



County of Santa Cruz

HEALTH SERVICES AGENCY
Behavioral Health Division



Salud Mental y
Tratamiento del Uso
de Sustancias

NOTICE OF PUBLIC MEETING BEHAVIORAL HEALTH ADVISORY BOARD

MARCH 19, 2026, 3:00 PM-5:00 PM

1400 EMELINE AVENUE, CONFERENCE ROOMS 206-207, SANTA CRUZ

**THE PUBLIC MAY JOIN THE MEETING ON MICROSOFT TEAMS (LINK BELOW) OR
CALL (831)454-2222, CONFERENCE 203 120 58#**

Xaloc Cabanes Chair 1 st District	Valerie Webb Member 2 nd District	Michael Neidig Co-Chair 3 rd District	Antonio Rivas Member 4 th District	Vacant Member 5 th District	Natalie Stott Transitional Age Youth
Kaelin Wagnermarsh Member 1 st District	Dean S. Kashino Member 2 nd District	Hugh McCormick Member 3 rd District	Rachel Montoya Member 4 th District	Jeffrey Arlt Secretary 5 th District	Vacant Transitional Age Youth

Kimberly De Serpa Board of Supervisor Member	
Dr. Marni R. Sandoval Behavioral Health Director	Meg Yarnell Behavioral Health Deputy Director

Information regarding participation in the Behavioral Health Advisory Board Meeting

The public may attend the meeting at the Health Services Agency, 1400 Emeline, Conference Rooms 206-207, Santa Cruz. Individuals may click here to [Join Meeting Now](#) or may participate by telephone by calling (831)454-2222, Conference ID 203 120 58#. All participants are muted upon entry to prevent echoing and minimize any unintended disruption of background sounds. This meeting will be recorded and posted on the Behavioral Health Advisory Board website.

If you are a person with a special need, or if interpreting services (English/Spanish or sign language) are needed, please call 454-4611 (Hearing Impaired TDD/TTY: 711) at least 72 hours in advance of the meeting in order to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format.

Si usted es una persona con una discapacidad o necesita servicios de interpretación (inglés/español o Lenguaje de señas), por favor llame al (831) 454-4611 (Personas con Discapacidad Auditiva TDD/TTY: 711) con 72 horas de anticipación a la junta para hacer arreglos. Personas con discapacidades pueden pedir una copia de la agenda en una forma alternativa.

BEHAVIORAL HEALTH ADVISORY BOARD AGENDA

ID	Time	Regular Business
1	3:00–3:15	<ul style="list-style-type: none"> • Roll Call • Public Comment (No action or discussion will be undertaken today on any item raised during Public Comment period except that Mental Health Board Members may briefly respond to statements made or questions posed. Limited to 3 minutes each) • Board Member Announcements • <i>Approval of January 15, 2026 and February 19, 2026 minutes*</i> • Secretary’s Report
		Presentations
2	3:15–3:30	Crisis Now Fidelity Update – Kristen Ellis, Sr. Director, Consulting Operations Recovery Innovations International
3	3:30–3:45	Santa Cruz Behavioral Health Crisis Now Evaluation – Inti Chomsky, Sr. Consultant of RDA Consulting
		Standing Reports
4	3:45–3:50	February Patients’ Rights Reports – George Carvalho, Patients’ Rights Advocate for Advocacy, Inc.
5	3:50–4:00	Board of Supervisors Report – Supervisor Kimberly De Serpa
6	4:00–4:20	Behavioral Health Director’s Report – Marni Sandoval, Behavioral Health Director Behavioral Health Services Act (BHSA) Integrated Plan & Public Comment Period – Amy Rhoades, BHSA Coordinator
7	4:20–4:30	Site Visit Ad Hoc Committee Update – Kaelin Wagnermarsh and Dean Kashino
8	4:30–4:35	Funding Ad Hoc Update – Jeffrey Arlt
		New Agenda Items
8	4:35–4:45	<i>Review revised sections of Jail Packet* – Hugh McCormick</i>
9	4:45–4:55	BHSA Integrated Plan Ad Hoc Committee – <i>review and approve draft letter*</i>
	4:55–5:00	Future Agenda Items
	5:00	Adjourn

*Italicized items with * indicate action items for board approval.*

**NEXT BEHAVIORAL HEALTH ADVISORY BOARD MEETING IS ON:
APRIL 16, 2026, 3:00 PM – 5:00 PM
1400 EMELINE, CONFERENCE ROOMS 206–207, SANTA CRUZ**



County of Santa Cruz

HEALTH SERVICES AGENCY BEHAVIORAL HEALTH DIVISION

MINUTES – Draft



Salud Mental y
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BEHAVIORAL HEALTH ADVISORY BOARD

JANUARY 15, 2026, 3:00 PM – 5:00 PM

HEALTH SERVICES AGENCY, 1400 EMELINE, ROOMS 206-207, SANTA CRUZ 95060
MICROSOFT TEAMS (831) 454-2222, CONFERENCE ID 812 449 1#

Present: Antonio Rivas, Dean Kashino, Hugh McCormick, Jeffrey Arlt (Remote), Michael Neidig, Natalie Stott, Valerie Webb, Xaloc Cabanes, Supervisor Kimberly De Serpa
Absent: Kaelin Wagnermarsh, Rachel Montoya
Staff: Marni Sandoval, Amy Rhoades, Jane Batoon-Kurovski

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- I. Roll Call – Quorum present. Meeting called to order at 3:09 p.m. by Chair Xaloc Cabanes.
Note: Jeffrey Arlt participated remotely due to Just Cause, Item B.
 - II. Public Comment – 1 addressed the BHAB in the conference room.
 - III. Board Member Announcement
 - Chair provided clarification on the BHAB's powers and duties.
 - IV. Approve November 20, 2025 Minutes
Motion / Second: Mike Neidig / Dean Kashino
Ayes: Kashino, McCormick, Arlt, Neidig, Stott, Webb, Cabanes
Abstain: Rivas
Absent: Wagnermarsh, Montoya, De Serpa
Result: Approved
 - V. Secretary's Report
 - January is Mental Wellness month, focusing on proactive self-care, stress reduction, building healthy habits.
 - Completed 2-hr training requirement: Dean, Xaloc, Jeffrey
 - Training opportunities include January 23rd CalBHBC; Crisis Jam every Wednesday on YouTube; NAMI; Commission for BH quarterly meeting on 01/22 & 1/23
 - BHAB Vacancies: one Transitional Age Youth and District 5
 - Term expirations in April: Antonio, Hugh, and Xaloc
 - VI. Presentation: Overview of Janus Services – Jessica Guiver, Chief Operating Officer, Janus of Santa Cruz
 - Janus of Santa Cruz's withdrawal management program offers 24-hour medically monitored residential care to manage mild to moderate withdrawal symptoms from drugs or alcohol. Withdrawal Management 3.2 Level of Care per ASAM Criteria. Will accommodate 3.7 level of care pending licensing with CA Department of Public Health.

- Sobering Center includes DUI Referral, Case Management, Peer Support, Medical Support (Monitoring Vitals), Police drop offs or self-referrals. Clients are monitored and can have conversations for potentially entering a program or DUI classes.
- Janus Integrated Behavioral Health – person-centered psychotherapy services are offered to folks with mild to moderate behavioral health systems. This program aims to address the interconnected nature of substance abuse and mental health issues by providing integrated, holistic, and individualized care to support clients.
- Residential Services at 7th – offers 24-hour clinically supervised care along with incidental medical services. Residential 3.1 and 3.5 Level of Care per ASAM Criteria.
- Perinatal Program – residential facility that provides treatment to pregnant, post-partum and moms that are parenting children under the age of 18. Children under the age of 6 can live at the facility with the mother. Services offered/Level of Care offered: 3.1 and 3.5. Ribbon cutting of new facility at 150 Pennsylvania to be held September 2026.
- Janus Outpatient and Recovery Residences
 - Outpatient Services: provides intensive outpatient treatment up to 12 clients per group, 9 hours of group per week plus additional individual sessions, peer support and ECM as needed.
 - Recovery Residence: supportive housing in 3 different houses for up to 90 days with concurrent enrollment in outpatient.
- Janus Opioid Treatment Program – offers Outpatient Medication Assisted Treatment for Opioid Use Disorder. Licensed capacity for North County is 530 and South County is 230. MNTP vans at north and south expect to launch in late spring/early summer of 2026.

VII. Patient's Rights Report – George Carvalho, Advocate

November and December reports were provided. George did not attend the meeting.

VIII. Board of Supervisors Report – Supervisor Kimberly De Serpa

- Wrote a support letter for \$150M grant that Janus is pursuing in partnership with the County; funding decision expected in April.
- Advocated for a ban on Kratom which is an opioid-like substance sold at gas stations and convenience stores, following 11 deaths in the county over the past year. Drafted an ordinance to prohibit sales in the unincorporated area, which did not pass after the Kratom lobby provided extensive testimony stating it is a miracle drug. The plan is to bring it back to ban the synthetic form.

IX. Behavioral Health Director's Report – Dr. Marni Sandoval, Behavioral Health Director

1. Adults Behavioral Health Update

- Currently planning for the opening of the BH Bridge House which will provide a safe, community-based setting for treatment, recovery and transition to long-term housing. Housing Matters will operate 24/7 on-site resident services and the County's Integrated Housing and Recovery Team (IHART) will provide comprehensive behavioral health services. The program is expected to serve 60-80 Santa Cruz County residents annually, with an average stay of six months.

2. Children's Behavioral Health Update

- The Children's BH Management is engaged with Center of Excellence to understand next steps for implementing the following Evidence-Based Psychological Practices (EBPP): Parent-Child Interaction Therapy; Functional

Family Therapy; Multi-Systemic Therapy; and High-Fidelity Wraparound. Numerous contractors expressed interest in becoming providers of one or more of the EBPP.

3. Substance Use Disorder Services Update

- SUDS successfully launched a Request for Qualifications to identify new DUI Program providers. Once approved, services will be launched by April 2026.
- Janus of Santa Cruz will launch new mobile NTP (methadone) services in Spring 2026. Vans will deliver methadone to unincorporated areas of Santa Cruz County increasing access for individuals who live long distances from NTP clinics.
- SUDS has partnered with Horizon Services, Inc. in Alameda County to provide Level of Care 3.3 residential treatment services to individuals who meet medical necessity for this level of treatment. LOC 3.3 is for individuals who have cognitive impairments and/or traumatic brain injuries that impact their ability to receive treatment in traditional residential treatment settings.

4. System Quality Improvement Efforts

- Recent improvements include the Integration of Access to Services team into one Integrated Access Program for Children's, Adults, and SUDS services. This improvement will support timely access to initial care for all requests for services; continued optimization of data quality to support non-clinical Performance Improvement Projects related to timely access; and continued efforts toward the "No Wrong Door" approach to behavioral health care.
- Integrated & Timely Services Experience – integration of the Mental Health Plan and the Drug Medi-Cal Organized Delivery System into a single plan within the next two years. Efforts continue to improve timely access to services. Currently, 73% of clients receive an appointment within 10 business days of request.

5. General BHSA Updates

- Community Engagement process has been completed – 3 Community Forums, 5 BHSA Educational Sessions, 4 Key Informant Interviews, 4 Informational Meetings, 8 Focus Groups, 1 Community Needs Survey. 229 community members were reached through forums, educational sessions, key informant interviews and the focus groups.
- Currently conducting internal Service System Mapping & Cross walking existing MHSA-funded activities to the new BHSA guidelines. This process will help determine which services will remain allowable under BHSA and how existing services can continue.
- Integrated Plan Development is underway. The integrated plan will report on every single type of revenue source in behavioral health, which will be tracked and reported on.
- Public comment opens on March 19th. More detailed in-depth overview of integrated plan and all findings from community engagement will be provided. Public comment will close on April 16th.

X. Site Visit Committee Update

- Next site visit: 7th Avenue Center on Tuesday, February 10th, 1pm-3pm

XI. Jail Packet Revisions

Two sections, Custody Alternative Program (CAPS) Guide and Criminal Justice Reform and the Case for Collaborative Courts, were provided to the board. This will be discussed at the February meeting.

- XII. Response to the BHSA Integrated Plan – to be discussed at the February meeting.
- XIII. Letter of Recommendation regarding staff training in Generative AI Tools – to be discussed at the February meeting.
- XIV. Announcement: Funding Ad Hoc Committee 2026 – to be announced at the February meeting.
- XV. Thank you letter: Dr. Jennifer Wells Kaupp – to be reviewed at the February meeting.
- XVI. Adjournment
Meeting adjourned at 5 p.m.



County of Santa Cruz

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MINUTES – Draft



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BEHAVIORAL HEALTH ADVISORY BOARD

FEBRUARY 19, 2026, 3:00 PM – 5:00 PM

HEALTH SERVICES AGENCY, 1400 EMELINE, ROOMS 206-207, SANTA CRUZ 95060
MICROSOFT TEAMS (831) 454-2222, CONFERENCE 316 118 950#

Present: Antonio Rivas, Dean Kashino, Hugh McCormick (Remote), Jeffrey Arlt, Kaelin
Wagnermarsh, Michael Neidig, Rachel Montoya, Xaloc Cabanes
Absent: Natalie Stott, Valerie Webb, Supervisor Kimberly De Serpa
Staff: Marni Sandoval, Amy Rhoades, Lun Wang, Victoria Reynolds

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- I. Roll Call – Quorum present. Meeting called to order at 3:05 p.m. by Chair Xaloc Cabanes.
Note: Hugh McCormick participated remotely at 3:22pm.
 - II. Public Comment – 3 individuals addressed the BHAB in the conference room.
 - III. Board Member Announcement
 - Each district is holding a town hall meeting. The Chair recommended that everyone attend.
 - IV. Approve January 15, 2026 Minutes
Per Jeffrey, approval deferred due to questions about part of the content; tabled to the next meeting.
 - V. Secretary's Report
 - Required trainings must be finished by April 1st or a vacancy is created in the seat.
 - Three Board member seats are due to expire.
 - VI. Patient's Rights Report – George Carvalho, Advocate
January report was provided. George did attend the meeting.
 - 7th Avenue Center discussion on victim connection issue, ultimately spoke with conservator.
 - Recommendations for 7th Avenue – facility redesign needed; privacy curtains, narrow hallways, and food options raised as concerns.
 - George clarified that he gets involved with residents at 7th Avenue that are out of county.
 - George visited Hope Forward unannounced; staff requested training from George regarding his role, responsibilities, limitations, confidentiality, etc.
 - Clarification on how individuals can contact George - facilities must post residents' rights and provide Advocacy, Inc. contact information.
 - VII. Behavioral Health Director's Report – Dr. Marni Sandoval, Behavioral Health Director
 1. Introduction of Lun Wang, Health Equity Officer: Supports the agency's equity and diversity efforts in behavioral health, helps meet state requirements for Culturally and Linguistically Appropriate Services (CLAS), and partners with Public Health and clinic services on an integrated equity plan across health agencies.
 2. Adults Behavioral Health Update

- Preparing for the opening of the Bridge Housing Low Barrier Navigation Center by identifying eligible clients and beginning planning with them; partnering with Housing Matters and facility developers for program planning.
 - Transitioning to the state-required LOCUS level of care tool to support evidence-based practices and better assess client care needs at entry. The ANSA tool will be phased out as part of this change.
 - Partnering with the state's Centers of Excellence to prepare for implementing required practices under BHSA and BH Connect, including ACT, Coordinated Specialty Care for First Episode Psychosis, and Individual Placement and Support (supported employment).
3. Children's Behavioral Health Update
- Conducting mid-year meetings with children's system of care providers to inform service planning, coordination of care, and ensure needs are being met in partnership with providers.
4. Substance Use Disorder Services Update
- Launched Renew Path which is a program that's supporting justice involved adults with care coordination, referrals and recovery residences. Program launched earlier this month.
 - DUI services are now contracted and restored after prior provider closures. New county providers include Sobriety Works and Alert Driving.

VIII. Site Visit Committee Update – 7th Avenue Center

- The facility was described as clean and relatively safe but physically tight with limited indoor space, though it includes outdoor areas for residents.
- Only 15-20% of residents are from Santa Cruz County, with most from other counties; the facility has 32 MHRC beds, with a small amount available within the state.
- Discussion noted they have a waitlist, and a possible increase in request to have people in that facility following SB43.
- Concerns were raised about space and gender distribution in the facility, with women having fewer wings than men.
- This is the first facility that reported they were satisfied with the integration of the services for the clients, the follow-up in the coordination with the services upon discharge which is attributed to its long-term care model.
- Members questioned the hand off and follow up after discharge. The majority of individuals are out of county, so they can't release them into Santa Cruz County.
- Clarified that licensing and service requirements are monitored by the California Department of Health Services and through local Medi-Cal certification site visits.

IX. Jail Packet Revisions: Two Sections for review - Hugh McCormick

- Introduced current work with the board and invited comments or feedback from members.
- Shared an overview of the scope and direction of the developing jail report; expected to be completed in about a month, with the final version to be shared with the board.
- Postpone reviewing and discussion to next meeting.

X. Response to the BHSA Integrated Plan

Motion to create ad hoc committee (Mike, Dean, Rachel, Hugh) to draft response to the BHSA integration plan: Jeffrey Arlt Second: Mike Neidig

Ayes: Rivas, Kashino, Arlt, Wagnermarsh, Neidig, Montoya, Cabanes

Nays: None

Abstain: McCormick

Result: Passed.

XI. Approve Letter of Recommendation regarding staff training in Generative AI Tools

Motion / Second: Dean Kashino / Jeffrey Arlt

Ayes: Kashino, Arlt, Neidig, Cabanes

Nays: Rivas

Abstain: Wagnermarsh; Montoya, McCormick

Result: Passed.

- XII. Approve BOS Letter of Recommendation: General Fund for BH increase from 1.3% to 2% over next 3 years
Motion / Second: Dean Kashino / Antonio Rivas
Ayes: Rivas, Kashino, Arlt, Wagnermarsh, Neidig, Montoya, Cabanes
Nays: None
Abstain: McCormick
Result: Passed.
- XIII. Approve BH Letter of Recommendation: Submit proposal for Clubhouse to CBH Innovation committee grant (\$20M available) *
Motion / Second: Antonio Rivas / Jeffrey Arlt
Ayes: Rivas, Kashino, Arlt, Wagnermarsh, Neidig, Montoya, Cabanes
Nays: None
Abstain: McCormick
Result: Passed.
- XIV. Approve BOS Letter of Recommendation: Mike Beebe's two priorities: 1) Doubling in-county mental health and substance use treatment capacity in the next 3 years, saving an estimated \$11M/year; 2) Reducing by 50% the time in both the justice system and in custody for those not sentenced within the next five years, estimated \$7.3M/year
Motion / Second: Mike Neidig / Rachel Montoya
Ayes: Rivas, Kashino, Arlt, Wagnermarsh, Neidig, Montoya
Nays: None
Abstain: Cabanes, McCormick
Result: Passed.
- XV. Approve Thank You Letter – Dr. Jennifer Wells Kaupp
Motion / Second: Antonio Rivas / Jeffrey Arlt
Ayes: Rivas, Kashino, Arlt, Wagnermarsh, Neidig, Montoya, Cabanes
Nays: None
Abstain: McCormick
Result: Passed.
- XVI. Future Agenda Items
- George Carvalho to provide a presentation on his job duties.
 - MHCAN update – what happened, what happened to the people that utilized MHCAN.
- XVII. Adjournment
Meeting adjourned at 4:53 p.m.

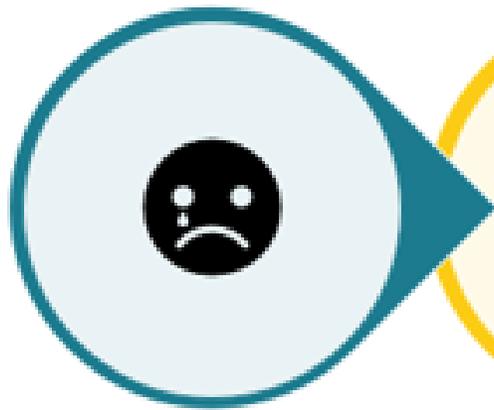
Pillars of the Crisis Now Model

High Tech
Crisis Call
Center

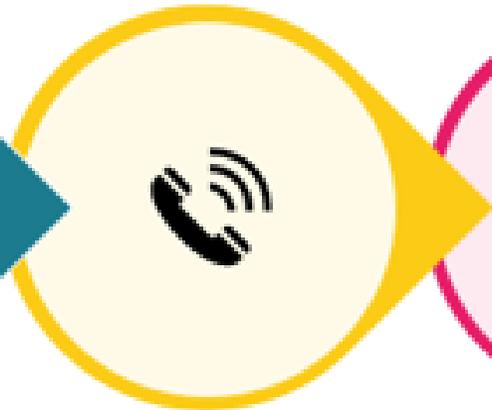
24/7 Mobile
Outreach
Crisis Teams

Facility-based
Crisis Center

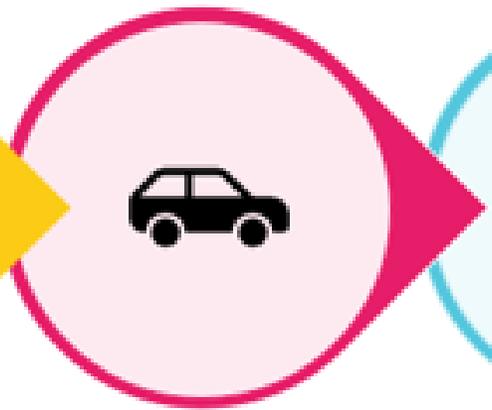
Evidence-
based
Practices



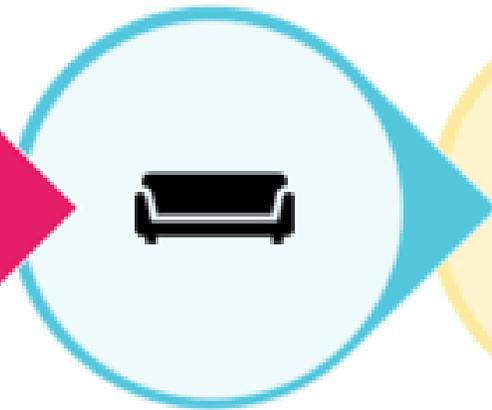
Person in Crisis



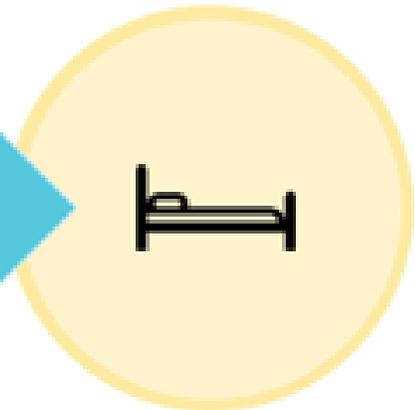
Crisis Call Center



Mobile Crisis Team



23-Hour Stabilization



Short-term Stabilization

Crisis Now: System-Level Rating

THEN:
Level 2 –
Basic

NOW:
Level 4 –
Close

What Changed: Movement from basic implementation to an increasingly coordinated, system-level model

Crisis Now: System Implementation

THEN:

- All three core services existed
- Uneven maturity
- Limited real-time coordination

NOW:

- All components at Level 3 or higher
- MCT and Facility at Level 4
- Growing cross-system integration

Crisis Now: Call Center Hub

THEN – Level 2 Basic:

- Limited integration with external providers
- Peer option not consistently available
- Documentation sharing

inconsistent

NOW – Level 3 Progressing:

- Stronger system integration
- Active refinement of continuity-of-care partnerships

Remaining Gaps: Peer option for all callers and standardized documentation sharing

Crisis Now: Mobile Crisis Services

THEN – Level 2 Basic:

- Strong community response
- Valued by partners
- Team composition varied
- Limited formal data evaluation

NOW – Level 4 Close:

- Strong foundational model in place
- Several Level 5 elements underway

Remaining Gaps: Formal peer inclusion and system-wide data integration and KPIs

Crisis Now: Facility-Based Services

THEN – Level 3 Progressing:

- Single primary crisis provider
- Solid alignment with Crisis Now standards
- Capacity and data limitations

NOW – Level 4 Close:

- Well-established Crisis Receiving Services
- Second facility planned, expanding capacity

Remaining Gaps: Expanded peer roles and stronger data and system integration

What Enabled the Shift

Key Enablers

- Leadership commitment to fidelity and improvement
- Investment in mobile and facility-based capacity
- Strong community and partner relationships
- Willingness to assess honestly and course-correct

What's Next

- System-wide data integration and dashboards
- Real-time coordination
- Formalized peer roles
- High-performing KPIs



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Behavioral Health Division

Santa Cruz Behavioral Health Crisis Now Evaluation

FY24-25 MHSA Annual Report Key Findings
March 19th, 2026

Evaluation Overview

Evaluation Period

- **Data:** July 2023 – December 2025 (2.5 years)
- **Reporting:**
 - Baseline: July 2023 – Jun 2024 data
 - Mid-period update: data through March 2025
 - Final report: data through December 2025

Today's focus



Data Sources

- MCRT workbooks
- CSP admission data
- EMS data
- Fidelity assessment
- Partner surveys
- Client surveys
- Crisis Continuum focus groups and interviews

Domain 1

Project Implementation

How is the Crisis Now model implemented over time?

Project Implementation

Reflections from 2025 focus groups

- Law enforcement officers consistently express appreciation for MCRTs and would like to see more teams in the field. MCRT call volume is increasing.
- EMS & Fire department leadership highlighted positive culture shifts with patient care and improved understanding of how/when to utilize MCRTS
- Boarding and transfer times for 5150s in emergency departments has been trending down
- The community appreciates 24/7 access, though service awareness could be improved
- Collaboration and communication among crisis continuum partners (EDs, Telecare, FSA, etc.) has improved substantially since implementation

Domain 2

Patient Access

To what extent does the implementation of the Crisis Now model impact patient access to BH crisis response services?

MCRT Incidents

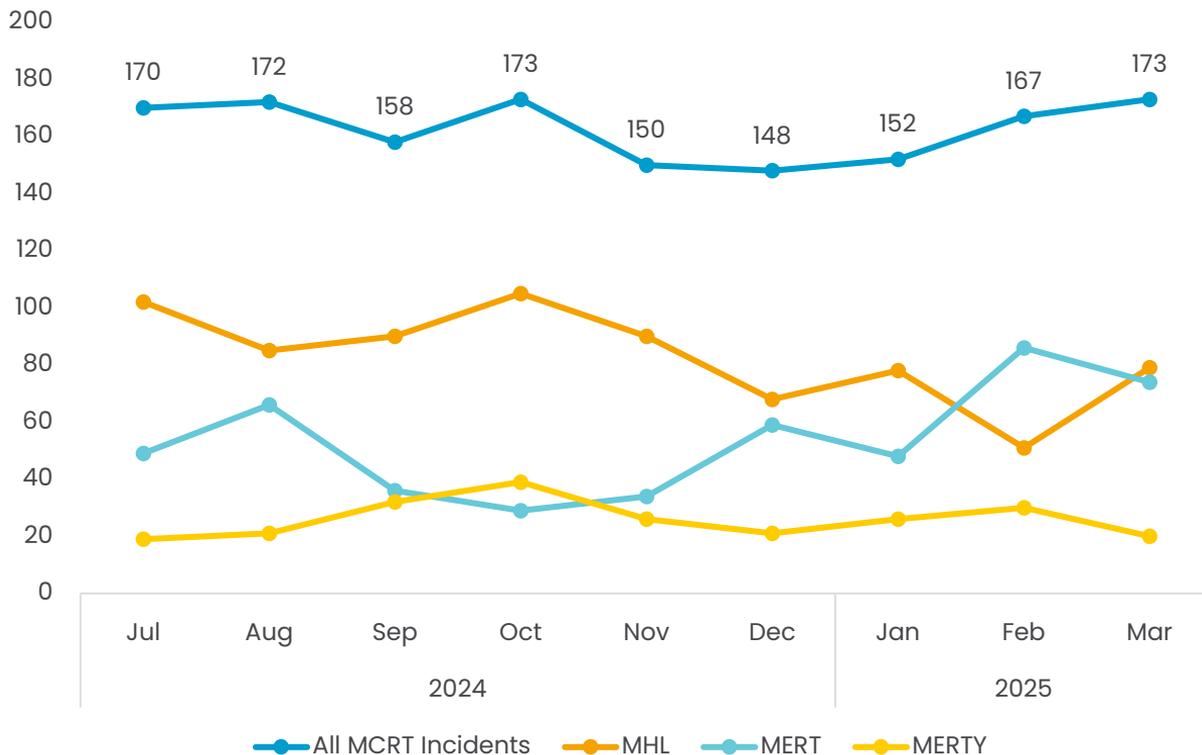
Total MCRT Incidents:
1,453
(monthly average: 163)

Total MHL Incidents: 748
(monthly average: 83)

Total MERT Incidents: 481
(monthly average: 53)

Total MERTY Incidents: 234
(monthly average: 26)

Monthly MCRT Incidents, FY24-25



CSP Admissions

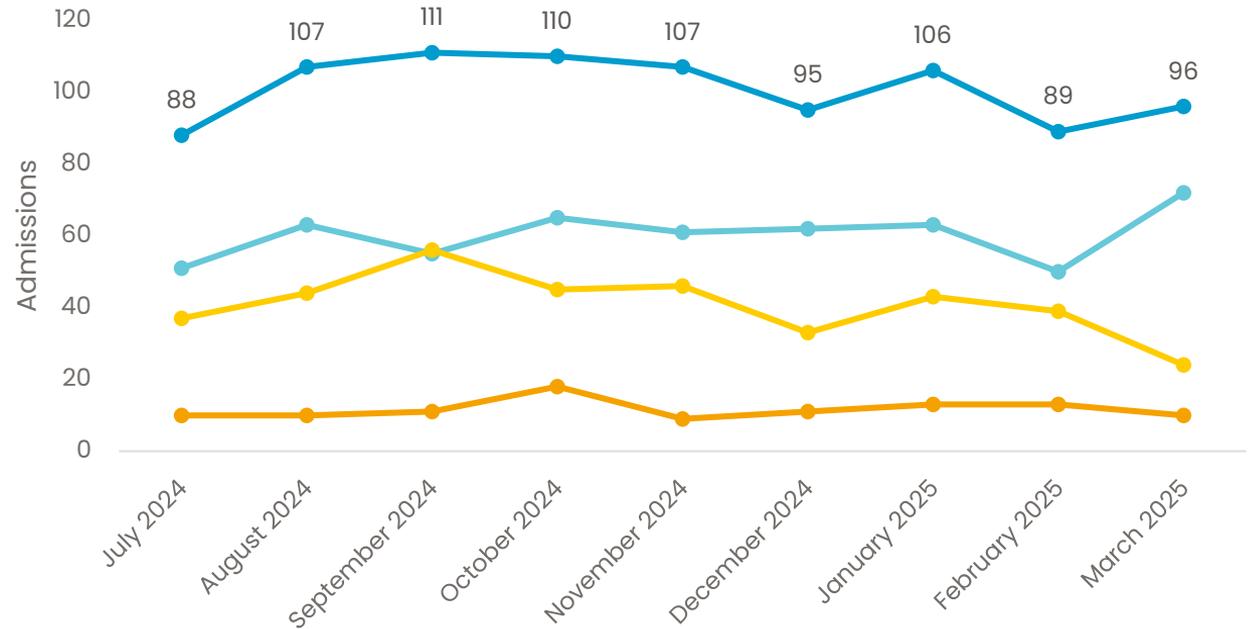
Total CSP Admissions:
909
(monthly average: 101)

MCRT or ED: 509
Monthly Average: 57

LEO Holds: 295
Monthly Average: 33

Voluntary Admits: 105
Monthly Average: 12

Monthly SCC CSP Admissions, FY24-25



—●— Total Admissions —●— Voluntary Admissions —●— Other (MERT, MHLs, EDs, UCSC MCRT) —●— LEO Holds

Domain 3

Patient Outcomes

To what extent does the implementation of the Crisis Now model impact patient outcomes?

Incident Outcomes

	MERT (n=481 incidents)	MERTY (n=234 incidents)	MHLs (n=748 incidents)
5150/5585 Assessment	37% assessed	43% assessed	51% assessed
5150/5585 Assessment Holds	31% of assessments resulted in holds	33% of assessments resulted in holds	30% of assessments resulted in holds
ED Visit	7% of incidents	9% of incidents	9% of incidents
Top Service Referrals	48% already connected 22% SCCBH or MH	39% already connected 27% SCCBH or MH	46% SCCBH or MH 29% other unspecified

Domain 4

System-Level Indicators

To what extent does the implementation of the Crisis Now model impact the SCCBH system overall?

EMS BH Calls for Service

Baseline Evaluation Period

July 2023 – June 2024

- Total MH/BH Calls: **3,471**
- Monthly Average MH/BH Calls: **289.25**
- Daily Average MH/BH Calls: **9.48**

Current Evaluation Period

July 2024 – March 2024

- Total MH/BH Calls: **1,447***
- Monthly Average MH/BH Calls: **160.78**
- Daily Average MH/BH Calls: **5.28**

Questions?

Thank You



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Summary

This is a February 2026, Patients' Rights Advocate Report from the Patients' Rights Advocacy program. It includes the following: telephone calls, reports, and emails. It includes a breakdown of the number of certified clients, the number of hearings, and the number of contested hearings. It also includes a breakdown of Reise Hearing activity, including the number of Riese Hearings filed, the number of Riese conducted, and the number that was lost.

Patients' Rights Advocate Report February 2026

Telecare CSP/PHF

On 2/5/26 I received a phone message from a client placed on 5150 hold at the Crisis Stabilization Unit. I was known to him from our previous communications. He stated that I had been helpful to him in the past and sought a similar outcome. I Advised my client that the favorable occurred because of a Certification Review Hearing. I reviewed the hearing process with him and communicated his right to file a writ as a means of appeal. The client requested that I meet with him at the unit. After ascertaining whether a face-to-face visit would be a helpful visit, I met with the client at the unit and further elaborated on his rights to him.

On 2/7/25 Received a call from client held on a 5250 hold. She informed me that she was treated with disrespect and requested immediate release from the facility. This writer returned the call and explained her rights as well as the hearing process. I explained to my client that I did not have the authority to compel staff to release her. It seemed to this writer that the client comprehended the information but voiced her displeasure at the lack of timeliness. The facility discharged this person before the Certification Review Hearing.

7th Avenue center

On 2/11/16 This writer met with the reported victim of a resident- to-resident altercation. With the assistance of a staff translator, I interviewed the gentleman. He seemed in good spirits and displayed no cuts or bruising on his face. He informed me that he had been advised of his rights to contact local law enforcement (Santa Cruz Sheriff's department) and stated that he likes being a resident. Both the client and staff informed me that he alleged perpetrator was transferred to his county of origin and not expected to return.

On February 16, 2026, a resident of 7th Avenue contacted me by email to solve the following issues: request to be immediately placed in a step down or to return home, double portions of breakfast, lunch and dinner, a prescription for weight loss medications. It seems to this writer that I am seen as to meet his housing and treatment needs since the client cannot verbalize self-initiated steps to resolving his needs and impatient with staff when appointments are already scheduled. This writer continues to correspond with the resident, and I encourage him to take steps towards self-advocacy as well as reminding him that my assistance is available if staff is non-responsive to his needs. Per the client's permission, I spoke with his conservator who

seemed engaged, concerned, and knowledgeable about the client's situation and readily provided the requested information as well as providing her email for any future communications.

**Reise and Certification Review Hearings
February 2026**

1. TOTAL NUMBER CERTIFIED	27
2. TOTAL NUMBER OF HEARINGS	27
3. TOTAL NUMBER OF CONTESTED HEARINGS	10
4. NO CONTEST PROBABLE CAUSE	17
5. CONTESTED NO PROBABLE CAUSE	5
6. VOLUNTARY BEFORE CERTIFICATION HEARING	0
7. DISCHARGED BEFORE HEARING	0
8. WRITS	0
9. CONTESTED PROBABLE CAUSE	5
10. NON-REGULARLY SCHEDULED HEARINGS	0

Ombudsman Program & Patient Advocate Program shared 0 clients in this month (shared = skilled nursing resident (dementia) sent to behavioral health unit or mental health client placed in skilled at Telecare (Santa Cruz Psychiatric Health Facility))

Reise Hearings. /Capacity Hearings

Total number of Reise petitions filed by the Telecare treating psychiatrist:

Total number of Reise Hearings conducted: 3

Total number of Reise Hearings lost: 3

Total number of Reise Hearings won: 0

Total number of Reise Hearings withdrawn: 0

Hours spent on conducted hearing representation: 2

Hours spent on hearings not conducted: 0

Hours spent on all Reise hearings: 2

Reise appeal: 0

Respectfully Submitted: Davi Schill, PRA

George Carvalho, PRA



Salud Mental y
Tratamiento del Uso
de Sustancias

Behavioral Health Director's Report

Dr. Marni R. Sandoval

Behavioral Health Advisory Board Meeting – March 19, 2026

Adults Behavioral Health Update



Bridge House Opening Anticipated Mid-April

- Developing admission workflows
- Strengthening collaboration with Housing Matters staff
- Identifying eligible clients

BHSA Integrated Plan

- Contributions to the plan
- Supporting adult services program design

Evidence Based Practices Implementation

- Center for Excellence technical assistance
- Practices include: Assertive Community Treatment (ACT), First Episode Psychosis (FEP), and Individual Placement Services (IPS)

Level of Care Determination

- preparing to roll out the LOCUS level-of-care tool
- Will support more consistent clinical decision-making

System Level Support

- Supporting BH Website updates
- Engaged in the recruitment process for the next Adult System of Care Senior BH Program Manager

Children's Behavioral Health Update

Supplemental Funding Award!



The Behavioral Health School Services Act (BHSSA) team at the Commission for Behavioral Health recently identified that our system is supporting the linkage of youth to substance use disorder (SUD) services through the Companion Project – Behavioral Health Navigation Program, implemented by a team at the County Office of Education (COE) and funded through our BHSSA grant (21MHSOAC017).

As a result of this work, we have been presented the opportunity to extend the grant for an additional two years and receive up to \$450,000 in supplemental funding to further strengthen and expand SUD-related supports for youth/students across the county. County Behavioral Health and our COE partners are excited to pursue this opportunity.

Substance Use Disorder Services Update

Strengthening youth access and engagement

- working closely with our DMC-ODS youth outpatient providers to identify strategies for increasing referrals and improving retention for young people in need of services.

System Improvements

- addressing documentation deficiencies with a residential treatment provider
- troubleshooting authorization challenges related to residential care

Application submitted for Prop 36 funds

System Level Support

- Supporting BH Website updates
- Sr Program Manager, Cassy Swank has agreed to postpone her resignation and will remain through the end of August

**Thank you
Casey!**

Accessing Care

Medi-Cal Members



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Mild – Moderate Level of Care Managed Care Plan (MCP)

Central California Alliance for Health
(CCAH)



How Members Access BH Care

Member in need of BH Services

- Member can self-refer by calling Alliance directly
- Member can call contracted BH provider directly for services and bypass Alliance
- Member can call/walk into local MHP access for screening and assessment
- PCP can access referral forms online at Behavioral Health - Central California Alliance for Health (will be updated for internal processes come 7/1/25)



MCP or MHP completes DHCS Screening Tool

- If member is referred to Alliance or the Mental Health Plan (MHP), a BH CM staff member will screen member for correct system of care and need and provide appropriate referrals within timely access requirement. The Alliance and our 5 MHPs coordinate daily on these referrals

Member Connected to Care

- Member will be offered appointment assistance and to be connected to a provider with an appointment within timely access requirements

Members can call 800-700-3874
All members will be getting new CCAH ID cards



Mild – Moderate Level of Care Managed Care Plan (MCP)

Central California Alliance for Health
(CCH)

Behavioral Health CM Referral



Providers can call the alliance case management line 800-700-3874 X5512



Providers can submit a care management referral form directly through the Alliance website. [Care Management Referral Form - Central California Alliance for Health](#) or Referrals via fax to (831)430-5850.



Referral via e-mail to list CM behavioral health team
ListBHCmintakecoordinators@thealliance.health



***CCH's website is not current for referral pathways until 7/1/25. Current CM referral is on our Provider Care Management landing page [Behavioral Health - Central California Alliance for Health](#)*



Specialty Mental Health & Substance Use Level of Care Behavioral Health Plan (BHP)

Santa Cruz County Behavioral Health
(SCCBH)

**Member can call for screening and assessment/referral anytime Monday-Friday 8:00-5:00
800-952-2335**

Member can self-refer by walking into our offices:

1400 Emeline Ave., Santa Cruz

1430 Freedom Blvd., Watsonville

Monday -Friday 8:00-4:00

Member will talk to a clinician who will offer a screening to determine appropriate level of care

Will be referred to CCAH if screened mild to moderate

Will be scheduled for an assessment with a licensed clinician if screened severe

Will be offered ongoing behavioral health services at the appropriate level of care

Substance Use Services will be screened for and services offered depending on level of care determined



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Easy Referral to Care

Mild-Moderate

Managed Care Plan -
CCAH

Online Portal
<https://thealliance.health/for-providers/care-management-referral-form/>

800-700-3874 x5512



Severe

County Behavioral Health
Plan

Access Line

800-952-2335
(24 hour line)



Salud Mental y
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de Sustancias

Crisis



HEALTH SERVICES AGENCY
BEHAVIORAL HEALTH

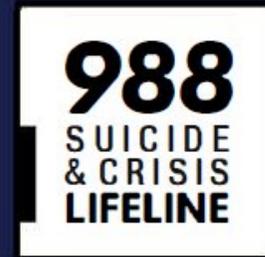
Santa Cruz County Mobile Crisis Response Team

1-800-952-2335

santacruzhealth.org/CrisisResponse

If you or someone you know is struggling or in crisis, help is available.

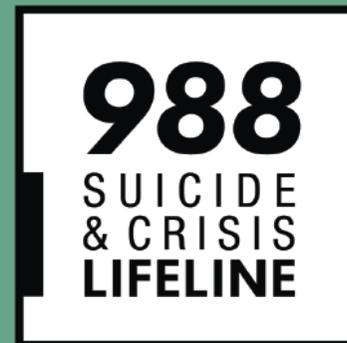
Call or text 988 or chat 988lifeline.org, or reach out to a mental health professional.



PEP23-08-03-001
331859-L

**YOU
MATTER**

Text.
Call.
Chat.



PEP23-08-03-012

Questions?

Thank You



Salud Mental y
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Santa Cruz County Behavioral Health Integrated Plan & Public Comment

**Behavioral Health Advisory Meeting
March 19, 2026**

Overview

- Community Engagement Findings & Recommendations
- How Community Engagement Informed the Integrated Plan
- Public Comment Period



Overarching System Strengths & Resources

System Strengths & Resources Ranked by Top 5

1. Mental Health (MH) Services & Supports
2. Workforce – Dedicated Providers
3. Care Coordination
4. Community Education/Resource Awareness
5. Access to Care

Related to Care
Coordination
***“County providers
coordinate well with
each other.”***

Related to Workforce
***“Coordinators are doing a
fantastic job. They check on me
and go above and beyond.”***



Related to Community
Education/Resource Awareness
***“Non-profit and community
organizations are robust and
function pretty well.”***

Overarching System Gaps & Needs

System Gaps & Needs Ranked by Top 5

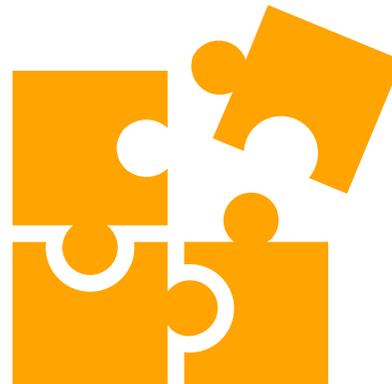
1. Insufficient Treatment Beds (includes MH and SUD)
2. Mental Health Services & Supports
3. Care Coordination
4. Insufficient Housing
5. Community Education/Resource Awareness

Related to Insufficient Treatment Beds

“There is a lack of acute step-down services in county.”

Related to MH Services & Supports

“Limited availability of programs and services.”



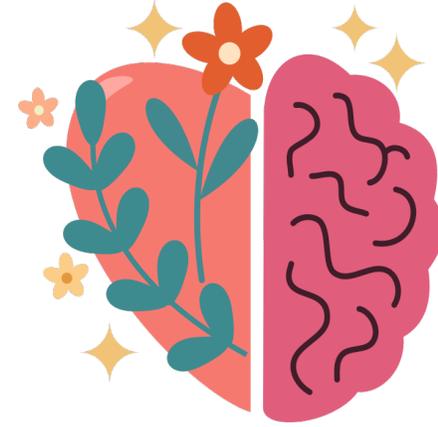
Related to Insufficient Housing
“[More] transitional housing for people getting out of jail or a facility.”

Community Feedback Themes

- Easier access to care
- More treatment capacity
- Stronger care coordination
- Maintain stable housing for people with severe BH conditions
- Services that are respectful and culturally responsive



Full-Service Partnership (FSP)



- 3 Children/Youth FSPs and 1 High Fidelity Wraparound program
- 3 Adult/Older Adult FSP programs
- Utilization of **required** Evidence Based Practices (EBPs) & implementation of **required** FSP Levels of Care (LOC)
- Implementation of referral pathways between FSP LOC and Outpatient LOC
- Expansion of the **required** assertive field-based strategies for the initiation of Substance Use Disorder (SUD) treatment and rapid access to Medications for Addiction Treatment (MAT)

Housing Interventions for BH Consumers

- Rental subsidies (PSH, shared housing, ARFs, board & care, room & board, peer respite, hotel/motel as needed) for those with BH needs
- Provide operating subsidies and Participant Assistance Funds (as allowable) for those with severe BH needs
- Implement the required Housing First model
- Strengthen coordination with MCPs and Community Supports providers
- Strengthen partnership with Housing for Health



Behavioral Health Services & Supports (BHSS)

BHSS Other

- Crisis stabilization and crisis residential programs
- Specialty behavioral health treatment for individuals with serious behavioral health conditions
- Technology and infrastructure supporting clinical care (e.g., EHR, telehealth)

BHSS Early Intervention

- Behavioral health screening and early identification of mental health and substance use conditions
- Short-term counseling and brief therapeutic interventions
- School-linked behavioral health services and campus-based supports
- Youth and young adult early psychosis intervention
- Family education and support services to prevent condition escalation
- Community-based outreach to populations at higher risk of behavioral health conditions
- Culturally responsive early intervention services to reduce disparities
- Peer and family partner supports focused on early-stage needs



Submit your Public Comment by April 16, 2026



In Person

Behavioral Health Advisory Meeting
April 16, 2026 3pm | 1400 Emeline Ave. Room 206



Phone

Leave a voicemail at 831-713-8285

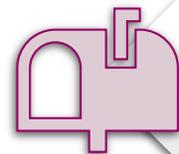


Email your feedback to
MentalHealth.ServicesAct@santacruzcountyca.gov



Online Portal

Visit santacruzhealth.org/BHSA



Mail: Santa Cruz County Behavioral Health
Attention: Amy Rhoades
1400 Emeline Ave. Santa Cruz CA 95060

Thank You!

For BHSA information:

Email: MentalHealth.ServicesAct@santacruzcountyca.gov

santacruzhealth.org/BHSA



Public Comment Submission for Behavioral Health Services Act (BHSA) Integrated Plan (IP)



In Person

At Behavioral Health Advisory Meeting
April 16, 2026 | 1400 Emeline Ave. Room 206 | 3pm



By Phone

Leave a voicemail at 831-713-8285



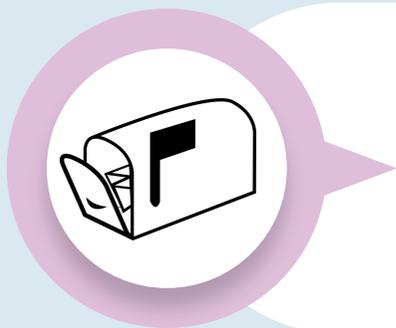
Email

Email your feedback to
MentalHealth.ServicesAct@santacruzcountyca.gov



Online

Visit santacruzhealth.org/BHSA



Mail Feedback to:

Santa Cruz County Behavioral Health
Attention: Amy Rhoades
1400 Emeline Ave. Santa Cruz CA 95060

santacruzhealth.org/BHSA



BEHAVIORAL HEALTH
HEALTH SERVICES AGENCY

Presentación de comentarios públicos para el Plan Integrado (PI) de la Ley de Servicios de Salud Conductual (BHSA)



En persona

En la Reunión Asesora de Salud Mental, 16 de abril de 2026 | 1400 Emeline Ave., Sala 206



Por teléfono

Deje un mensaje de voz al 831-713-8285



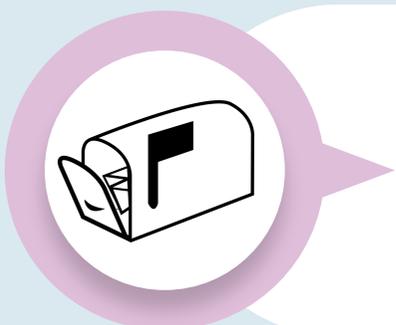
Correo electrónico

Envíe sus comentarios por correo electrónico a MentalHealth.ServicesAct@santacruzcountycalifornia.gov



En línea

Visite santacruzhealth.org/BHSA



Envíe sus comentarios a

Salud Mental del Condado de Santa Cruz
Atención: Amy Rhoades
1400 Emeline Ave. Santa Cruz CA 95060

santacruzhealth.org/BHSA



BEHAVIORAL HEALTH
HEALTH SERVICES AGENCY

Behavioral Health Services Act Integrated Plan

Public Comment Form

Thank you for taking the time to review and provide feedback on the County's Behavioral Health Services Act (BHSA) Integrated Plan (IP). Your input will help ensure the plan reflects community needs and priorities.

To view the plan, visit santacruzhealth.org/BHSA

The public comment period for this IP is March 18, 2026 to April 16, 2026. All feedback submitted during the public comment period will be reviewed and considered prior to final submission.

1. Please identify which community partner group you represent. Select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Providers | <input type="checkbox"/> Consumer of behavioral health services in Santa Cruz County |
| <input type="checkbox"/> Community Organizations | <input type="checkbox"/> Law Enforcement |
| <input type="checkbox"/> Person with Lived Experience | <input type="checkbox"/> Continuum of Care representatives |
| <input type="checkbox"/> Community Member | <input type="checkbox"/> Representatives from LGBTQIA+ communities |
| <input type="checkbox"/> Veterans or active military service | <input type="checkbox"/> Managed Care Plan |
| <input type="checkbox"/> County Public Health Representative | <input type="checkbox"/> Local education agencies |
| <input type="checkbox"/> County Behavioral Health Representative | <input type="checkbox"/> Child Welfare Agencies |
| <input type="checkbox"/> Health Care Organizations | <input type="checkbox"/> Other (please specify): |
-

2. Overall, do you feel the BHSA Integrated Plan addresses the most pressing behavioral health needs in our community?

- Yes
- Somewhat
- No
- Unsure

Behavioral Health Services Act Integrated Plan

Public Comment Form

1a. Please explain:

3. What strengths do you see in the proposed plan?

4. Are there gaps, concerns, or areas for improvement that you would like to share?

5. Any additional comments or recommendations?

Thank you for helping shape the future of behavioral health services in our community.

SANTA CRUZ COUNTY JAIL (SYSTEM) VISITATION GUIDE

EXPLORING ALL INMATE VISITATION AVENUES: IN-PERSON (CONTACT AND NON-CONTACT) VISITATION AND VIRTUAL/VIDEO VISITATION OPTIONS

BACKGROUND: IMPORTANCE AND IMPACT OF INMATE VISITATION – IN ALL FORMS AND MODALITIES

The evidence is clear. Decades of research and comprehensive assessments have proven that frequent highly-quality connections and visitations (between inmates and their support networks on the “outside”) reap massive rewards for *all parties involved*. Numerous studies illustrate that effective correctional visitation programs, including those within the Santa Cruz County Jail system, lead to enhanced physical and emotional wellness (for inmates and families), better in-Jail conduct and behavior, reduced recidivism (re-offending), and greater odds for post-release success and successful re-entry. For inmates in the Santa Cruz County Jail system, visitors often represent their sole lifeline and connection to the “real” world — beyond dreary institutional walls, bars, chains, violence, and colored jump suits — and the often chaotic and confusing environment they will most likely return to after paying their debt to society. Regular visitation and familial contact — through any one of the Jail’s in-person, virtual, or text-based connection avenues - allows local inmates to maintain social and familial bonds (with children, significant others, and parents), smooth their re-entry processes and planning, provide (and receive) immediate emotional support, coordinate legal defenses, and share vital information regarding internal/external policies, situations and events.

Healthy and regular visitations (and other forms of correspondence) between inmates and their families, friends, and supporters reap impressive physiological and psychological rewards for all individuals involved — during a time in which each party’s outlook, financial and social stability, and mental health is otherwise deteriorating. The toll that incarceration can and does exert on families and loved cannot be underestimated. Recent studies indicate that (just) having a family member in lockup is directly correlated with poorer physical and behavioral health, and even comes with a special prize: an earlier death sentence (i.e. shorter lifespan). In particular, children of incarcerated men and women seem to be even more negatively impacted by their parent’s and/or loved one’s time in jail or prison. These under-the-radar victims are found to suffer from more pronounced drug and substance use disorders, behavioral health conditions, and struggle or fail in educational settings compared to children without an incarcerated family member. The visitation programs embedded in correctional institutions — like the ones in the Santa Cruz County Jail — do wonders to keep families connected and keep them together. It’s been shown that familial ties and supports enhanced by visitation efforts lead to a higher probability of families staying together post-release and better mental health — including reduced depressive symptoms — for all.

From an inmate’s point of view, frequent highly-quality connections and correspondence with friends, families, and out-of-wall support networks are critical to maintaining their emotional, financial, and physical health and wellbeing during their time in lockup. Regular in-person and virtual visitations with family members strengthen foundational family bonds, smooth the process and enhance the possibility of successful reentry into the community, and wear down the intergenerational cycle of incarceration. Visits strengthen inmates’ ties and associations with the world outside of jail or prison walls — and gives them a semblance of hope and a (more) positive outlook during a time when it is needed most. The quality time in which inmates plan for and anticipate future/upcoming visits with their friends or family members can be incredibly valuable — and not only for the inmate his or herself, but for their entire correctional institution. Multiple studies have linked (increased) jail and prison visitations to reduced behavioral issues and overall inmate misconduct, and a greater adherence to institutional rules, policies and edicts. Because, visitation “rights” can be taken from inmates at any time, and for a variety of (sometimes unfair or punitive) reasons, inmates tend to be on their best — or at least better - behavior in the days leading up to an anticipated visit. Giving credence to the supposition that increased inmate visitations lead to better overall behavior and rule adherence, an Iowa-based researcher pronounced that in-prison misconduct (using official citations as a measurement) was visibly reduced in those who received visits in his state’s penitentiaries. Each additional visit per month, concluded the enthusiastic reporter reduced misconduct by an impressive, further 14 percent. Misconduct and inmate misbehavior decreased markedly in the three weeks before a planned in-person visit, another similar study found. The uplifting and anticipatory effects that upcoming or planned friend and familial visitations are also linked to improved mental health (reduced depression and anxiety concerns) — existing as a bright light on the horizon in an otherwise isolated jail or prison environment bereft of warmth, love, and affection.

In addition to (increased) visitations being linked to helping keep inmates on their p's and q's, friend and family jail and prison visits have also been tied to reducing criminal reoffences, or "recidivism." There is probably no one better to undertake an in-depth study and careful evaluation of the potential benefits and effects of inmate visitation than the actual administrators of a state prison. In a recently released comprehensive report, the Minnesota Department of Corrections presented data that showed that inmates who received (any) in-person visits during their incarceration were dramatically less likely to reoffend and re-enter the correctional system post-release. Evaluating the progress and movement of just over 16 thousand state prisoners, the group of Gophers reported that prisoners who received visits were a full 13% less likely to be reconvicted of a felony after being released. And equally impressively, more than 25% less likely to violate their probation or have their parole eliminated. Another impactful recent study, created and based in central Florida, concluded that of the 7,000 men and women tracked leaving the state's expansive prison system, each visit (first and additional) received during their time in lockup cut the odds of two-year recidivism by 3.8 percentage points. The number, size and scope of studies like these - proving the considerable (positive) impact and ready rewards that frequent visitations can have of inmates, their families and loved ones, and correctional systems themselves — continues to grow. The visitation programs established within jails and prisons are important correspondence vehicles that contribute to public safety as much as they benefit families and inmates themselves.

Even though periodic visitation has proven to be a critical component of successful rehabilitation efforts — dramatically enhancing the quality of life, mental and physical outlook, health and wellbeing of inmates and their support networks — friends and families often face systemic barriers and impediments in their attempts to arrange, schedule, and attend visitation sessions with their incarcerated loved ones. Families and inmate supporters planning, coordinating, and eventually attending a scheduled in-person visitation session, often do so at a steep financial toll. In many instances, families and friends must travel considerable distances to reach their incarcerated loved one's jail or institution. Between gasoline, costly hotel stays, and in some cases pricy airline flights, corrections advocates estimate that a weekend familial visit to an inmate in the California correctional system typically costs around \$435. In the mid-nineties, California became one of the first states in the nation to change inmate visitation from a "right" to a "privilege. The official aim of the 90's legislative efforts was to give Jail and correctional officers more control and dominance over in-house activities — allowing them to block planned and upcoming inmate visitations at their whim and individual discretion (including instances of misconduct and/or misbehavior completely unrelated to visitation). The overall importance and impact of scheduled in-person visitation sessions can't be underestimated — this modest block of time and communication truly matters — emotionally and financially for both inmates and their families and out-of-wall supporters.

More recent policy initiatives- like Assembly Bills 2959 and 2709 - were pushed forward to curtail this often-overreaching power, limiting the reasons that jail and prison corrections officers could block upcoming inmate visits. By mandate, officers would lose the ability to block a party's visits unless it is for a disciplinary infraction directly related to visitation — including possessing contraband or committing acts of violence during a visitation session. Those behind the push for AB 2959 and 2709 hoped to reverse decades of punitive and inequitable correctional officer behavior — contending that there can be no effective rehabilitation without the restoration and rebuilding of bonds between family members, incarcerated men and women, and their communities. The legislative efforts are part of a larger groundswell of policy initiatives and activism focusing on (and eliminating) the prodigious financial and emotional costs that families must pay to maintain healthy connections with their incarcerated loved ones. (We focus on the inherent costs and effects of Jail Phone Call, Mail, Commissary, and E-Messaging policies, issues, and potential impacts in separate sections of this Jail 101 Guide).

Due to ever-changing policies, conditions, and complicated operating procedures it can be difficult for friends and concerned family members to establish initial connections with inmates in jail or prison and find clear and detailed information regarding the intricacies and specifics of an institution's visiting process. Initial or overall confusion and frustration can lead some to abandon visitation possibilities altogether — so facilities must ensure that they deliver clear, easily digestible, in-depth, up-to-date information to the public. In order to support individuals in and outside of jail - and to make society a safer more connected place for all - officials designing inmate visitation programs must make the entire process, rules, and expectations as clear and easy as possible.

INMATE VISITATION WITHIN THE SANTA CRUZ COUNTY JAIL (SYSTEM)

The visitation policies and processes in Santa Cruz County Jail(s) are complex and ever-changing — difficult to navigate through and completely grasp even for the most veteran of the County criminal justice system. But substantial empirical evidence proves that when local inmates are allowed to and able to visit their family members and support networks (in-person or virtually) all parties involved are rewarded not only emotionally, but in many other impactful ways as well. Knowing this, it's entirely worth — imperative actually- thoroughly investigating and carefully guiding readers through the current, and often-times overwhelming visitation policies, procedures and avenues (contact, no-contact, and virtual visitation) endemic to the Santa Cruz County Jail (system). Non-contact visitations — in which allow inmates and their families/ loved ones to speak (through phone systems) and see one another in an enclosed space separated by a thick pane of opaque glass — are available at multiple Jail sites including the Main Jail, Blaine Street and Rountree campuses, and the Jail's Rehabilitation and Reentry Facility (known as "T-Unit"). Effective April of 2025, "Family Contact Visits" are available (monthly) for inmates with minor children who are housed in the Blaine Street and T-Unit as well. To supplement and enhance the Jail's vital in-person visitation options, the Jail (system) now provides and supports video or "virtual" visits and correspondence between inmates and contacts on the "outside" via a fleet of in-unit electronic tablet computers and digital kiosks operated by contracted telecommunications provider Smart Communications. We'll delve into the ins, outs, and specifics of *each viable visitation option* — including scheduling, external and internal policies, and other key pieces of pertinent information — in the forthcoming sections of the Jail 101 Guide.

The Jail 101 Visitation Guide begins, with a synopsis of the ins and outs of "In-Person Family Contact" Visitation — available to inmates and their friends and loved ones *only* at the Blaine Street Women's (Jail) Facility and the Rountree Rehabilitation and Reentry Facility. And continues with a complete breakdown of In-Person Non-Contact Visitation policies and procedures — within all Santa Cruz County Jail Facilities. The Guide concludes with a deep exploration of the local Jail system's newest (and increasingly popular) inmate visitation method/service: Virtual or Video Visitation (also available to all inmates within the local criminal justice system). Enjoy.

SANTA CRUZ COUNTY JAIL “IN-PERSON FAMILY CONTACT” VISITATION GUIDE

SANTA CRUZ COUNTY JAIL FACILITIES (SITES) PROVIDING IN-PERSON FAMILY CONTACT VISITATION

ROUNTREE REHABILITATION AND REENTRY FACILITY

100 ROUNTREE LANE, WATSONVILLE CA, 95076



831-454-7873
831-454-7800

BLAINE STREET WOMEN'S FACILITY

141 BLAINE STREET, SANTA CRUZ CA, 95060



IN-PERSON FAMILY CONTACT VISITATION BACKGROUND INFORMATION:

When the COVID-19 pandemic slammed into many of us like an out of control MAC truck, it exerted an equally devastating toll on inmates inside the Santa Cruz County Jail. The coronavirus created havoc inside the County Jail system — leading to outbreaks, corrections staff fleeing in droves, and created even more distance between male and female inmates and their friends and families outside. A brand-new era of required vaccinations, face masks, ritualistic hand sanitization, toilet paper hoarding, and strict social distancing protocols put immense pressure on all of us. Through all of this drama, the already-substantial distance and problematic disconnections between incarcerated individuals and their friends, families and support networks was magnified dramatically. Almost overnight, many types of in-person interactions and social activities long taken for granted either went remote or were eliminated altogether. This certainly included the hugely important impactful in-person contact visitation programs (for families and inmates) in the Santa Cruz County Jail. When in-person family contact visits were terminated within the County correctional system, the action put pressure on already strained and fractured familial relationships — the maintenance of those vital for successful reentry, ultimate reunification, post-release success, and in-Jail mental and emotional health and wellbeing. The Santa Cruz County Jail stopped providing in-person family visits during the COVID-19 pandemic and didn't restore and relaunch this important communications avenue until very recently. For years, local advocates called the Jail's crucial ban on in-person visitation “inhuman” — to this the Jail and Sheriff's Office cited “staffing issues.” When current Sheriff Chris Clark took office, he boasted repeatedly that one of his top priorities was reestablishing in person visitation programs at the County's Blaine Street Women's Facility and the Rountree Rehabilitation and Reentry Facility. Today, at long last, in-person familial visits have been restored at both sites.

CONTINUE READING FOR SPECIFICS AND EXACT POLICIES AND PROCEDURES REGARDING SCHEDULING AND PREPARING FOR AN IN-PERSON FAMILY CONTACT VISIT WITH AN INMATE AT EITHER THE [BLAINE STREET WOMEN'S FACILITY](#) OR THE [ROUNTREE REHABILITATION AND REENTRY FACILITY](#).

IN-PERSON FAMILY CONTACT VISITATION AT THE SANTA CRUZ COUNTY JAIL'S ROUNTREE REHABILITATION AND REENTRY FACILITY

BACKGROUND AND FIRST STEPS

It might be a bit confusing to some, but the Rountree Detention Center, located in the South County agricultural mecca of Watsonville, actually consists of two separate jail facilities — a medium security campus at 90 Rountree Lane, and the minimum-security Rehabilitation and Reentry Facility at 100 Rountree Lane. When most folks hear “Rountree” they immediately envision the older, medium security Santa Cruz County Jail site — a campus that has long housed local inmates who require incarceration and/or segregation from other detainees but who do not require the maximum level of segregation endemic to the Main Jail. But Rountree also houses another totally separate classification of inmates in the much newer (and lesser known) 29,000 square foot, 64-bed minimum security Rehabilitation and Reentry Facility. Inmates in the \$25 million Rehabilitation and Reentry Facility, also known as “T-Unit,” typically houses low-level offenders lacking criminal sophistication and posing no visible threat to other inmates in the Jail. It also is home to some inmates with low level felonies serving sentences in the Santa Cruz County Jail under realignment. Both the Rountree medium-security facility, and the Rehabilitation and Reentry Facility — literally a stone’s throw away from each other in a woody property near the bay— cater to inmate populations that have been convicted and sentenced to less than one year in jail. Only the less-restrictive Rehabilitation and Reentry Facility offers “In Person Family Contact Visitation” — not the medium security portion of the Rountree Detention Center. We hope that’s clear.

The Rountree Rehabilitation and Reentry Facility — the Santa Cruz County Jail’s most-recent State funded (\$24 million) expansion — offers low-level prisoners a sense of freedom and relative autonomy while still allowing for direct supervision. With almost 30,000 square feet of housing and 64 minimum-security beds (semi-private living areas), the Facility was created to break cycles of criminal activity and empower and equip inmates with the tools and resources they require for successful community reintegration. After two long years on construction and almost a decade of planning and scrambling for cash prior to that, the Rountree Rehabilitation and Reentry Facility has emerged as an important, impactful, and largely under the radar piece of the Santa Cruz County criminal justice system. With a well-lit dayroom, bright and open wings, work areas, classrooms and ample space for workshops and educational pursuits, and resources such as counseling and vocational development, most of the Facility’s inmate population spend their days and evenings outside of their bunks and semi-private “homes.” While they become rehabilitated and inch ever closer to reentry into the community.

Effective April 2025, “Family Contact Visits” are now being offered to (some) inmates in the Rountree Rehabilitation and Reentry Facility. Those with minor children are allowed to visit their families and loved ones in-person, face-to-face, with full contact opportunities and privileges once a month: On the 3rd Saturday of the month- wherever that may fall — one-hour visits can be scheduled for 8:00am, 10:00am, 12:00pm or 1:30pm. Familial contact visits occur in a nicely appointed visitation area within the Rountree Rehabilitation and Reentry Facility at 100 Rountree Lane, Watsonville CA, 95076. This small window of time may seem small or limiting to some, but remember, the precious privilege that local inmates now have to hug, hold, and intimately connect with their families and loved ones — at all — hasn’t been granted for many years. Family Contact Visitations are limited to one adult and the Rountree inmate’s minor children — who must be accompanied by either their parent or legal guardian.

While Family Contact Visits are a huge blessing for (some) inmates with minor children in the Rountree Rehabilitation and Reentry Facility, the Santa Cruz County Jail campus also provides “normal” non-contact visitations — with no specific familial limitations or rules — to all inmates weekly. Non-contact visits between inmates in the minimum-security Watsonville campus and their friends and families — held in visitation rooms/chambers in which parties are separated by thick glass - can be scheduled (in advance) weekly. One-hour visits (the max) can be arranged and scheduled weekly — on all Sundays with (chosen) start times of 8:00am, 9:00am, 10:00am, 1:00pm, 2:00pm, or 3:00pm.

We’ll carefully explain the pertinent information and specifics regarding scheduling and attending an In-Person Family Contact visitation or “normal” Non-Contact visitation with a friend or loved one in the Rountree Rehabilitation and Reentry Facility (or the Blaine Street Women’s Facility) below. And make the entire visiting process as easy, clear, and impactful as it can possibly be.

IN-PERSON FAMILY CONTACT VISITATION AT THE SANTA CRUZ COUNTY JAIL'S BLAINE STREET WOMEN'S FACILITY

BACKGROUND AND FIRST STEPS

The Santa Cruz County Jail's minimum-security Blaine Street Women's Facility, situated near the San Lorenzo River and the Main Jail, has been on a circuitous up-and-down journey in recent years. After being shut down due to staffing and considerations in the middle of 2021, the 32-bed women's jail reopened after 18 months of dormancy in late 2023. The now-open "Blaine Street," as it's affectionately known, typically houses low-level female offenders deemed suitable for the Facility's more-relaxed, less-confining programs and atmosphere. Women with a violent or serious criminal history or who require medical or behavioral health supervision are alternatively housed in more supervised wings of the nearby Main Jail. Of the Santa Cruz Main Jail's average inmate population of just around 300, incarcerated females typically make up about 10% of the total. For some time, there was no less-restrictive and less-punitive setting or resources for low-level female offenders in the Santa Cruz County Jail system. The relaunch of the Blaine Street Women's Facility finally provides the setting, structure, support and supervision that qualified females, deemed worthy of the Jail campus' less-severe dorm-like environment and innovative programs, need to rehabilitate and plan for their gradual reentry, back into the community.

Blaine Street residents (technically prisoners or inmates) are given every opportunity to succeed — during their incarceration and their eventual reintegration into society. While the Main Jail offers female inmates little in the way of classes, support groups, or outside programs, the Blaine Street Women's Facility provides a bounty of offerings not typical to those found in normal institutions. Blaine Street inmates or residents are provided "Animal Bonding" programs in which by becoming trained to look after and care for cats, dogs, and even birds they gradually learn how to accept responsibility for the care of others (human people). Other classes and programs that would never be found in highly restrictive settings like the Main Jail include Skill and GED classes, Computer Labs and Applications, Job Skill Development, Knitting and Crocheting, Parenting Education and Non-Violent Communication, and all manner of Twelve Step Programs.

The uplifting, calmer, and far less traumatic environment created with the reestablishment and relaunch of the Jail's influential Blaine Street Women's Facility is a godsend for dozens of local women — many of them struggling as mothers and/or caregivers in the "real world." The COVID-19 pandemic put a dramatic end to always-impactful In-Person Contact Family Visitation program for the women of Blaine Street years ago. And it wasn't until this year — even after the relaunch of the downtown Jail site itself — that in-person visitations between inmate mothers of minor children and their family members were allowed to take place. Even though in-person contact familial visits are only offered at the Blaine Street Women's Facility once a month — the opportunity for physical touch, intimacy . . . even just a hug with long-separated loved ones is an almost-impossible blessing that Blaine Street mothers cherish deeply and look forward to.

In-Person Family Contact Visits between Blaine-streeters with small children and family members can be scheduled monthly: Visitations can be scheduled in one-hour blocks for the 1st Saturday of each month (wherever that may fall) at either 9:00am, 11:00am, 1:30pm, 3:00pm. These types of visits are limited to one adult and a Blaine Street inmate's minor-children — who must be accompanied by either a parent or caregiver.

Inmates in the Santa Cruz County Jail's Blaine Street Women's Facility aren't limited to *just* once-per-month Contact Family Visitations — they are also free to schedule in-person non-contact visits with friends, family members, and support networks each week as well. Non-contact visits can be scheduled and arranged weekly — in one-hour sessions (hourly) on all Saturdays and Sundays between the hours of 8:00am to 4:00pm. The procedures, protocols, and required preparations for more-frequently available (but less intimate) non-contact visits are very different from those endemic to the In-Person Family Contact Visitation program.

We'll guide readers through the process and steps of planning, scheduling, and attending in-person Non-Contact visitations — available at the Main Jail, Blaine Street, Rountree, and Rehabilitation and Reentry Facilities — in a separate section of the Jail 101 Guide. Below we'll focus on the process, procedures, and important information relating to Contact Family visits — an avenue only available to in the Blaine Street and Rehabilitation and Reentry Facilities.

HOW TO CONFIDENTLY SCHEDULE, ARRANGE AND PREPARE FOR AN IN-PERSON FAMILY CONTACT VISIT WITH AN INMATE AT (EITHER) THE BLAINE STREET WOMEN'S FACILITY OR THE ROUNTREE REHABILITATION AND REENTRY FACILITY

As previously stated, in-person “Contact Family Visitations” are not available in every Santa Cruz County Jail facility — just Blaine Street Women’s and the Rountree Rehabilitation and Reentry Facility (also known as T-Unit). And each planned one-hour visitation — between inmates with minor children and their family members at either listed Jail campus — can only be scheduled occur once per month: Each Santa Cruz County facility offers monthly in-person family contact visits on different days and hours.

DAYS AND HOURS FOR IN-PERSON FAMILY CONTACT VISITS AT THE BLAINE STREET WOMEN'S AND ROUNTREE REHABILITATION AND REENTRY FACILITIES

@Blaine Street Women’s Facility (141 Blaine Street, Santa Cruz CA, 95060) on the 1st Saturday of each month at either 9:00am, 11:00am, 1:30pm, or 3:00pm. **Phone: 831-454-7800**

@Rountree Rehabilitation and Reentry Program (100 Rountree Lane, Watsonville CA 95076) on the 3rd Saturday of each month at either 8:00am, 10:00am, 12:00pm or 1:30pm. **Phone: 831-454-7873**

SCHEDULING AND PLANNING FOR A FIRST (INITIAL) IN-PERSON CONTACT VISIT WITH AN INMATE AT (EITHER) THE BLAINE STREET WOMEN'S OR ROUNTREE REHABILITATION AND REENTRY FACILITIES

Simply having a friend or loved one in (any) jail can be traumatizing and highly stressful in and of itself — but trying to successfully navigate through the Santa Cruz County Jail’s complicated and ever-evolving rules, operating procedures, and visitation policies and be overwhelming in and of itself. We’ll provide the link to the Santa Cruz County Jail’s in-house published “**Family Contact Visitation Scheduling and Information**” — effective April of this year — below. Between our own insights and the Jail’s, you should have enough information, courage and direction to confidently schedule an important first or upcoming visit with an inmate loved one. Here is the link to the Santa Cruz County Sheriff’s informative “Family Contact Visitation and Information” PDF.

FAMILY CONTACT VISITATION SCHEDULING & INFORMATION:

https://shf.santacruzcountyca.gov/Portals/1/County/sheriff/formsdocs/Family%20Contact%20Visit%2006_2025.pdf

FIRST/INITIAL STEPS AND IMPORTANT PREPARATIONS IN THE IN-PERSON FAMILY CONTACT VISITATION PROCESS

SUBMITTING A “VISITOR REQUEST FORM”

You can’t just call up the Jail — either the Rountree Rehabilitation and Reentry Facility or the Blaine Street Women’s Facility — and schedule a visit immediately. There is an established, slightly-problematic process and steps required to actually set up a visit — and it call starts with an inmate’s — not yours! — filing a “**Visitor Request Form**” while incarcerated. Visitor Request Forms are common, readily available documents in all Santa Cruz County Jails — and can be attained as a “paper version” or an equally common “digital” version on each inmate’s personal electronic tablet devices. Obviously, before an inmate can file this important paperwork, he or she must first understand its existence and importance, and second must know that someone outside of the Jail actually wants or needs to visit them. This usually requires clear contact, communication, coordination, and mutual understanding - typically by phone using an e-message platform within the Jail — between an inmate inside the Jail and often-desperate friends and family members. Only (ultimately) approved and checked individuals on an inmate’s Visitor List are allowed to enter the Jail. To ensure visitor vetting and approval, incarcerated individuals must submit each potential visitor’s full name, address, phone number, date of birth, and government ID number (driver’s license or passport). Just crossing these initial hurdles — searching for and finding an inmate in the Jail system, establishing initial contact and connection with them, sharing pertinent information, and then encouraging them (or explaining the process of) filing an accurate and valid Visitor Request Form — can be a tall order for many.

Once an inmate in the Santa Cruz County Jail files a completed and accurate Visitor Request Form — containing required personal information and details about *you, the outsider* - a background check on each requested visitor is performed by corrections staff. Inmates themselves must provide information and details for each and every person they want to visit — currently, or in the future. The Jail's background checks can take up to 5 days to complete for each initial, or future visitor to the Jail. Once (or if) an inmate's Visitor Request Form is approved, potential visitors can contact/call Jail Reception to schedule a visit. Before listing the required numbers for Jail Reception services at the Rountree Rehabilitation and Reentry Facility and the Blaine Street Facility below, we should note that the process of actually knowing if and when a Visitor Request Form is approved or not can be problematic — requiring further communication and cooperation between you, the outsider attempting to schedule an initial or future visit and inmates in any County Jail facility. Once learning of a Visitor Request approval by the Jail, calling Reception at Blaine Street or T-Unit is in order. Here are the direct phone numbers to ask questions and potentially schedule a visit in each Facility:

Blaine Street Women's Facility Reception Desk: 831-454-7800

Rountree Rehabilitation and Reentry Facility Reception Desk: 831-454-7873

The Jail Reception staff at both above Facility's are available to answer questions regarding Visitation Approvals and to schedule visitations — both Non-Contact and Contact Family Visit types — during office hours Monday through Friday from 8:00am to 3:30pm. Because in-person familial contact visits are only offered on one select Saturday each month, some one-hour time slots — or days altogether — may be unavailable as requested. Visits can be scheduled up to 3 weeks before a desired visitation date and is closed 14 days before a visit. Again, getting the timing right takes coordination, planning, and work between parties in and outside of the confines of the Jail — more so for non-contact visitations (available at T-Unit, Blaine Street, and all other Jail Facilities) that can be scheduled weekly. As readers can clearly see, the important but equally frustrating process of scheduling a visit — any type of visit — with inmates in Santa Cruz County Jails isn't exactly a piece of cake. Another little wrinkle to consider is that even after successfully winding through the laborious Jail scheduling process for an all-important visit, the Jail Watch Commander can cancel the entire shindig at any time for a variety of reasons and circumstances as required. But we'll cover issues like this "nicety" and other important Jail policies and visitation protocols in the post-scheduling information below.

WHAT TO EXPECT AND PREPARE FOR AFTER SCHEDULING AN IN-PERSON FAMILY CONTACT VISIT WITH AN INMATE AT THE BLAINE STREET WOMEN'S OR ROUNTREE REHABILITATION AND REENTRY FACILITY

Even though No-Contact and Contact Family Visits are **both** supported and offered in programs operated by corrections officials at Blaine Street Women's Facility and the Rountree Rehabilitation and Reentry Facility — the policies and procedures inherent to each visitation avenue/structure differ in some keyways. So, it's worth investigating the specifics and requirements of each visitation modality separately. But the required visitation protocols and procedures for in-person Contact Family Visits at both T-Unit and Blaine Street are virtually the same. The only real difference between visitation policies in each Facility are the specific days and times Family Contact Visits are offered and supported.

No-contact visitation rules and policies — universal to all Santa Cruz County Jail facilities - should, and do, differ considerably from those central to in-person Contact Family Visitations offered only in T-Unit and Blaine Street. Though children are allowed to take part in non-contact visitations throughout the entire Jail system, they play a pronounced role in in-person hour-long full-contact visitations with incarcerated family members — mothers and fathers. There are more rules and requirements associated to these often more chaotic, loud, and potentially boisterous affairs. During each Contact Family Visit, male and inmates are free to meet with any or all of their minor children, but only one other adult. Jail policies require close supervision and monitoring of the youngsters during a visit — not allowing them to be left unattended in lobby areas or any other area on jail property for that matter. Because in-person Contact Family Visitations are largely rarities, some call luxuries, in the County criminal justice system — the list of rules, mandates, and corrections requirements is actually quite substantial. We'll go into the long parade of "non-no's" further, but first wish to detail what visiting families should expect and may encounter when arriving at and preparing for a face-to-face Contact visitation with an inmate loved one in either the Blaine Street or the Rehabilitation and Reentry Facilities.

WHAT ADULT VISITORS AND THEIR (ACCOMPANYING) MINOR CHILDREN SHOULD EXPECT AND AFTER ARRIVING FOR AN IN-PERSON FAMILY CONTACT VISITATION SESSION

Loved ones hoping to attend a scheduled Contact Family Visit need to do their homework and plan ahead. Running late — not arriving at least 30 minutes before a scheduled visit is supposed to commence — will lead to its immediate cancellation. This policy is pretty darn rigid as corrections officials takes any entry — especially complicated and fast-moving Contact Family visitations— into any County Jail Facility extremely seriously. If something — and many things can — go horribly wrong — a perspective visitor fails to show up on time, fails to cancel in advance, or is otherwise unprepared to a Jail facility under officer escort — not only will the visit not take place; it will put a ding on a person’s record and be counted as a “no show.” Future visitations could potentially be impacted with just a few “no shows” — 3 in a 12-month period will lead to visitation privileges being unilaterally suspended for 30 days. Again, these types of Jail rules are taken seriously.

The first step in the entry and check-in process at a scheduled visit at either Contact Family Visitation site is ensuring that personal information and documentation matches that contained within the pages of an inmate’s approved Visitor Request Form. All adult visitors must provide a valid form of government ID (Passport, California ID, or Driver’s License) with name and contact information matching that on documents at the Jail. Minor children are obviously not required to provide their own identification, but parent’s must deliver an original or copy of the youth’s birth certificate. A school ID and even a passport will not be accepted in the place of a child’s birth certificate. Legal guardians are required to submit valid court documentation that verifies guardianship or a appropriately notarized letter in addition to a minor’s certificate of birth. Failing to provide any required — matching — documentation can terminate a scheduled visit at the get go.

In addition to required documentation for all parties involved, visitors are frequently asked to submit to searches of themselves or their property (not that they’re technically allowed to carry much with them into a Facility. Refusal to a required person or property search can, yep, result in the termination of a planned familial visit. Contact Family Visits in the Rountree Rehabilitation and Blaine Street Facilities look and feel very different from those typically seen in Hollywood blockbusters. There’s no partying going on and definitely no sex or PDA. Not only can visitors not bring any food or drinks, alcohol, tobacco or any personal property (cell phones, purses, cameras, anything) into the jail, they can’t even bring in diapers. And absolutely nothing can be given to incarcerated loved ones during a visit either. There are no fancy vending machines or movie-like canteens in visitation areas either.

Even though they are officially called “Contact Family Visits,” there is NO physical contact allowed between adults at the Blaine Street and Rountree Rehabilitation and Reentry facilities. Mothers and fathers are free to hug, comfort and be intimate with their minor children, but kissing, hugging and even draping arms around each other is a terminatable offense for themselves and adult loved ones. There are rigid policies and mandates that place limitations on the types, styles and amount of clothing and attire that visitors can wear during their scheduled visits with family members. Outfits that are deemed “revealing,” “offensive” or “distracting” — as determined by Jail Staff — will simply not be allowed. This includes open toed shoes, hats, skirts and dresses, clothing or shoes containing metal, medical attire, clothing that resembles jail or military patterned outfits, and revealing clothing like halter-tops, bare midriff outfits, tank tops, and strapless outfits. On one Saturday per month, after the extensive check-in process, successful appraisal and evaluations by Jail staff, and other necessary preparations, a scheduled one-hour oh-so-important Contact Family Visitation can commence at each minimum-security Jail Facility.

SANTA CRUZ COUNTY JAIL “IN-PERSON NON-CONTACT” VISITATION GUIDE

SANTA CRUZ COUNTY JAIL FACILITIES (SITES) PROVIDING IN-PERSON NON-CONTACT VISITATION

ROUNTREE REHABILITATION AND REENTRY FACILITY

100 ROUNTREE LANE, WATSONVILLE CA, 95076



831-454-7873
831-454-7800

BLAINE STREET WOMEN'S FACILITY

141 BLAINE STREET, SANTA CRUZ CA, 95060



SANTA CRUZ COUNTY MAIN JAIL

259 WATER STREET, SANTA CRUZ CA 95060

831-454-7800



ROUNTREE MEDIUM SECURITY FACILITY

90 ROUNTREE LANE, WATSONVILLE CA 95076



THE FORTHCOMING CONTENT WILL COVER EXACTLY HOW TO SCHEDULE, PREPARE FOR AND WHAT TO EXPECT DURING AN IN-PERSON NON-CONTACT VISITATION SESSION WITH AN INMATE IN ANY ONE OF THE ABOVE SANTA CRUZ COUNTY JAIL FACILITIES

SCHEDULING AND PLANNING FOR AN INITIAL (OR FUTURE) IN-PERSON NON-CONTACT VISITATION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

Simply having a friend or loved one in (any) jail can be traumatizing and highly stressful in and of itself — but trying to successfully navigate through the Santa Cruz County Jail's complicated and ever-evolving rules, operating procedures, and visitation policies can be overwhelming in and of itself. We'll provide the link to the Santa Cruz County Jail's in-house published **"Incarcerated Person Non-Contact Visitation Scheduling and Information"**— effective April of this year — below. Between our own insights and the Jail's, you should have enough information, courage and direction to confidently schedule an important first or upcoming visit with an inmate loved one. Here is the link to the Sheriff Office's informative PDF for your review and reference.

INCARCERATED PERSON NON- CONTACT VISITATION SCHEDULING & INFORMATION:

https://shf.santacruzcountyca.gov/Portals/1/County/sheriff/formsdocs/Noncontact%20VISITOR%20INFORMATION%20%28ENGLISH%29%2004_2025.pdf

INITIAL STEPS IN PREPARING FOR AND SCHEDULING AN IN-PERSON NON-CONTACT VISITATION SESSION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

FIRST STEP: SUBMITTING A VISITOR REQUEST FORM

You can't just call up the Jail — any facility — and schedule a visit immediately. There is an established, slightly-problematic process and steps required to actually set up a visit — and it all starts with an inmate's — not yours! — filing a **"Visitor Request Form"** while incarcerated. Visitor Request Forms are common, readily available documents in all Santa Cruz County Jails — and can be attained as a "paper version" or an equally common "digital" version on each inmate's personal electronic tablet devices. Obviously, before an inmate can file this important paperwork, he or she must first understand its existence and importance, and second must know that someone outside of the Jail actually wants or needs to visit them. This usually requires clear contact, communication, coordination, and mutual understanding - typically by phone using an e-message platform within the Jail — between an inmate inside the Jail and often-desperate friends and family members. Only (ultimately) approved and checked individuals on an inmate's Visitor List are allowed to enter the Jail. To ensure visitor vetting and approval, incarcerated individuals must submit each potential visitor's full name, address, phone number, date of birth, and government ID number (driver's license or passport). Just crossing these initial hurdles — searching for and finding an inmate in the Jail system, establishing initial contact and connection with them, sharing pertinent information, and then encouraging them (or explaining the process of) filing an accurate and valid Visitor Request Form — can be a tall order for many.

Once an inmate in the Santa Cruz County Jail files a completed and accurate Visitor Request Form — containing required personal information and details about *you, the outsider* - a background check on each requested visitor is performed by corrections staff. Inmates themselves must provide information and details for each and every person they want to visit — currently, or in the future. The Jail's background checks can take up to 5 days to complete for each initial, or future visitor to the Jail. Once (or if) an inmate's Visitor Request Form is approved, potential visitors can contact/call Jail Reception to schedule a visit. Before listing the required numbers for Jail Reception services at the Main Jail, Blaine Street Facility, and Rountree Rehabilitation and Reentry Facility, and Rountree medium-security Facility below, we should note that the process of actually knowing if and when a Visitor Request Form is approved or not can be problematic — requiring further communication and cooperation between you, the outsider attempting to schedule an initial or future visit and inmates in any County Jail facility. Once learning of a Visitor Request approval by the Jail, calling Reception at the Facilities listed below is in order. Here are the direct phone numbers to ask questions and potentially schedule a visit in each Facility:

Santa Cruz County Main Jail Reception Desk: 831-454-7800

Rountree Medium Security Facility: 831-454-7873

Blaine Street Women's Facility Reception Desk: 831-454-7800

Rountree Rehabilitation and Reentry Facility: 831-454-7878

The Jail Reception staff at both above Facility's are available to answer questions regarding Visitation Approvals and to schedule visitations — both Non-Contact and Contact Family Visit types — during office hours Monday through Friday from 8:00am to 3:30pm. Visits can be scheduled up to 3 weeks before a desired visitation date and is closed 14 days before a visit. Again, getting the timing right takes coordination, planning, and work between parties in and outside of the confines of the Jail — more so for non-contact visitations (available at T-Unit, Blaine Street, and all other Jail Facilities) that can be scheduled weekly. As readers can clearly see, the important but equally frustrating process of scheduling a visit — any type of visit — with inmates in Santa Cruz County Jails isn't exactly a piece of cake. Another little wrinkle to consider is that even after successfully winding through the laborious Jail scheduling process for an all-important visit, the Jail Watch Commander can cancel the entire shindig at any time for a variety of reasons and circumstances as required. But we'll cover issues like this "nicety" and other important Jail policies and visitation protocols in the post-scheduling information below.

WHAT TO EXPECT AND PLAN FOR UPON ARRIVAL TO A SCHEDULED IN-PERSON NON-CONTACT VISITATION SESSION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

Loved ones hoping to attend a scheduled Non-Contact Visit at either the Main Jail, Blaine Street Facility, Rehabilitation and Reentry Facility or Rountree Facility need to do their homework and plan ahead. Running late — not arriving at least 30 minutes before a scheduled visit is supposed to commence — will lead to its immediate cancellation. If something — and many things can — go horribly wrong — a perspective visitor fails to show up on time, fails to cancel in advance, or is otherwise unprepared to a Jail facility under officer escort — not only will the visit not take place; it will put a ding on a person's record and be counted as a "no show." Future visitations could potentially be impacted with just a few "no shows" — 3 in a 12-month period will lead to visitation privileges being unilaterally suspended for 30 days. Again, these types of Jail rules are taken seriously.

The first step in the entry and check-in process at a scheduled Non-Contact visit is ensuring that personal information and documentation matches that contained within the pages of an inmate's approved Visitor Request Form. Non-Contact visitations at any one of Santa Cruz County's 4 Jail Facilities can include up to 2 adults, or one adult and up to 2 minor children. All adult visitors must provide a valid form of government ID (Passport, California ID, or Driver's License) with name and contact information matching that on documents at the Jail. Minor children are obviously not required to provide their own identification, but parent's must deliver an original or copy of the youth's birth certificate. A school ID and even a passport will not be accepted in the place of a child's birth certificate. Legal guardians are required to submit valid court documentation that verifies guardianship or a appropriately notarized letter in addition to a minor's certificate of birth. Failing to provide any required — matching — documentation can terminate a scheduled visit at the get go.

In addition to required documentation for all parties involved, visitors are frequently asked to submit to searches of themselves or their property (not that they're technically allowed to carry much with them into a Facility. Refusal to a required person or property search can, yep, result in the termination of a planned familial visit. There are rigid policies and mandates that place limitations on the types, styles and amount of clothing and attire that visitors can wear during their scheduled visits with family members. Outfits that are deemed "revealing," "offensive" or "distracting" — as determined by Jail Staff — will simply not be allowed. This includes open toed shoes, hats, skirts and dresses, clothing or shoes containing metal, medical attire, clothing that resembles jail or military patterned outfits, and revealing clothing like halter-tops, bare midriff outfits, tank tops, and strapless outfits.

Upon arrival to a scheduled No-Contact visitation with an inmate in any of the 4 eligible Santa Cruz County Jail facility, expecting visitors must report to the site's designated visitation reception area. After a security screening - which may include a pat down search, metal detector screening or electronic wand check — a thorough baggage (belonging) inspection, document review process, and successful check-in Jail visitors receive an official "visitor badge" and led to a Facility's designated visitation area/wing. Each of the Jail's four Facilities offering weekly one-hour Non-Contact visitations between inmates and their families, friends and loved ones have on-site visitation rooms consisting of individual booths to ensure privacy and intimacy between visiting parties. After an escort by Jail corrections staff to their assigned booths, inmates and outside visitors can speak for the duration of their visit through a thick glass partition. After an hour, when a visit wraps up, the more grounded and hopeful inmates and loved ones say their goodbyes and are guided in opposite directions. Visitors return to the visitation reception area, collect their belongings, gather

SCHEDULING AND PLANNING FOR AN INITIAL (OR FUTURE) IN-PERSON NON-CONTACT VISITATION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

Simply having a friend or loved one in (any) jail can be traumatizing and highly stressful in and of itself — but trying to successfully navigate through the Santa Cruz County Jail’s complicated and ever-evolving rules, operating procedures, and visitation policies can be overwhelming in and of itself. We’ll provide the link to the Santa Cruz County Jail’s in-house published “**Incarcerated Person Non-Contact Visitation Scheduling and Information**”— effective April of this year — below. Between our own insights and the Jail’s, you should have enough information, courage and direction to confidently schedule an important first or upcoming visit with an inmate loved one. Here is the link to the Sheriff Office’s informative PDF for your review and reference.

INCARCERATED PERSON NON- CONTACT VISITATION SCHEDULING & INFORMATION:

https://shf.santacruzcountyca.gov/Portals/1/County/sheriff/formsdocs/Noncontact%20VISITOR%20INFORMATION%20%28ENGLISH%29%2004_2025.pdf

INITIAL STEPS IN PREPARING FOR AND SCHEDULING AN IN-PERSON NON-CONTACT VISITATION SESSION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

FIRST STEP: SUBMITTING A VISITOR REQUEST FORM

You can’t just call up the Jail — any facility — and schedule a visit immediately. There is an established, slightly-problematic process and steps required to actually set up a visit — and it all starts with an inmate’s — not yours! — filing a “**Visitor Request Form**” while incarcerated. Visitor Request Forms are common, readily available documents in all Santa Cruz County Jails — and can be attained as a “paper version” or an equally common “digital” version on each inmate’s personal electronic tablet devices. Obviously, before an inmate can file this important paperwork, he or she must first understand its existence and importance, and second must know that someone outside of the Jail actually wants or needs to visit them. This usually requires clear contact, communication, coordination, and mutual understanding - typically by phone using an e-message platform within the Jail — between an inmate inside the Jail and often-desperate friends and family members. Only (ultimately) approved and checked individuals on an inmate’s Visitor List are allowed to enter the Jail. To ensure visitor vetting and approval, incarcerated individuals must submit each potential visitor’s full name, address, phone number, date of birth, and government ID number (driver’s license or passport). Just crossing these initial hurdles — searching for and finding an inmate in the Jail system, establishing initial contact and connection with them, sharing pertinent information, and then encouraging them (or explaining the process of) filing an accurate and valid Visitor Request Form — can be a tall order for many.

Once an inmate in the Santa Cruz County Jail files a completed and accurate Visitor Request Form — containing required personal information and details about *you, the outsider* - a background check on each requested visitor is performed by corrections staff. Inmates themselves must provide information and details for each and every person they want to visit — currently, or in the future. The Jail’s background checks can take up to 5 days to complete for each initial, or future visitor to the Jail. Once (or if) an inmate’s Visitor Request Form is approved, potential visitors can contact/call Jail Reception to schedule a visit. Before listing the required numbers for Jail Reception services at the Main Jail, Blaine Street Facility, and Rountree Rehabilitation and Reentry Facility, and Rountree medium-security Facility below, we should note that the process of actually knowing if and when a Visitor Request Form is approved or not can be problematic — requiring further communication and cooperation between you, the outsider attempting to schedule an initial or future visit and inmates in any County Jail facility. Once learning of a Visitor Request approval by the Jail, calling Reception at the Facilities listed below is in order. Here are the direct phone numbers to ask questions and potentially schedule a visit in each Facility:

Santa Cruz County Main Jail Reception Desk: 831-454-7800

Rountree Medium Security Facility: 831-454-7873

Blaine Street Women’s Facility Reception Desk: 831-454-7800

Rountree Rehabilitation and Reentry Facility: 831-454-7873

The Jail Reception staff at both above Facility's are available to answer questions regarding Visitation Approvals and to schedule visitations — both Non-Contact and Contact Family Visit types — during office hours Monday through Friday from 8:00am to 3:30pm. Visits can be scheduled up to 3 weeks before a desired visitation date and is closed 14 days before a visit. Again, getting the timing right takes coordination, planning, and work between parties in and outside of the confines of the Jail — more so for non-contact visitations (available at T-Unit, Blaine Street, and all other Jail Facilities) that can be scheduled weekly. As readers can clearly see, the important but equally frustrating process of scheduling a visit — any type of visit — with inmates in Santa Cruz County Jails isn't exactly a piece of cake. Another little wrinkle to consider is that even after successfully winding through the laborious Jail scheduling process for an all-important visit, the Jail Watch Commander can cancel the entire shindig at any time for a variety of reasons and circumstances as required. But we'll cover issues like this "nicety" and other important Jail policies and visitation protocols in the post-scheduling information below.

WHAT TO EXPECT AND PLAN FOR UPON ARRIVAL TO A SCHEDULED IN-PERSON NON-CONTACT VISITATION SESSION WITH AN INMATE IN THE SANTA CRUZ COUNTY JAIL SYSTEM

Loved ones hoping to attend a scheduled Non-Contact Visit at either the Main Jail, Blaine Street Facility, Rehabilitation and Reentry Facility or Rountree Facility need to do their homework and plan ahead. Running late — not arriving at least 30 minutes before a scheduled visit is supposed to commence — will lead to its immediate cancellation. If something — and many things can — go horribly wrong — a perspective visitor fails to show up on time, fails to cancel in advance, or is otherwise unprepared to a Jail facility under officer escort — not only will the visit not take place; it will put a ding on a person's record and be counted as a "no show." Future visitations could potentially be impacted with just a few "no shows" — 3 in a 12-month period will lead to visitation privileges being unilaterally suspended for 30 days. Again, these types of Jail rules are taken seriously.

The first step in the entry and check-in process at a scheduled Non-Contact visit is ensuring that personal information and documentation matches that contained within the pages of an inmate's approved Visitor Request Form. Non-Contact visitations at any one of Santa Cruz County's 4 Jail Facilities can include up to 2 adults, or one adult and up to 2 minor children. All adult visitors must provide a valid form of government ID (Passport, California ID, or Driver's License) with name and contact information matching that on documents at the Jail. Minor children are obviously not required to provide their own identification, but parent's must deliver an original or copy of the youth's birth certificate. A school ID and even a passport will not be accepted in the place of a child's birth certificate. Legal guardians are required to submit valid court documentation that verifies guardianship or a appropriately notarized letter in addition to a minor's certificate of birth. Failing to provide any required — matching — documentation can terminate a scheduled visit at the get go.

In addition to required documentation for all parties involved, visitors are frequently asked to submit to searches of themselves or their property (not that they're technically allowed to carry much with them into a Facility. Refusal to a required person or property search can, yep, result in the termination of a planned familial visit. There are rigid policies and mandates that place limitations on the types, styles and amount of clothing and attire that visitors can wear during their scheduled visits with family members. Outfits that are deemed "revealing," "offensive" or "distracting" — as determined by Jail Staff — will simply not be allowed. This includes open toed shoes, hats, skirts and dresses, clothing or shoes containing metal, medical attire, clothing that resembles jail or military patterned outfits, and revealing clothing like halter-tops, bare midriff outfits, tank tops, and strapless outfits.

Upon arrival to a scheduled No-Contact visitation with an inmate in any of the 4 eligible Santa Cruz County Jail facility, expecting visitors must report to the site's designated visitation reception area. After a security screening - which may include a pat down search, metal detector screening or electronic wand check — a thorough baggage (belonging) inspection, document review process, and successful check-in Jail visitors receive an official "visitor badge" and led to a Facility's designated visitation area/wing. Each of the Jail's four Facilities offering weekly one-hour Non-Contact visitations between inmates and their families, friends and loved ones have on-site visitation rooms consisting of individual booths to ensure privacy and intimacy between visiting parties. After an escort by Jail corrections staff to their assigned booths, inmates and outside visitors can speak for the duration of their visit through a thick glass partition. After an hour, when a visit wraps up, the more grounded and hopeful inmates and loved ones say their goodbyes and are guided in opposite directions.