“I’ve been calling around for two years and this is the first time someone explained it to me,” the caller said to the peer navigator.

The anxious resident had finally found someone who could unravel SCC’s complex behavioral health care system—a system that for most felt like a giant maze. On July 27, that maze became less daunting with the launch of the county’s Behavioral Health Navigator Program.

The program, the brainchild of SCC Supervisor Joe Simitian, was created to help individuals and families find information about mental health and substance use services in the county. Any resident in SCC can call the behavioral health noncrisis line at 800-704-0900 option 4. A peer navigator will provide personalized assistance & guidance for wellness services and support.

“These individuals have varying degrees of experience,” said Alicia Anderson, LCSW, the program manager who helped launch the system. “Some have lived experience, some can relate more by helping families, while some have experience navigating the system.”

The navigators will help break down the confusion barriers, whether individuals are covered by Medi-Cal, uninsured, underinsured, or have private insurance. The peer navigators are there to guide them. Even if the caller can’t participate in a county program because they don’t have Medi-Cal, the navigator can offer a path forward.

That might come in the form of explaining how to receive services through Medi-Cal or helping a person understand early prevention and intervention services or various wellness groups that are available to anyone. The key here is to help with the frustration and confusion, Anderson said.

“First and foremost, if you have questions you can call this number, we won’t leave you stranded,” she said.

The current perception is that you must be on Medi-Cal to receive county services, which is correct, Anderson said. But the county has a bank of resources that people don’t know exist. This is what the navigator program is about—to be a resource and guidance center.

The navigators receive up to 30 calls a day. Even if they don’t know every available resource, they can validate the caller’s experience and confirm if the individual has taken the right course of action.

The navigator program came into existence as a result of an evidence-based need. As 988 was prepping to launch, the county decided to also build out the navigator program and house it within the same building as the crisis and suicide prevention lifeline team. This proximity has proved advantageous.

Anderson said the state’s Mental Health Services Act (MHSA), which provides funding for behavioral health services in the county, will look at supporting three additional peer navigators midway through the year.

“For those looking for mental health and/or substance use county resources, the most efficient way to locate this information is by calling the county’s community service line directly,” Anderson said.

“Just making that connection & feeling less alone can make all the difference,” she said.

To read the full story, click here.

The Navigator Program, a noncrisis line, is available 8 A.M. to 5 P.M. Monday through Friday at 800-704-0900 option 4.

To learn more about Santa Clara County’s Behavioral Health Navigator Program, click here.
Suicide Prevention

September is National Suicide Prevention Awareness Month and Suicide Prevention Week is September 4-10. Suicide rates have increased more than 30 percent in half of all U.S. states since 1999, according to the CDC. Suicide is the 10th leading cause of death in the U.S. and the 2nd leading cause of death of people ages 10-34.

The American Foundation for Suicide Prevention’s signature fundraising event is the Out of the Darkness Walk—a journey of remembrance, hope, and support. It’s an opportunity to acknowledge the way in which suicide and mental health conditions have affected our lives and the lives of those we love and care about.

Are you in a crisis? Call or text 988 or text TALK to 741741 any time of the day 7 days per week. The Lifeline provides free and confidential support for people in distress, as well as prevention and crisis resources for you or your loved ones.

Free Zoom-Based Provider Course
Starting Friday, September 9, 2022

Presented by NAMI-Santa Clara County with a collaborative team consisting of consumers, family members, and mental health professionals (providers). This course is an innovative approach using an interactive format especially developed for providers of mental health services throughout the country.

Target Audience: Mental health and AOD professionals, paraprofessionals, case managers, residential caregivers, front office staff, RNs, psychologists, outreach workers, vocational and job counselors, psychiatrists, and all others serving individuals with serious mental illnesses and their families.

Preregistration is required.

Goals and Objectives

◆ Gain a working understanding of the bio-psycho-social model of collaborative treatment
◆ Gain insight into the lived experience of mental illness
◆ Have a working understanding of adaptation to diagnosis, medication, and treatment
◆ Gain an appreciation of the positive outcomes of team collaboration where consumers, family members, and professionals work together

WHEN: 5 consecutive Friday mornings (9 A.M.-Noon) Sept. 9 through Oct. 7

CONTACT: Greg Osborn, Program Coordinator
providercourse@namisantaclara.org
408-453-0400 x3050

September 13 General Meeting
Jail and Court Family Support

“My family member has been arrested. What do I do?”

This question, along with others, will be answered in the presentation on September 13 about Jail and Court Family Support.

Kathy Burden and Carol DeCarvalho had to figure out how to answer this question after their loved ones were arrested. Both of their sons have underlying mental health issues that led to their arrests. At the time, neither Kathy nor Carol knew how to navigate the criminal justice system to help their child. With much effort, they figured it out and ultimately formed a support group for families with loved ones who have been incarcerated. This group has been meeting since 2017.

Some of the topics the presentation will cover:

◆ Filling out forms in advance
◆ How to get help before a possible crisis event and during a crisis event
◆ How to advocate for a loved one within the criminal justice system

Kathy, Carol, and Heidi Alexander (new facilitator) want families to know they can be part of the solution and they are not powerless in what they can do.

NOTE: Past General Meeting presentations can be viewed by going to our website, www.namisantaclara.org, under News & Events and clicking “General Meetings.”
Hello NAMIWalks Silicon Valley Supporters,
It has been a busy few months for us at NAMI-Santa Clara County. I am proud to announce that our Walk is in great shape.

We are very excited to be able to host NAMIWalks Your Way Silicon Valley in person this year. Our Walk is on Saturday, October 1 at History Park in San Jose. This is the first time we are walking at this venue and we are thrilled because it is such a great location. The address of History Park is 1650 Senter Rd, San Jose. The Walk is from 9:00 A.M.-1:00 P.M. We will have entertainment and music. There will be food trucks and ice cream available for purchase.

Keynote Speaker: Drew Robinson from the San Francisco Giants will speak about his own mental health journey, and he will be joined by the SF Giants Mental Health Advocate Team.

Honorary Chairpersons: We have two honorary chairs—Santa Clara County Supervisor Susan Ellenberg and Chris Von Jako, CEO of BrainsWay.

Sponsors: To date, we have sponsorships totaling $126,500. We have many new sponsors this year: Cisco, Silicon Valley Community Foundation, Better Help, BrainsWay, Lumos, Rogers Behavioral Health, SF Giants, and Evolve Treatment Center.

Registration: The biggest revenue generation of the Walk comes from YOU, our walkers. I would like to request that you register and fundraise for us if you have not done so already. NAMIWalks Silicon Valley is our biggest fundraiser and 100 percent of the funds raised through the Walk go to support our programs, all of which are free to the public. Use this link to register: namiwalks.org/siliconvalley

As always, I want to thank you for taking the time to read this news. I hope you are well and I look forward to seeing you at NAMIWalks Silicon Valley on October 1.

Governor Newsom asked to meet the leaders of a few select NAMI affiliates in June to listen to the experiences of families that would benefit from his CARE Court initiative.

This special get-together was organized by Jessica Cruz, CEO of NAMI California. The president of our board, Uday Kapoor, was invited to represent NAMI-Santa Clara County, recognized as one of the significant organizations, along with representatives from the Los Angeles area.

All the leaders got the opportunity to present the needs of their families, and there was a lively discussion with the Governor and his staff. Uday had special messages from former state Sen. Jim Beall and Judge Manley, strong supporters of CARE Court, that were read to the Governor who listened with rapt attention.

It was a unique honor to be represented in this forum.

Sasmita Mishra grew up in India, where she received her post-graduate degree in statistics. She moved to Silicon Valley with her husband and developed an interest in computer science. She received a master's degree in computer science from San Jose State University. Since then, she has worked as a software engineer in various capacities for many tech companies in Silicon Valley.

Sasmita was introduced to NAMI in 2016 when she saw her loved one struggling with emotional and mental health issues. Along with her husband, she took NAMI Family-to-Family and now attends several NAMI family support groups.

She is very thankful for the support and education NAMI-SCC provided her and her family. When she saw an opportunity to use her skills for the NAMI-SCC website, she was thrilled to be able to give back to the organization that means so much to her and her family. Sasmita is our website editor.

In her spare time, Sasmita likes to cook and spend time with her family and friends.

Note about NAMI-Santa Clara County Board Meetings: NAMI-Santa Clara County’s Board of Directors meets ten times per year (except May and August) on the first Tuesday of the month at 5:30 P.M. The board meetings are open to the public and we welcome your attendance. Please check our website for location.
Stanford University ethics researchers would like to talk to you about participating in a 45-minute online interview to share your views on the ethics of mental health apps. In return, you’ll receive a gift card.

The researchers are looking for adults (18+) who use mental health apps or wearables for mood, anxiety, and/or depression. Here is how to contact the team:

- Visit goto.stanford.edu/mhealthethics
- Email mhealthethics@stanford.edu
- Call 650-723-4880

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Follow NAMI-SCC on Social Media!

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NAMI-Santa Clara County
Community Resource & Support Center
1150 S Bascom Av #24, San Jose, CA 95128
Ph: 408-453-0400 Fax: 408-453-2100
Website: www.namisantaclara.org
Email: office@namisantaclara.org
Office Hours: 10 A.M.–6 P.M. M–F
To reach our Helpline, call 408-453-0400, Opt 1; After hours, press Opt 4.

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Planned Giving
Are you scheduled to receive a Required Minimum Distribution (RMD) from a retirement account (IRA) which may significantly increase your tax liability? Please consider a Qualified Charitable Distribution (QCD) to NAMI-Santa Clara County. While NAMI can’t recommend specific financial brokers, learn more at this website: Qualified Charitable Distribution | Fidelity Charita-