL PHONES

SBC/ATT California Universal Lifeline Telephone 800-288-2020 or 866-999-6181

www.att.com/gen/general?pid=10278

Spanish: 800-870-5855

Other languages: 800-203-8600

Gives a 50% discount on unlimited local phone service for low income customers, costing as low as \$11 per month.

Assurance Wireless (Free Cell Phone Program) 888- 898-4888

<http://www.assurancewireless.com/public/MorePrograms.aspx>

A government funded program that gives a free phone to persons with low income and has

plans from as low as \$5 a month if you qualify

Please see attached application form.

You may also visit the General Assistance Office where you will find cellphone providers offering information on their services.

1919 Senter Road, San José, CA 95112

MAILING ADDRESS

Cathedral Basilica of St. Joseph 408-283-8100

Address: 80 S Market St, San Jose, CA 95113

***Please contact the church and sign up to receive mail before using this as a mailing address. You will need to go down to the church and show some form of ID. ***

Home First 408-294-2011

2011 Little Orchard, San Jose, CA 95125

You may use Home First as mailing address. You may pick up your mail between 130pm and 230pm, and 700pm to 800pm Monday thru Friday.

SHOWER AND LAUNDRY SERVICES

Dignity on Wheels is an initiative created by Project WeHOPE

<http://www.dignityonwheels.org/about-us/>

Each 4-hour operation session may provide up to 30 showers, and up to 14 single loads of laundry. Showers and laundry is on a first-come first service basis at each location.

If you have further questions about specific locations below, please contact info@dignityonwheels.org. **Please see attached – locations and schedule**

Showers to the People! By A Ministry of Casa de Clara san Jose Catholic Worker
408-297-8330 www.sjcw.org

A mobile shower program in efforts to answer this need but mostly, an effort to respect the human dignity of sisters and brothers living on the streets.

Currently offer showers at the African American Community Service Agency (304 N 6th St.) on Wednesday afternoon from 1:00PM till 3:30PM. If you are interested in volunteering please click here, or the button to the right. You can also call us at 408.297.8330

VA HOMELESS RESOURCES

HOUSING RESOURCE GROUP GUIDE

<http://www.paloalto.va.gov/services/homeless/>



If you are interested in receiving information about VA Transitional Housing, Senior Housing, Local Shelters, Financial Benefits, DD214 Requests, Family Housing, Clean and Sober Living Environments, California State Veteran Homes, Local food banks, free meal sites, and drop-in centers

Location	Address	City	Day	Time
VA Menlo Park	795 Willow Road Bldg 321 Room C-116	Menlo Park	Monday	10 am – 11 am
HomeFirst	2011 Little Orchard Street	San Jose	Tuesday	9 am – 10 am
VA San Jose Clinic	80 Great Oaks Blvd. Room B-209	San Jose	Tuesday	11 am – 12 pm
Fremont CBOC	39199 Liberty St	Fremont	Wednesday	11:30 am – 12:30 pm

NATIONAL HOMELESS HOTLINE 877- 4AID-VET (877-424-3838)

MENTAL HEALTH

80 Great Oaks Blvd
San Jose, CA 95119
Phone 408-363-3000

HOUSING

HUD-VASH

Program provides assistance to homeless veterans by combining rental assistance with case management and clinical services. The HUD-VASH program is a partnership between the Veterans Affairs Palo Alto Health Care System (VA Palo Alto) and HACSC. The VA Palo Alto refers homeless veterans to the HUD-VASH program and provides case management, while HACSC administers rental assistance to eligible veterans.

Who Is Eligible

- Homeless veterans.
- Must be referred by VA Palo Alto

Please contact **650-493-5000** and ask for the Eligibility in Palo Alto

Montgomery Street Inn VA funded Medical Respite Bed

358 N Montgomery St, San Jose, CA 95110
Phone 650-281-5321 or 408-271-5160

Client must meet criteria. Referral required.

Resource listings were obtained from the following:

Santa Clara Valley Medical Center Patient Resource 2015

<http://healthempowerment.info/downloads/EnglishPatientResourceGuidePublish2015.pdf>

Santa Clara County Department of Mental Health

<https://www.sccgov.org/sites/mhd/Pages/default.aspx>

<https://www.sccgov.org/sites/sccphd/en-us/residents/bhpharmacy/Pages/bhp.aspx>

<http://www.dignityonwheels.org/about-us/>

www.sjcw.org

<http://www.assurancewireless.com/public/MorePrograms.aspx>

Valley Homeless Healthcare Program (VHHP)

www.att.com/gen/general?pid=10278

http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201320140AB1733

<http://www.sanjoseca.gov/index.aspx?NID=1313>

<http://ca-sanjose.civicplus.com/DocumentCenter/View/11171>

<http://www.obamaphone.com/>

<https://www.sccgov.org/sites/ssa/debs/calworks/Pages/adults.aspx>

<http://www.epath.org/site/IfYouAreHomeless/contactoutreach.html>

<http://www.hacsc.org/section-8-housing-programs/other-housing-programs-types/veterans-affairs-supportive-housing/>

<http://www.paloalto.va.gov/services/homeless/>

<https://www.sccgov.org/sites/sccphd/en-us/Residents/HivResources/Pages/Needle-Exchange-Program.aspx>