



County of Santa Clara | Quick Guide to Services

As a local government entity, the County of Santa Clara provides a variety of services and programs for people living or working in Santa Clara County. Residents are represented by an elected five-member Board of Supervisors. The District Attorney, Sheriff and Assessor are also elected. Appointed by the Board of Supervisors, the County Executive manages the day-to-day operations.

CONTACTING THE COUNTY OF SANTA CLARA

408.299.5000 • www.sccgov.org

Board of Supervisors:

408.299.5001 • Monday-Friday, 8 a.m.-5 p.m.

www.sccgov.org/sites/bos

District 1, Mike Wasserman - 408.299.5010

District 2, Cindy Chavez - 408.299.5020

District 3, Dave Cortese - 408.299.5030

District 4, Ken Yeager - 408.299.5040

District 5, Joe Simitian - 408.299.5050

County Executive:

408.299.5105 • Monday-Friday, 8 a.m.-5 p.m.

www.sccgov.org/sites/ceo

Jeffrey V. Smith, M.D., J.D.

LAW ENFORCEMENT AND PUBLIC SAFETY

Life Threatening Emergencies: 911

Office of the Sheriff:

408.808.4900 • www.sccsheriff.org

Santa Clara County Fire Department:

408.378.4010 • www.sccfd.org

Department of Correction:

408.299.3438 • www.sccgov.org/sites/doc

Probation:

Adult Services: 408.435.2000

Juvenile Detention: 408.278.5820

Juvenile Services: 408.278.5800

www.sccgov.org/sites/probation

Public Defender:

408.299.7700 • www.sccpdo.org

Pretrial Services:

408.918.7900 • www.sccpretrial.org

District Attorney:

408.299.7400 • www.sccgov.org/sites/da

CHILD ABUSE REPORTING HOTLINE

Child Abuse and Neglect Center

408.299.2071

HELP FINDING COUNTY SERVICES – 2-1-1

For everyday needs or in times of crisis, dial 2-1-1 for access to health and human services, including food, shelter, counseling, drug and alcohol intervention, and employment assistance. 2-1-1 is a 24/7 free, non-emergency, confidential service that operates in English, Spanish, Vietnamese, Tagalog, Mandarin, and 140 other languages.

ADULT PROTECTIVE SERVICES (APS)

1.800.414.2002, 408.975.4900 or 408.755.7690

www.sccgov.org/aps

Adult Protective Services investigates reports and provides support related to elder and dependent adult abuse or neglect, specializing in emergency response, financial abuse investigations and working with diverse populations. Support services may include food, shelter and maintenance of utility services.

CONSUMER AND ENVIRONMENTAL PROTECTION AGENCY (CEPA)

408.918.4600 • www.cepascc.org

CEPA enforces State and local laws and ordinances related to pesticide use, agriculture production, equity in the marketplace, animals, weed abatement, recycling and waste diversion, and environmental protection of area waterways.

ANIMAL CARE AND CONTROL

408.686.3900 (Shelter)

408.201.0660 (Field Services)

www.scccountypets.org

Animal Care and Control field services include investigation and enforcement of animal laws and pick up of stray and deceased animals. The animal shelter services include: care for stray, abandoned and unwanted animals; adoption services; lost and found assistance; and humane euthanasia for suffering and aggressive animals.

ASSESSOR'S OFFICE

408.299.5500 • www.sccassessor.org

Homeowners or business property owners can review their assessed value online, download a parcel map, or confidentially view the market data used to arrive at their assessment; also, they can electronically request an informal review of their assessment.

PROPERTY TAXES

408.808.7900 • www.scctax.org

The Office of the Tax Collector bills and collects current and delinquent taxes. Property owners may pay their property taxes online by going to www.scctax.org, or mailing payments to the Tax Collector's Office, 70 W. Hedding St., East Wing, 6th Floor, San Jose, CA 95110.

PROPERTY AND ASSESSMENT APPEALS

408.299.5088

www.sccgov.org/assessmentappeals

Property owners who disagree with the assessed value of their property may file a formal assessment appeal application with the Clerk of the Board of Supervisors between July 2 and September 15 for Regular Assessment, or within 60 days of Supplemental or Escape Assessment Notice.

BEHAVIORAL HEALTH SERVICES

Mental Health Services

1.800.704.0900 • www.sccmhd.org

Provides services to support individuals in the community with mental health and substance use (alcohol and other drugs) needs.

Crisis & Suicide Line:

1.855.278.4204 (24/7 Hotline)

Children's Mobile Crisis:

408.379.9085 or 877.41.CRISIS (412.7474)

School Linked Services:

408.793.5846 • www.schoollinkedservices.org

Substance Use Services:

1.800.488.9919 • www.sccgov.org/sites/dads

Offers assessment, detoxification, outpatient, residential, transitional housing, and prevention services to adults with substance abuse (alcohol and drug) problems.

BUILDING PERMITS AND PLANNING INFORMATION

408.299.5770 • www.sccplanning.org

The Planning and Development Office provides services related to land use and development, development review, zoning administration and enforcement, geographic information system (GIS) services and historic preservation.

Zoning and Code Enforcement:

www.sccgov.org/sites/ce

CHILD SUPPORT SERVICES

1.866.901.3212 • www.sccgov.org/sites/dcss

Offers assistance with establishing court orders for paternity, child support, and medical coverage. The Department locates non-custodial parents and their assets for establishment and enforcement of court orders for child support, collects and distributes child support payments, modifies court orders when appropriate, and enforces the collection of child, spousal, and medical support.

ELECTIONS AND VOTING

408.299.8683 • www.sccvote.org

The Registrar of Voters conducts all elections. To register or update your voter registration, volunteer at the polls, find your polling place, sign up for permanent Vote by Mail, look up your districts, run for elective office or for more information, go to www.sccvote.org or on Facebook or Twitter at SCCVOTE.

HOUSEHOLD HAZARDOUS WASTE (HHW) PROGRAM

408.299.7300

Bring your waste to a HHW drop-off event. There is no charge for residents to use this service. The HHW Program is funded by participating cities and the County of Santa Clara. Make an appointment online at: www.sccgov.org/sites/rwr/hhw.

OFFICE OF SUPPORTIVE HOUSING (OSH)

408.793.0550 • www.sccgov.org/sites/oah

The Office's mission is to increase the supply of housing that is affordable and available to extremely low income and/or special needs households. The OSH coordinates the network of homeless and/or individuals-at-risk-of-homelessness services in Santa Clara County.

OFFICE OF HUMAN RELATIONS (OHR)

408.993.4100 • www.sccgov.org/sites/ohr

OHR works to foster positive community relations and promotes social equity and the human rights of all county residents.

OFFICE OF IMMIGRANT RELATIONS (OIR)

408.299.5105

**<http://sccoir.org> or <http://immigrantinfo.org>
immigrant.relations@ceo.sccgov.org**

OIR works with local agencies to encourage and prepare community members for civic engagement and cross cultural understanding.

OFFICE OF LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER AFFAIRS

**408.299.5105 • www.sccgov.org/sites/lgbtq
lgbtq@ceo.sccgov.org**

The goal of the Office of LGBTQ Affairs is to provide leadership, accountability, and effective outcomes across programs and departments as well as targeted training for client-specific needs and employee-related LGBTQ issues.

SANTA CLARA COUNTY LIBRARIES

408.293.2326 • www.scccl.org

The top-ranked Santa Clara County Library District offers eight locations and provides literacy and tutoring services, adult and children's reading programs, a bookmobile, employment resources, and research tools.

SANTA CLARA COUNTY PARKS

408.355.2200 • www.parkhere.org

The County's 49,000 acre system of urban and mountain parks, trails, lakes, streams and open space is one of the most diverse recreational amenities in all of California. Activities abound throughout 29 County parks including hiking, biking, horseback riding, archery, boating, motor cross, camping and picnicking.

PUBLIC HEALTH DEPARTMENT

408.792.5050 • www.sccphd.org

The Public Health Department focuses on protecting and improving the health of communities through more than 30 programs and services organized across three branches: Maternal, Child and Family Health; Infectious Disease and Response; and Healthy Communities. Direct public health services include immunizations, STD/HIV testing, pharmacy services, nurse home visiting and health education.

SANTA CLARA VALLEY MEDICAL CENTER (SCVMC)

408.885.5000 • www.scvmc.org

Award winning SCVMC is one of only three Trauma Centers in Santa Clara County. The hospital is a top-rated teaching hospital affiliated with Stanford University that covers a wide spectrum of medical services, including a highly acclaimed Burn Center and nationally recognized Rehabilitation Center for traumatic brain and spinal cord injuries.

Valley Health Centers:

1.888.334.1000 • www.scvmc.org

SCVMC provides comprehensive healthcare services in the community through a network of eight neighborhood Valley Health Centers. Physicians accept Medi-Cal, Healthy Families and many private healthcare insurance plans.

ROADS AND AIRPORTS

www.sccgov.org/sites/rda

The Roads and Airports Department operates and preserves the County's 62 miles of expressways and 635 miles of rural and urban roadways in unincorporated areas, and two general aviation airports. For information on County unincorporated road closures and lane restrictions visit www.sccgov.org/sites/rda or call 408.494.1382.

SENIOR NUTRITION MEALS ON WHEELS

408.755.7680 • www.sccgov.org/snp

The Senior Nutrition Program provides healthy meals countywide through 39 nutrition sites and the Meals on Wheels Home Delivered Meals Program. Seniors age 60 or older and their spouses are eligible.

SOCIAL SERVICES ASSISTANCE

Applying for Public Benefits

408.758.3800 • www.sccgov.org/sites/ssa

The Social Services Agency offers assistance for low-income individuals and families, including Medi-Cal, Food Stamps, CalWorks, General Assistance and Refugee Assistance. Applications for all programs, except General Assistance, can be obtained through www.BenefitCalWIN.org or by visiting a local district office (North County Office, 1330 W. Middlefield Rd., Mountain View; South County Office, 379 Tompkins Ct., Gilroy; or Central San Jose Office, 1867 Senter Rd., San Jose)

General Assistance:

Applications: 1919 Senter Rd., San Jose

Information: 877.962.3633

www.sccgov.org/debs

Resource Family Approval:

Foster Care Licensing and Adoptions

408.299.5437

www.299-kids.org

www.sccgov.org/resourcefamily

Santa Clara County Social Services Agency has an urgent need for Resource Families, to provide temporary care, love and support for children who are experiencing family crises due to abuse and neglect. Prospective parents can be single, two-parent, or same gender families of all ethnicities and income levels.

REAL PROPERTY, VITAL RECORDS, BUSINESS, PASSPORTS, AND MARRIAGE CEREMONIES

408.299.5688 • Monday-Friday, 8 a.m.-4:30 p.m.

www.clerkrecorder.org

To record or file authorized documents and maps, collect transfer tax and other fees, or file Fictitious Business Name Statements, visit the County Clerk-Recorder's Office.

VETERANS SERVICES

408.918.4980 • www.sccgov.org/sites/va

The Office of Veterans Services is a State and County funded agency established in 1944 to assist veterans, military retirees, and their families in obtaining benefits and services accrued through military service.

DEPARTMENT OF ENVIRONMENTAL HEALTH

www.sccgov.org/sites/deh

To report a foodborne illness, call 408.918.3400 or email dehweb@deh.sccgov.org. To view the latest inspections for food facilities in Santa Clara County, visit www.ehinfo.org or download the SCCDineOut App.

VECTOR CONTROL DISTRICT

408.918.4770 • www.sccvector.org

Free-of-charge programs and services include: mosquito inspection and control; free delivery of mosquito fish; inspection and advice for rats and mice; insect identification; wildlife advice and inspection; and community education. Report vector related problems, or receive notification of fogging operations, by downloading the SCCVECTOR App.

WEED ABATEMENT

408.282.3145

To report a potential weed hazard, visit www.sccgov.org/sites/wap or download the Weed Hazard App.

WEIGHTS AND MEASURES

408.918.4601 • www.sccgov.org/sites/weights

Report accuracy issues with weighing or measuring devices, incorrect prices charged at a retail establishment, shortage of net quantity from a packaged product, or a quality issue with motor fuels, by calling 408.918.4601, 1.866.SCANNER (722.6637), or visiting the web site.

OFFICE OF WOMEN'S POLICY

408.299.5135 • www.sccgov.org/sites/owp

The Office is a leading voice on the needs of women and girls, and a bridge to ensure women and girls are present in decision-making on current and emerging issues that impact women's health, safety and security.

REENTRY RESOURCE CENTER

408.535.4299 • Monday-Friday, 8 a.m.-5 p.m.

www.sccgov.org/reentry

151 W. Mission St., San Jose

A centralized location for formerly incarcerated and custodial individuals seeking to receive referrals and services such as assessment, alcohol and drug treatment, mental health services, counseling, peer mentoring, housing information, employment, General Assistance/CalFresh benefits, Medi-Cal enrollment, health referrals, and clothes closet.