

Youth Services Outpatient Programs

Youth Services Center Locations

380 Encinal Road, Suite 200,
Santa Cruz, CA 95060

241 East Lake Drive
Watsonville, CA 95076

Main YS Reception Line:

(831) 429-8350

Encompass Youth Services provides bilingual, community-based **mental health and substance use** services for **youth ages 3-20** and their families living in Santa Cruz County. The programs within Encompass Youth Services include: **Youth Mental Health Services, Youth Substance Use Services, Therapeutic Behavioral Support Services, and School-Based Mental Health Counseling Services**. Services are available for eligible youth irrespective of race, ethnicity, nationality, language, gender, socioeconomic status, physical and mental ability, and sexual orientation.

Our guiding philosophy emphasizes **compassion, respect, and collaboration** with the intention of providing a supportive and welcoming environment that allows youth and families to feel valued and engaged throughout their service experience. We promote the health and well-being of youth and families by offering guided opportunities to acquire skills and resources necessary to build resiliency, establish healthy relationships, and make positive life choices.

We are dedicated to the following **CORE VALUES**:

Person Centered - Collaborative and respectful of individual client preferences and needs.

Culturally Inclusive - Respectful and responsive to the client values and cultural framework.

Resiliency Focused - Recognizing and strengthening client strengths, resources, and resilience.

Trauma Informed - Understanding the effects of trauma and need for client safety and choice.

Our team of skilled clinicians and counselors work closely with youth and families in providing a comprehensive initial assessment to determine appropriate level of care and to assist in developing individualized, client-centered treatment plans. Services provided include individual and family counseling, crisis intervention, case management, and group counseling. The time, frequency, and location of services is determined in collaboration with clients and caregivers.

Services are provided at our Santa Cruz and Watsonville Youth Services locations and are also offered in appropriate settings in the community, such as school or home. Services are provided Monday through Friday during normal business hours 9:00am-5:00pm with limited extended hours to accommodate families' needs. **Telehealth services are also available.**

Caregivers are asked to please arrange childcare so that young children are not left unattended in our facilities during family sessions. In the case that a client or caregiver is unable to make a scheduled appointment, they are asked to please contact their counselor as soon as possible to reschedule. If a client frequently misses scheduled sessions, services may need to be closed.



Youth Mental Health Services (YMH)

The YMH outpatient program provides bilingual, community-based therapeutic services for **youth and young adults ages 3-20 with full-scope Medi-Cal.**

Our mental health clinicians and psychosocial rehabilitation counselors work together in supporting children, teens, and young adults experiencing anxiety, depression, and other symptoms related to a mental health condition. Our clinical team utilizes evidence-based approaches including, Cognitive Behavioral Therapy, Motivational Interviewing, Community Resiliency Model, Internal Family Systems, and Emotionally Focused Family Therapy.

The primary goal of this program is to promote emotional wellness of young people through building resiliency and healthy behaviors and learning to manage thoughts, feelings, emotions and social/family interactions. Services are focused on addressing the needs and concerns of the young person and also centered in the family as a whole. Parents and caregivers play a central role in planning, participating, and evaluating services for our child and adolescent clients.

To be eligible for services, clients must meet criteria for a qualifying mental health condition. Eligibility is determined within the initial 30 days during the assessment period. If youth do not meet diagnostic criteria to be eligible for services, the clinician/counselor will assist the client and caregiver in connecting with other available services in their area. In the effort to increase client and family access, services are provided at our Youth Services locations or in other appropriate community settings, such as school or home.

Services include:

- **Mental Health Assessment** – Clinician/Counselor gathers information from client and caregiver to understand the social-emotional and mental health status of the client, provide an accurate diagnosis, and to guide the treatment planning process.
- **Individual & Family Therapy** – Clinician provides therapeutic interventions and approaches to address symptoms related to the client’s mental health condition.
- **Mental Health Rehab Counseling** – Counselor provides individual and family rehab counseling to build resiliency and develop coping skills for improved life functioning.
- **Case Management** – Clinician/Counselor assists with linking client and caregiver to other community resources.
- **Crisis Support** – Clinician/Counselor provides risk assessment and therapeutic support for clients experiencing risk of harm to self or others.

Intensive Care Coordination – Clinician/Counselor facilitates Child & Family Team (CFT) meetings to coordinate care for clients and families who are receiving services from multiple providers or systems.

Youth Substance Use Disorder Services (YSUD)

YSUD outpatient counseling services are offered *free of charge for youth ages 12-20* experiencing substance use concerns. We offer a full spectrum of SUD services designed to help youth and young adults build resiliency and social-emotional wellbeing to mitigate substance use misuse and abuse. We offer a harm reduction treatment approach which prioritizes reducing the negative consequences of the youth's substance use and increasing healthy adaptive coping strategies for managing stressful situations and difficult thoughts, feelings, and emotions.

We support clients in increasing their awareness and understanding of their substance use, identifying and addressing stressors contributing to their substance use, and developing treatment goals that are in alignment with their personal values and readiness for change. Our certified drug and alcohol counselors utilize evidence-based approaches including Seven Challenges, Motivational Interviewing, and Community Resiliency Model, which reflect our person-centered philosophy emphasizing personal growth, empowerment, and resilience.

YSUD offers three levels of care depending on the level of severity of the substance use concerns:

- **Early Intervention** - Short-term education and prevention services aimed at reducing risk for mild substance use concerns. For youth who do not meet criteria for SUD diagnosis, however demonstrate risk based on use, environment, or family history.
- **Outpatient** - Counseling services for moderate to severe substance use concerns, which impact the youth's wellbeing, social relationships, and/or daily activities. For youth who meet criteria for SUD diagnosis.
- **Intensive Outpatient** - Higher level of support for more serious problems related to substance use and higher risk of harm and/or relapse. Also appropriate for youth exiting residential LOC or hospitalization due to substance use behavior. Individualized program consisting of some combination of individual, group, family counseling with a focus on personal growth, life skills, resiliency, and community engagement.
Participants attend 6hrs per week - for 12 weeks.

Services Include:

- **SUD Assessment** – Counselor assesses client's severity of substance use concern using the ASAM assessment tool to determine SUD diagnosis criteria and level of care need.
- **Individual Counseling** – Counselor determines frequency and duration of counseling session based on client's severity of need, level of engagement, and level of care.
- **Family Counseling** – Caregivers are only involved in treatment per the willingness and consent provided by the client. However counselors emphasize benefits of family work.
- **Group Counseling** – Groups are provided utilizing the 7 Challenges model for OP and IOT
- **Case Management** – Counselors actively work on linking clients to community resources

Therapeutic Behavioral Services (TBS)

TBS is a Medi-Cal funded program providing *individualized, intensive, one-to-one* behavioral mental health services to **youth ages 3-20** residing in Santa Cruz County who are at risk of loss of home placement due to serious emotional challenges and problematic behaviors. Services are community and placement-based and are provided in-person, by telephone, or via telehealth in a convenient, safe, and comfortable setting, such as the client's school or home.

TBS is always provided in conjunction with a primary "Specialty Mental Health Service," through a County Behavioral Health provider. TBS is designed to help youth and their parents/caregivers manage challenging, risky, or unsafe behaviors utilizing short-term, measurable goals based on the child and family needs. TBS in conjunction with a Specialty Mental Health Service provider can help children/youth and parents/caregivers, foster parents, group home staff, and school staff or others to learn new ways of reducing and managing challenging behaviors as well as strategies and skills to increase the kinds of behavior that will allow children/youth to be successful in their current environment.

Services are provided by skilled TBS Specialists utilize a resiliency-based framework of behavioral interventions, practices, and supports grounded in an understanding of the impact of trauma. The services emphasize physical, psychological, and emotional safety and create opportunities for client to rebuild a sense of self, control, empowerment, and resilience. TBS specialists complete a thorough assessment and Functional Behavioral Analysis and develops behavioral treatment goals in collaboration with the client and family. The TBS specialist designs, structures, models and supports one-to-one interventions to modify behaviors of concern or teach appropriate alternative behaviors, so that the youth and family can manage on their own. Transition plans are developed to help sustain improvements after TBS concludes.

TBS Eligibility Criteria

At least one of the following must be met:

- Placed in a residential or a locked treatment facility for mental health needs
- Being considered by the county for placement in a facility described above.
- Has undergone at least one emergency psychiatric hospitalization related to his/her current presenting disability within the preceding 24 months.
- Previously received TBS

And

- Receiving other specialty mental health services.

And

- It is likely, that without TBS the youth will be placed out-of-home, or into a higher level of acute or residential care OR applicant needs support to transition to a lower level of care such as home, foster care, or lower residential care.



School-Based Mental Health Services

Encompass Youth Services partners with the COE in providing school-based mental health services with an emphasis on school collaboration and family involvement. Services are free and accessible to all students enrolled in the COE Alt. Ed. and SELPA programs and are provided primarily during school hours by licensed clinicians, post-graduate licensed-track clinicians, and clinical interns completing graduate studies in psychology or social work.

School-based Mental Health Services are designed to address the social emotional needs of youth in an effort to improve resilience and well-being in the educational setting. Services are provided throughout Santa Cruz County at the designated school sites. Our guiding philosophy emphasizes compassion, respect, and collaboration with the intention of creating conditions that allow youth to feel valued and engaged in their counseling experience.

Our clinicians provide a full array of mental health services to youth and their families, including assessment, individual and group counseling, collateral support for school staff and families, and crisis services. The intensity and duration of services are based on necessity, acuity, and progress toward treatment goals. In addition to counseling, case management services are provided to help connect youth and families to resources in the community utilizing a collaborative, individualized approach. We promote the health and well-being of youth by offering guided opportunities to acquire the skills and resources necessary to build self-esteem, establish healthy relationships, and make positive life choices. Through exploring the strengths and struggles present in the specific life circumstances of each client, we are able to develop a therapeutic plan that is responsive to clients' individual needs and potentials.

Alternative Education Counseling Internship Program

Clinical interns in the field of social work and counseling psychology are placed in alternative education school programs to provide individual and group counseling and case management services for attending students.

Alternative Education Special Education Counseling

Encompass provides individual counseling support for students receiving special education services and have counseling in their Individualized Education Plan. Counseling services specifically address the social-emotional goals in the IEP in accordance to the counseling minutes stipulated in the IEP.

SELPA Special Education Counseling

Encompass provides individual counseling support for students receiving SELPA special education services and who have counseling in their Individualized Education Plan. Counseling services specifically address the social-emotional goals in the IEP in accordance to the counseling minutes stipulated in the IEP.