



# HANDBOOK

A GUIDE TO  
SERVICES

DIGNITY

EQUITY

RESPECT

AUTHENTICITY

GROWTH  
MINDSET

HUMAN  
POTENTIAL

OPPORTUNITY

INTEGRITY

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## **Welcome!**

You have taken an important step to improve the quality of your life. We are pleased that you chose Encompass Community Services to assist you in your journey. You will be involved in planning the services that will focus on your unique needs and we are dedicated to working with you in achieving your personalized treatment goals.

As the largest community-based nonprofit in Santa Cruz County with a rich history of over 40 years, Encompass knows living a healthy life includes access to positive social, economic, and educational opportunities. We create pathways toward equity in these areas while serving our neighbors with compassion and dignity.

We look forward to partnering with you. Thank you for choosing Encompass Community Services.

## **Mission Statement**

Encompass Community Services believes that health isn't just something we get at the doctor's office; it starts in our families, in our schools and workplaces, in our neighborhoods. We focus on addressing the conditions in which people in our community live so that everyone has the benefit of a long, healthy life.

## **Service Offerings**

We touch hundreds of lives in the community each year by providing access to

- Housing
- Counseling for individuals, families, and youth
- Substance use recovery programs
- Head Start and Pre-K
- Reentry services
- Health and financial services

As the largest community-based nonprofit in the county with a rich history, we know living a healthy life includes access to positive social, economic, and educational opportunities. We exist to create pathways toward equity in these areas while serving our neighbors with compassion and dignity.

For specific services your program offers, please refer to Program-Specific Information section.

## Cultural Responsiveness

Cultural responsiveness is more than just “expressing sensitivity or concern” for individuals from all cultures. We strive to effectively meet the needs of individuals from diverse cultural backgrounds and experiences. Respecting the strengths and assets inherent in different communities, Encompass deeply appreciates and values each individual served.

## Non-Discriminatory Services

Encompass is dedicated to promoting the social, emotional, and physical well-being of all persons served. As a provider of services, we are committed to the delivery of services without regard to race, color, age, religion, gender, sexual orientation, national origin, or disability. All staff are responsible for the non-discriminatory delivery of all services offered.

## Community Values

While receiving services, you will have many opportunities to rediscover your strengths and develop new ones. We will support you through your process as you evolve and grow. Encompass encourages family and support system involvement when appropriate, during treatment as a way to promote your success. The way we offer this support is through our community values. We value:

- Honesty and integrity
- Asking for what you need
- Recognizing and maintaining confidentiality
- Demonstrating respect, compassion, and safety for all
- Celebrating diversity and embracing differences

## Your Rights

Every individual served at Encompass has the right to be treated with respect and dignity. You also have the following rights:

- Equal consideration regardless of race, color, age, religion, gender, sexual orientation, national origin, or disability.
- Religious freedom and practice.
- Be free from abuse, neglect, retaliation, humiliation, and other exploitation.
- Treatment free from the use of seclusion or restraints.
- Confidentiality. Encompass’ staff adhere to confidentiality guidelines that comply with State and Federal requirements. A summary of exceptions to confidentiality are in the *Notice of Privacy Practices* and include, but are not limited to, information related to reasonable suspicion of child, elder/dependent adult abuse/neglect, and threatened harm to yourself or toward others.

- Make a written request to review your file.
- Withdraw and/or refuse treatment. Your participation is voluntary.
- Request a change of provider or service delivery of staff.
- Take medications prescribed by a licensed clinician for physical mental health, or substance use disorder (SUD) conditions.

In addition, programs that have separate client rights statements particular to the requirements of their setting adhere to those additional requirements. Those additional requirements are posted in the program.

## **Behavioral Expectations**

Along with these rights come certain responsibilities. These are:

- To collaboratively engage with program staff in developing and working toward goals.
- To arrive on time for scheduled appointments and maintain regular attendance at activities/sessions.
- To inform staff as soon as possible if you cannot keep your appointment
- To support us in creating and maintaining a safe, respectful environment by refraining from hostile, violent, threatening, or intimidating behavior and/or statements.

## **Reasonable Accommodations**

We consider all requests for reasonable accommodations. If you have a special need or disability, please let us know so that we can do our best to accommodate your request. When reasonable accommodation(s) cannot be made, we will assist you in finding resources that are accessible.

## **Confidentiality**

We are committed to maintaining your confidentiality. To assure this, we enforce clear policies and procedures for all staff about how to handle confidential information.

Participants and all members of the Encompass community are required to maintain the confidentiality of all past and present program participants. Your privacy, as a person served by Encompass, is protected under Federal and State law. In the event of the discovery of unsecured protected information of a program participant, please report this discovery to a staff member immediately.

## **Media**

We respect your confidentiality and we ask that you respect the confidentiality of all others participating in the program. Taking and/or posting photographs, videos, or personally identifiable information of staff or others being served by Encompass is strictly prohibited.

No employee should ever post on Encompass or personal social media any comment or picture involving any Encompass staff or person served without expressed consent from that individual.

## **Person Served Satisfaction and Input**

Encompass strives to be better every day, and we value your input in that process. We encourage you to provide feedback about your experience in the program. This may include input about services, the facility where you receive services, or about Encompass as an agency. You may provide this feedback in many forms including through anonymous, annual satisfaction surveys, informing staff, and through our website: [www.encompasscs.org/contact\\_us](http://www.encompasscs.org/contact_us). This feedback allows us to take steps toward continuous improvement of the vital services we offer.

## **Transition and Completion**

Encompass is here to support you in achieving your goals. Planning for success and program completion starts at admission. Throughout your time with Encompass, you and your staff will assess your progress toward achieving goals to determine continuation of services, readiness for program completion, or transition to more intensive treatment. When the time to transition from the program is established, your staff will assist in facilitating referrals to appropriate services and support.

Encompass may stop providing services to you if you:

- Require treatment services that are not offered by your program (at which point you will be referred to the appropriate program to meet your needs),
- Break rules of your program or the law,
- Are violent or make threats of violence toward staff or other persons served;
- Damage or steal Encompass property,
- Do not work with staff to set and achieve your personalized treatment goals,
- Are under the influence of drugs or alcohol while receiving services,
- In possession of a weapon or drug paraphilia, or
- Have sex or a romantic relationship with anyone in your program.

For involuntary discontinuation of services, you have the right to file a grievance.

## **How to File a Grievance**

If you have a concern or complaint about services at an Encompass program, you may file a grievance. Encompass wants to understand your concern or complaint and help reach a resolution that works for everyone involved. We take your concern(s) seriously. You have the right to file a complaint free from intimidation or retaliation. All information pertaining to grievances will be treated as confidential information.

To file a grievance, you may complete the *Encompass Resolution Request* brochure located at your program site. You may also file a grievance verbally with staff or with the Compliance & Quality Improvement Department. For more information, please refer to the *How to File a Grievance Procedure* handout.

If you are a Medi-Cal or Drug Medi-Cal beneficiary, you may appeal a decision that denies or limits a requested service (including the type or level of services); reduces, or terminates a previously authorized service; fails to provide services in a timely manner, or fails to act within the timeframes for disposition of a grievance, appeal or expedited appeal. For more information, please refer to the *Appeal Resolution Request* brochure.

## **Staff Code of Conduct**

We expect all of our staff to conduct themselves in a professional manner at all times. Every staff member is required to follow our code of ethics and conduct. Your welfare is always our primary concern. Staff are committed to the principle that all people should be treated with respect and dignity. Staff will maintain professional boundaries with persons served.

## **Rates**

Cost depends on the service. Many of our services are paid for by Medi-Cal, as long as the person receiving services has Medi-Cal coverage in Santa Cruz County. Some services do not require insurance and are completely paid for by grant, Federal, State, or local funding. If you do not have Medi-Cal and are ineligible for other funding, we will work with you to establish an affordable payment plan that works within your budget. Please contact your primary staff for details regarding cost of services.

For Medi-Cal, you have the right to a State Hearing if your benefits are reduced.

## **Health and Safety Guidelines**

We are committed to maintaining a healthy, safe, and welcoming environment. We will provide all necessary safeguards, services, and equipment required to reduce the potential for accidents and injuries by maintaining facility safety and practicing emergency preparedness.

Here are the areas where you can do your part to support a safe environment:

- Please report any unsafe items or behaviors to staff immediately.
- Possession of any weapons or illegal substances are prohibited at all Encompass locations.
- Smoking/vaping is limited to designated areas.
- Familiarize yourself with the emergency procedures and the Emergency and Evacuation Maps posted at all sites.
  - Know the quickest exit route out of the building.
  - Know where your emergency Assembly Area and relocation site are located and the routes you should follow to reach them.

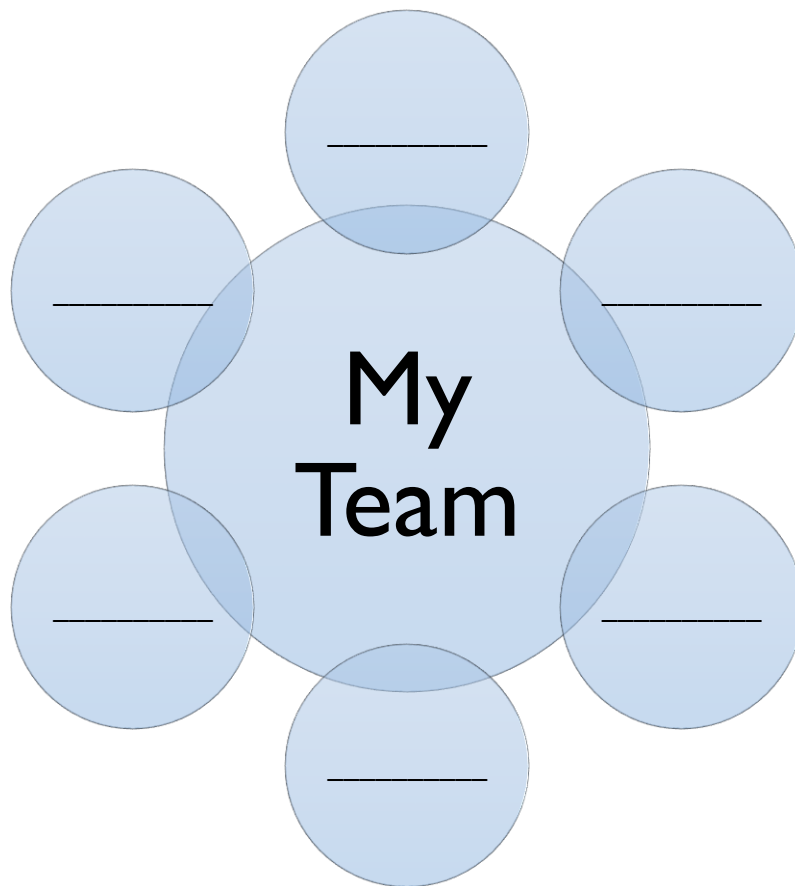
Evacuation and safety drills may occur while receiving services. Always actively participate in the safety drills and evacuate the premises as though there is an actual emergency. Notify staff if you require assistance in exiting the building during evacuation.

## **Drug Testing**

Drug testing can be a helpful tool when combined with other methods in achieving your goals. You may be asked to participate in a urine and breath test at the start of and during services or for suspected use. Please feel free to discuss any questions or concerns regarding the use of these tools with staff.



## Circle of Support / My Team



Name	Role	Contact Information

## Emergency Contacts

Type of Emergency	Contact Person / Agency	Contact Information
<b>Medical Emergency</b>	Dominican Hospital	1555 Soquel Drive Santa Cruz, CA 95065 (855) 399-8824
	Watsonville Community Hospital	75 Neilson Street Watsonville, CA 95076 (831) 724-4741
<b>Mental Health Crisis</b>	County Behavioral Health Crisis 24/7	1-800-952-2335
	Emergency Services 24/7	9-1-1
	Suicide Hotline 24/7	(831) 458-5300 (877) 663-5433 (877-ONE-LIFE)
	Crisis Text Line 24/7	Text HOME to 741741
<b>Law Enforcement Emergency</b>	9-1-1 Emergency Dispatch	9-1-1
<b>Officer Needed (Non-Emergency)</b>	Santa Cruz Sheriff's Department	(831) 471-1121
	Santa Cruz Police Department	(831) 471-1131
	Capitola Police Department	(831) 471-1141
	Watsonville Police Department	(831) 471-1151
<b>Non-Life Threatening Emergency</b>	Santa Cruz County Fire Department	(831) 335-5353
	Watsonville Fire Department	(831) 768-3200
	Santa Cruz County EMS	(831) 454-4120

## Community Resources Information

### **HOUSING SERVICES**

#### **Housing Matters**

Provides daily meals and hygiene services (residents only), employment services, food stamps, workshops and support, and transitional housing.

#### **Contact Info**

115A Coral Street, Santa Cruz, California 95060  
(831) 458-6020, for shelter: (831) 291-5098

#### **Pajaro Valley Shelter Services**

Provides Emergency Shelter services for women and children. Please call; there is a waitlist. Homeless families will develop the skills and attitudes necessary to move to stable housing and for improved personal and economic self-sufficiency.

#### **Contact Info**

115 Brannan Street, Watsonville, CA 95076  
(831) 728-5649

#### **Turning Point Prison Reentry Services**

Provides Probation Housing to adults.  
(Halfway house for Federal Inmates.)  
Services require referral.

#### **Contact Info**

116 East San Luis Street, Salinas, CA 93901  
(831) 422-9171

### **CRISIS SUPPORT**

#### **Monarch Services**

Provides support for survivors of domestic violence (DV) and sexual assault, including assistance with legal services, counseling, support group, and emergency shelter.

#### **Contact Info**

233 East Lake Avenue, Watsonville, CA 95076  
(831) 722-4532  
550 Water St. Suite J3, Santa Cruz, 95060  
(831) 425-4030

**24-Hour Bilingual Crisis Hotline: 1 (888) 900-4232**

#### **Walnut Avenue Family & Women's Center**

Provides child groups, peer teens, services for DV survivors, legal advocacy, and walk-in family counseling.

#### **Contact Info**

303 Walnut Avenue, Santa Cruz, CA 95060  
(831) 426-3062

**24-Hour Domestic Violence Bilingual Crisis Hotline:  
1 (866) 269-2559 / 1 (866) 2MY-ALLY**

#### **Suicide Prevention Service**

**24-Hour Toll-Free Suicide Crisis Hotline:**

**1 (877) 663-5433 (1 (877) ONE-LIFE) or**

**(800) 273-8255 / (800) 273-TALK**

Administrative Office: (831) 459-9373

Email: sps24hr@fsa-cc.org

#### **Crisis Stabilization Program (CSP)**

The CSP is a safe, welcoming, recovery-focused place for people who are having a mental health emergency and need more intensive treatment and support.

#### **Contact Info**

2250 Soquel Avenue, Suite 150, Santa Cruz, CA 95062  
(831) 600-2800

### **ANCILLARY SERVICES**

#### **Friends Outside**

Provides basic hygiene products and reading glasses, referrals for food and shelter, clothing and clothing vouchers, transportation assistance, and legal assistance referrals. Services require Medi-Cal enrollment.

#### **Contact Info**

1740 17<sup>th</sup> Avenue, Suite 2, Santa Cruz, CA 95062  
(831) 427-5078  
Watsonville contact information: (831) 722-2127

#### **Santa Cruz Barrios Unidos**

A youth violence prevention organization dedicated to providing alternatives to at-risk youth and re-entry opportunities to former prisoners. Provides teen groups in the community, Juvenile Hall Transition program, and youth development support in local high schools.

#### **Contact Info**

1817 Soquel Avenue, Santa Cruz, CA 95062  
(831) 457-8208

#### **Volunteer Center of Santa Cruz County**

Provides English skills training and tutoring. Teaches adults to read, write, and speak English through one-on-one and class instruction. Provides senior help with transportation, modifications to homes, and improving tech literacy.

#### **Contact Info**

Santa Cruz Office: 1740 17<sup>th</sup> Avenue, Santa Cruz, CA 95062  
(831) 427-5070  
Watsonville: 349 Main Street, Suite 208, Watsonville, CA 95076; (831) 722-6708

### **FINANCIAL PLANNING ASSISTANCE**

#### **Santa Cruz Community Ventures**

Provides youth financial education, family financial workshops, and children's savings accounts.

#### **Contact Info**

(831) 460-2317

#### **Watsonville Law Center**

Provides free legal advice, consumer law, and credit clearance to low-income individuals on the Central Coast.

#### **Contact Info**

315 Main Street, Suite 207, Watsonville, CA 95076  
(831) 722-2845

### **MEDI-CAL ENROLLMENT**

#### **County of Santa Cruz / Medical Enrollment**

##### Contact Info

Santa Cruz Office: 1020 Emeline Avenue, Building B, Santa Cruz, CA 95060

(831) 454-4165 or 1 (888) 421-8080

Watsonville Office: 18 West Beach Street, Watsonville, CA 95076

(831) 763-8500 or (831) 763-8700

### **EMERGENCY SERVICES MEDICAL SERVICES**

#### **Dominical Hospital**

1555 Soquel Drive, Santa Cruz, CA 95065

(855) 399-8824

#### **Watsonville Community Hospital**

75 Neilson Street, Watsonville, CA 95076

(831) 724-4741

### **MEDICAL CARE AND TREATMENT**

Special funding is available for medical care for homeless adults/children at the following locations (please call to make same-day or next-day appointments):

#### **Homeless Person's Health Project (HHP)**

115-A Coral Street, Santa Cruz, CA 95060

(831) 454-2080

#### **Santa Cruz Community Health Centers**

21507 East Cliff Drive, Santa Cruz, CA 95062

(831) 427-3500

#### **Santa Cruz Emeline Health Center**

1080 Emeline Avenue, Santa Cruz, CA 95060

(831) 454-4100

#### **Watsonville Health Center**

1430 Freedom Boulevard, Watsonville, CA 95076

(831) 763-8400

#### **Santa Cruz Women's Health Center**

250 Locust Street, Santa Cruz, CA 95060

(831) 427-3500

#### **Planned Parenthood (Westside Clinic)**

1119 Pacific Avenue, Santa Cruz, CA 95060

(831) 426-5550

#### **Planned Parenthood**

398 South Green Valley Road, Watsonville, CA 95076

(831) 724-7525

### **Oral Health Care – Dientes Community Dental Care**

1830 Commercial Way, Santa Cruz, CA 95065

(831) 464-5409

302 Riverside Avenue, Santa Cruz, CA 95060

(831) 464-5411

1430 Freedom Boulevard, Suite C, Watsonville 95076

(831) 621-2560

### **United Way 2-1-1**

Provides assistance with obtaining food, shelter, disaster, health, childcare, and employment.

Dial 2-1-1 on any phone

### **HIV / AIDS TESTING / TB / Communicable Diseases**

#### **Santa Cruz AIDS Project**

(831) 427-3900

#### **Santa Cruz Health Services**

(831) 454-2437

#### **Planned Parenthood**

(831) 426-5550

### **EMPLOYMENT SERVICES**

#### **Community Action Board**

##### **ALCANCE: Community Restoration Project (CRP)**

The Community Restoration Project (CRP) provides pathways back into the community for juvenile and adult offenders through employment, advocacy, mentorship and community strengthening. CRP also serves other at risk populations who experience multiple barriers to employment.

##### Contact Info

Santa Cruz Office: 501 Soquel Avenue, Suite E, Santa Cruz, CA 95062

(831) 457-4560

Watsonville Office: 406 Main Street, Suite 207,

Watsonville, CA 95076

(831) 763-2147

#### **Employment Development Department (EDD)**

EDD is a State Employment Agency that committed to assisting workers and job seekers by providing job services and training, help filing for unemployment, help to employers for starting or running a business, and services for people with disabilities.

##### Contact Info

Capitola Career Center (Workforce Service Branch):

2045 40<sup>th</sup> Avenue, Suite D, Capitola, CA 95010

(831) 464-6286

Watsonville Career Center: 18 West Beach Street,

Watsonville, CA 95076

(831) 763-8700

## Agency Holidays

Day	Date	Holiday Observed
Friday	December 31 <sup>st</sup> , 2021	New Year's Day
Monday	January 17 <sup>th</sup> , 2022	Martin Luther King, Jr. Day
Monday	February 21 <sup>st</sup> , 2022	Presidents Day
Thursday	March 31 <sup>st</sup> , 2022	Cesar Chavez Day
Monday	May 30 <sup>th</sup> , 2022	Memorial Day
Monday	July 4 <sup>th</sup> , 2022	Independence Day
Monday	September 5 <sup>th</sup> , 2022	Labor Day
Friday	November 11 <sup>th</sup> , 2022	Veterans Day
Thursday	November 24 <sup>th</sup> , 2022	Thanksgiving Day
Friday	November 25 <sup>th</sup> , 2022	Day after Thanksgiving Day
Friday	December 23 <sup>rd</sup> , 2022	½-day Christmas Eve
Monday	December 26 <sup>th</sup> , 2022	Christmas Day

## FAQ

### Q: WHAT IS A MENTAL HEALTH CRISIS?

**A:** Individuals can experience different levels of distress. A mental health crisis may arise when an individual is no longer able to cope or manage with circumstances in their life.

A mental health crisis is a life threatening situation in which an individual is at immediate risk of hurting them self or others, is severely disoriented or out of touch with reality, is unable to complete basic functioning, like eating or bathing, or is otherwise distraught and out of control.

Encompass staff will work with an individual to develop plans to help prevent crisis and for handling a crisis experience, as trauma can arise instantaneously.

**If you are experiencing a mental health crisis, seek help immediately from your staff, by calling the County Crisis Team at 1 (800) 952-2335, or by calling 9-1-1.**

### Q: WHAT DO I DO IF I HAVE TO REACH SOMEONE AFTER NORMAL WORKING HOURS?

**A:** Please speak to your primary staff to determine the best way to contact them after-hours. This may be accomplished by leaving them a message or sending them an email.

**Q: WHAT DO I DO IF I NEED TO CANCEL MY APPOINTMENT?**

**A:** Please contact your primary staff to determine the best way to cancel an appointment. In general, the earlier you can notify staff of a cancelation, the better. Staff will work with you to reschedule your appointment. Some programs have limits on the number of cancellations that are allowed and number of cancellations that may lead to discharge from the program.

**Q: HOW DO I VOICE A COMPLAINT?**

**A:** A complaint can be reported verbally to staff, in writing through the *Encompass Grievance Resolution Request* brochure, or directly with the Compliance & Quality Improvement Team. Please refer to the *How to File a Grievance Procedure* handout for more details.

**Q: WILL I BE CHARGED FOR SERVICES?**

**A:** At intake, program staff will discuss any cost for services. Encompass' programs are funded in various ways, including grants, insurance, and self-pay.

**Q: WHAT IF I DON'T HAVE INSURANCE?**

**A:** Some Encompass programs do not require you to have insurance. Based on how these programs are funded, the service may be free-of-cost or allow for self-pay.

**Q: CAN I CHANGE MY PROVIDER?**

**A:** If you are a Medi-Cal beneficiary, you may fill out the *Changing Your Treatment Staff* brochure. For non-Medi-Cal beneficiaries, you may speak to the supervisor or program manager regarding a possible change of provider. Staff will work with you to come to a resolution.

**Q: CAN I RECEIVE MORE THAN ONE SERVICE AT A TIME?**

**A:** Yes, so long as services are not duplicated. Encompass collaborates with various community partners to help you achieve your goals. Please speak with your primary staff to determine if there may be a conflict, such as having two therapists working on similar goals.

**Q: WILL STAFF COMMUNICATE WITH A THIRD PARTY (I.E., PROBATION, CPS, COURT)?**

**A:** If you sign an *Exchange of Information* release form, Encompass will communicate with the third party only to the extent you allow. If you are part of a court-ordered program, information may be shared with the referring party. As Encompass staff are mandated reporters, there are limitations to confidentiality that may lead to staff communicating with a third party without your consent, such as for reporting child or elder abuse.