

On-Call Availability

The Calle Real Clinic has adopted a walk-in schedule with the following hours: **9:00 am - 5:00 pm Monday - Friday.**

The Calle Real Clinic is not an emergency facility. Our services are based on the model of making and keeping appointments. The on-call clinician may be able to help with some situations or may determine that an appointment with your assigned case manager is appropriate.

If you have an arrangement to pick up checks at the clinic with the Protective Pay Program, banking hours are weekdays between 9 am and 12 noon. To get a check outside of those hours, please make an appointment with your case manager.

My Care
Coordinator:



My Psychiatrist:

My Med Tech:

Team Supervisor: Ken Opdyke, MFT,
681-4039

Patients' Rights Advocates:
Kay Kizer-Waldo and Enrique Bautista
(bilingual/bicultural)

In Case of Emergency

- ✓ If you are experiencing a mental health crisis that places anyone in immediate danger, call 911 or ask someone else to call 911.
- ✓ The 24/7 Access Line and Crisis Line is 1-888-868-1649.
- ✓ Do your best to calmly evaluate your situation and act as safely as possible. Do not panic
- ✓ Try to know the address and phone number of where you are when you call.
- ✓ Money or housing issues are not emergencies. Contact your case manager for a routine appointment.
- ✓ If you are running out of medication, contact your pharmacy first, then your med tech, if necessary. If you didn't plan ahead, it is not fair to move ahead of others who did plan.
- ✓ If your med tech is able to help you immediately, he/she will, but it should not be expected. The med tech's time may already be occupied, and your psychiatrist is not always available to give required authorization.



Visit us online at
countyofsb.org/behavioral-wellness

Welcome to the Calle Real Clinic

Adult Behavioral Health Services



*Empowering you to take
charge of your recovery
and pursue your dreams.*

4444 Calle Real
Santa Barbara, CA 93110
805-681-5190



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Always bear in mind that your own resolution to succeed is more important than any other one thing.

— Abraham Lincoln

What We Do

We strive to provide effective outpatient psychiatric services combined with care coordination by our dedicated staff, which includes case managers, practitioners, psychiatrists and other medical, recovery and office support staff members.

Where it Begins

Many people are referred to the Calle Real Clinic through one of these programs:

- **CARES** (Crisis and Recovery Emergency Services) offers crisis stabilization, intake, mobile crisis response and access to services for mental health and alcohol and drug emergencies for adults. 2034 De La Vina St., Santa Barbara, CA 93105, 24/7 1-888-868-1649.
- **ACCESS** is the gateway for all mental health service in Santa Barbara County. Qualified clinicians assess individual circumstances for appropriate referrals and care. 24/7 ACCESS 1-888-868-1649

Our Approach

We encourage you to take charge of your own recovery and use available resources to become as self-sufficient as possible. You have the capacity to improve your situation through hard work, persistence, insightful evaluation and positive decisions.

Working for You

You are encouraged to take advantage of the services of three counseling specialists. Upon referral by your **Care Coordinator**, you may have access to an **Alcohol and Drug Specialist**, a **Peer Recovery Specialist**, and/or a **Vocational Rehabilitation Specialist**. Our **Voc Rehab Specialist** works in conjunction with California's Department of Rehabilitation.

Each of these staff members can help you to enhance your day-to-day improvements in specific ways. Through your **Case Manager**, a variety of skill-building and socialization activities may be available to you.

In addition, **groups** meet weekly in the clinic to address issues like anger management, dual diagnosis, or harm reduction. They enhance skills to improve your interactions with others, offering opportunities for learning, teaching, and sharing with fellow consumers.

Our **Peer Recovery Specialist** facilitates additional groups that focus on support, as well as skill and confidence-building opportunities such as the ongoing goal-setting group.

You will be assigned to a **treatment team** to support your specific needs. Teams include Wellness, Resiliency and Recovery; Co-occurring; and Older Adults/Medical Integration team.

Steps to Success

Your success is very important to us. Please follow these guidelines to ensure the best possible outcome:

- ✓ **MEDICATE ONLY AS DIRECTED:** An important part of many treatment plans involves prescribed medications. Following your psychiatrist's instructions is crucial, and your responsibility should be clear. If it is not clear, ask questions until you understand.
- ✓ **PLAN AHEAD:** Contact your pharmacy five to seven days before your medications are gone. If new orders are needed, the pharmacy will notify our clinic.
- ✓ **MAKE and KEEP APPOINTMENTS:** Doctor visits are the key to monitoring your medication properly. It may be weeks before a replacement appointment is available. Also, be sure to set a scheduled time with a med tech when you need to see him or her.

Please give 24 hours' notice if you are unable to keep your appointment so we can schedule another person at that time. Every missed appointment hurts you by reducing the benefits of your treatment. It hurts the clinic by increasing costs, and it hurts other clients by limiting their access to care.