



County of Santa Cruz



HEALTH SERVICES AGENCY

Behavioral Health Division

Quality Improvement

1400 Emeline Ave. Building K, Santa Cruz, CA 95060

Phone: (800) 952-2335 Fax: (831) 454-4770

12/31/2025

RE: UPDATE TO MEMBER HANDBOOK

Dear Client,

The **Member Handbook** for the Specialty Mental Health Plan and the Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services) of Santa Cruz County Behavioral Health (SCCBH) is in process of being updated. The handbook explains how to access mental health and substance use disorder services offered by SCCBH, and information regarding your rights and responsibilities as a beneficiary. This letter is to inform you that the *Member Handbook* will be updated effective

February 1, 2026.

The significant changes to the *Member Handbook* include the addition of the following services:

- Parent-Child Interaction Therapy (PCIT) (Coming July 1, 2026)
- Functional Family Therapy (FFT) (Coming July 1, 2026)
- Multisystemic Therapy (MST) (Coming July 1, 2026)
- Assertive Community Treatment (ACT) (Coming July 1, 2026)
- Forensic Assertive Community Treatment (FACT) (Coming July 1, 2026)
- Coordinated Specialty Care (CSC) for First Episode Psychosis (Coming July 1, 2026)
- Clubhouse Services
- Enhanced Community Health Worker Services
- Supported Employment (Coming July 1, 2026)
- Traditional Health Care Practices

- In-Reach Services

The updated *Member Handbook* will be available on the Santa Cruz County Behavioral Health website under the Client Information tab at www.santacruzhealth.org/bhmembers. If you are unable to access this information online, SCCBH will support you in accessing the information by a method that allows you to receive the updated information.

If you want to receive a copy of the update, and/or need help accessing the information, or if you have any questions, please feel free to contact us at:

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Sincerely,

Santa Cruz County Behavioral Health