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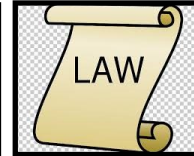
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NAMI-Santa Clara County



Helpline (408) 453-0400 x1

December '22 / January '23



**nami**  
National Alliance on Mental Illness

**NEWS**

## Palo Alto University Relocates Clinics & Training to Mountain View



The air was crisp and the energy was electric as Palo Alto University opened its Mountain View campus just steps away from the city's downtown core.

The small private nonprofit university has only one mission—to graduate doctoral, master's, and bachelor's

students in the field of behavioral health—which the university has been doing for close to 50 years. The school, with an enrollment of nearly 1,200 students, each year graduates more than 300 students including 150 mental health counselors and 100 clinical psychologists.

In an era when Santa Clara County is struggling with a severe workforce shortage in the behavioral health sector, Palo Alto University's impact is incredibly important, said retired State Sen. Jim Beall, a university board trustee.

"It took a lot of hard work to get us here today and it was without any government support," he said, but pointed out that the city of Mountain View was all in.

As politicians, educators, advocates, and university staff gathered to celebrate the new campus, University President Maureen O'Connor said, "This is an amazing, historic moment for Palo Alto University. This will be a hub of activity. A home of learning, research, teaching, and training."

The Mountain View campus becomes the new home for the Gronowski Center that houses two long-standing specialty clinics—La Clinica Latina and the Gender and Sexual Identities Clinic—along with its E-clinic which includes teletherapy.

The move comes at a fortuitous time, O'Connor said. The prior clinic had been located off El Camino in Los Altos for many years. Although it sat along a bus route, it wasn't in the best location. When the building was sold to make way for condominiums, O'Connor said, the situation presented an opportunity for the university and its community partners to be closer together.

The new location at 1172 Castro St. brings the university into the heart of the community. The campus is near a bus line, train station, and is accessible for cyclists.

"The community has embraced us and we had to be somewhere where the work we do is valued," O'Connor said.

It will be easier for clients to access La Clinica Latina, which offers bicultural and bilingual psychological services in Spanish for children through adults. The same applies to the Gender and Sexual Identities Clinic that provides psychotherapy services for individuals who identify as lesbian, gay, bisexual, transgender, and those questioning their gender or sexual identity. Both services are offered on a sliding scale.

O'Connor said, "One of the things that made me want to move across the country and run this amazing hidden gem is the incredible faculty that is also serving the community in various ways."

The faculty at the university sits on a variety of boards, works in schools, and is doing research that's needed to better understand the behavioral health issues we are dealing with, she said. They make "our work so powerful," as they prepare students to come into the community.

*For more information about the Gronowski Center and its services, call 650-961-9300 or go to [www.gronowskicenter.org](http://www.gronowskicenter.org)*

*For more information about Palo Alto University, [click here](#).*

**Seasons Greetings**

**NAMI-Santa Clara County Extends Wishes for a Very Happy and Safe Holiday Season!**

**The NAMI Office will be closed on these days:**

**Monday, Dec. 26, 2022 for Christmas**

**Monday, Jan. 2, 2023 for New Year's Day**

## NAMI-SCC Board Officer Nominations for 2023-2024

In accordance with our bylaws, our annual election of officers will take place at the March, 2023 General Meeting. We need candidates for: President, 4 Vice Presidents, Treasurer, and Secretary. If you are interested in joining our Board of Directors

or wish to suggest someone, contact NAMI-SCC Board Vice President **Beverly Lozoff** at [blozoff@namisantaclara.org](mailto:blozoff@namisantaclara.org)

Nominations will be accepted from the floor at the February and March 2023 general meetings.

## Two New Support Groups at NAMI-SCC

NAMI National received \$2 million from Kohl's for affiliates across the country to outreach to underserved populations. This has allowed NAMI-Santa Clara County to begin two new NAMI-format support groups. These groups are just starting up. Please call our Helpline at 408-453-0400 option 1 for more information.

The two groups are:

1. NAMI Connection Recovery Support Group led by and for people of color; meets the 1st and 3rd Wednesday of the month from 7–8:30 P.M.
2. NAMI Support group in Spanish facilitated by Spanish-speaking peers; meets the 2nd and 4th Wednesday of the month from 7–8:30 P.M.

## General Meeting Information

### Nov. 8, 2022 General Meeting Summary Santa Clara County Peer Navigator Program Handles Hundreds of Calls

The Santa Clara County Peer Navigator Program, which has been operating for about three months, was created to help connect individuals and families to county and community resources, said Alicia Anderson, LCSW, a senior manager in the county's behavioral health services department, who helped launch the system. Program manager Rosa Ortiz confirmed that the navigator program is for Medi-Cal clients, but if someone with private insurance calls, peer navigators will assist in steering them toward appropriate resources. "No one will be turned away," Anderson said.

Anderson explained that the **program** was developed because on average 29 calls a day were coming into the Crisis & Suicide Hotline and the Behavioral Health Call Center in search of resources. This took away from counselors who were helping callers in crisis and in need of time-sensitive services.

In the first two months of operation, the program handled 1,525 calls with a wait time of under one minute. The busiest times of the day are between 11 A.M.–2 P.M. In addition to English, the second and third greatest number of callers were from individuals speaking Spanish and Vietnamese, respectively. Of the total calls, 52% pertained to mental health needs and 51% called for resource information. There were also 20 urgent calls that required escalation for immediate services.

Future goals are to expand the program into several locations including Esperanza in South County, Downtown Youth Wellness Center in Central County, and possibly North County.

With this new service in place, the county's behavioral health services has a dedicated team of three peer navigators ready to answer questions. Those looking for resources can call 800-704-0900 and select option 4. For more information, you can also click here for the [website](#).

**NOTE:** There is no General Meeting in December.

### Upcoming Jan. 10, 2023 General Meeting CARE Court



CARE is a compassionate civil court process that provides individuals with schizophrenia spectrum and other psychotic disorders with a clinically appropriate, community-based set of services and supports that are culturally and linguistically competent. **Stephanie Welch**, Deputy Secretary of Behavioral Health for the California Health and Human Services (CalHHS) Agency, will provide an overview of CARE, including a description of CalHHS' role in

implementation and an update on implementation timeline and next steps.

As Deputy Secretary of Behavioral Health for CalHHS, Stephanie acts as a senior advisor to the Secretary of CalHHS and other state departments on behavioral health policy. In addition, the Deputy Secretary builds bridges across various government sectors and with stakeholders from diverse perspectives. Stephanie has over two decades of experience in mental health policy, program administration, evaluation and advocacy at both the state and county level. She holds an MSW from the University of Southern California and a BA in Sociology from the University of California, Davis.

**NOTE:** Past General Meeting presentations can be viewed by going to our website, [www.namisantaclara.org](http://www.namisantaclara.org), under News & Events and clicking "General Meetings."

## NAMI-SCC Holiday Drive

Once again this holiday season, NAMI-SCC will distribute gifts to patients in hospitals, mental health residential facilities, and homeless shelters, as well as participants at self-help and veterans centers. We plan on gifting gift cards and warm, fuzzy socks. NAMI-SCC is looking for contributions in the form of cash, checks, or online donations.



Each year, we distribute gift bags to more than 700 individuals, which costs us over \$8,000. Please help us bring a smile to these individuals. Too often, they aren't able to spend the holidays with their loved ones nor do they receive gifts.

If you would like to donate or sponsor the Holiday Drive, please send a check to NAMI-SCC, 1150 S Bascom Av, #24, San Jose 95128. Or donate through our website, [www.namisantaclara.org](http://www.namisantaclara.org)

## Mobile Crisis Response Teams in Santa Clara County

With the November 7 launch of the Trusted Response Urgent Support Team (TRUST), Santa Clara County has three mobile response teams out in the field to accompany calls coming into 988 or the county's behavioral health services department.

The **TRUST mobile response team** includes a first-aid responder, a crisis intervention worker (clinician) and a peer-support specialist. This mobile unit does not include a police officer. If a family member or friend is in crisis due to a mental health or substance use disorder, you can call 988 and ask specifically for TRUST to come to your location. Or you can call TRUST directly at 800-704-0900 and select option 1. The TRUST mobile response team is currently available 24/7 in San Jose. In the North County it runs between 7 A.M.–7 P.M. and in the South County it runs 7 A.M.–3 P.M. However, the TRUST call center team is available 24/7 to answer calls for help. TRUST serves all residents countywide.

The other two mobile crisis response teams include a police officer who has Crisis Intervention Training (CIT). To request one of these units, call 988. These units are:

The **Mobile Crisis Response Team (MCRT)** which travels with two clinicians and a CIT trained officer. MCRT serves adults countywide who are in mental health crisis.

The **Mobile Response Stabilization Service Team (MRSS)** travels with master-level clinicians and a family specialist with lived experience. MRSS teams are contracted through Pacific Clinics. Callers can reach this team at 800-704-0900 and selecting option 1 or at 988. The MRSS team is operational 24/7 throughout the county. This mobile response team focuses on youth and young adults ages 18–21.

It's important to note that when you dial 988, *only* calls with the area codes 408, 650, and 669 will end up connecting directly to the 988 crisis and suicide hotline in Santa Clara County.

The last team is the **Psychiatric Emergency Response Team (PERT)** that comes to the crisis location with a clinician and CIT officer. This unit requires an individual to call 911 *not* 988. The two-person team comes in plainclothes and works to help de-escalate the crisis. There are units throughout the county including Palo Alto, San Jose, the West Valley Sheriff's station, and Morgan Hill. You can ask 911 to send a PERT unit.

## NAMI-SCC's Legislative Committee

By Frank Alioto



The Legislative Committee at NAMI-Santa Clara County generally focuses on following local laws and legislative activities that have a direct impact on individuals and families in our local communities with mental health challenges.

In recent months, much of our efforts have been directed towards helping the Santa Clara County Board of Supervisors as the County struggles to meet the challenges of our mental health and substance abuse emergency and the county's shortage of accessible mental health beds, staffing, and housing.

We have also met with Santa Clara County members of the California State Legislature to discuss many of the same issues. However, the focus is expanded to consider the statewide effects of specific mental health legislation and proposals for our state's needs for expanded mental health services, housing, and CARE Court.

We meet with our elected representatives to promote and advocate for better housing and more easily accessible care for our mental health community, and to promote such programs as Assisted Outpatient Therapy (AOT). We suggest and advocate for solutions to help those in Santa Clara County who suffer from mental illness.

We even follow legislation and advocate at the federal level. Both Congresswoman Zoe Lofgren and Congressman Ro Khanna have been strong advocates for positive mental health legislation in the U.S. Congress.

Recently, Congressman Khanna shared his thoughts with us regarding mental health care and approaches to the mental health challenges faced by the United States. For one, the Congressman wants to assure that there is insurance parity for those suffering from mental illnesses. He is also in favor of a much more aggressive, directed, cohesive government approach to finding cures for mental illnesses.

**Note about NAMI-Santa Clara County Board Meetings:** NAMI-Santa Clara County's Board of Directors meets ten times per year (except August and December) 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.





The 11th Annual Directing Change Film Contest has launched. Students and young adults are invited to create films to start conversations about mental health and advocate for change. Films are due by March 1, 2023. Read more about submission categories, including the new Hope and Justice category, and contest rules by going to [www.directingchange.org](http://www.directingchange.org)

## Winter Mental Health Bike Ride

SILICON VALLEY  
**BICYCLE**  
COALITION



The Silicon Valley Bicycle Coalition (SVBC) is having a group bike ride on December 10. Sponsored by El Camino Healthcare District, this 6-mile

bike ride event will be a supportive and relaxed-pace group ride for beginner bicyclists to learn firsthand how biking can uplift one's mood and combat some winter blues. SVBC staff will be on the ride along with volunteer ride leaders who will be modeling good bike riding behavior and making sure everyone has a great time! [Participants can sign up here on Eventbrite.](#)

## NAMIWalks Silicon Valley 2022

Our NAMIWalks Silicon Valley fundraiser ends December 1. This year we raised 98% of our goal of \$280,000. We hope you enjoyed participating in the Walk and we thank you for your support and advocacy. Here are some pictures from NAMIWalks Silicon Valley 2022.

## Year-End Charitable Giving Ideas

There's still time to donate to NAMI & save on your 2022 taxes. While we can't endorse a brokerage, here are some options:

[Year-End Charitable Giving Strategies | Schwab Charitable Donor-Advised Fund | Schwab Charitable](#)



### 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](http://www.namisantaclara.org)

Email: [office@namisantaclara.org](mailto:office@namisantaclara.org)

Office Hours: 10 A.M.-6 P.M. M-F

To reach our Helpline, call

408-453-0400, option 1

After hours, press option 4

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**Stamping Out Stigma  
Bringing Awareness**

