



# 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](http://www.sccgov.org)

### Board of Supervisors:

408.299.5001 • Monday-Friday, 8 a.m.-5 p.m.  
[www.sccgov.org/sites/bos](http://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, Susan Ellenberg - 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](http://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](http://www.sccsheriff.org)

### Santa Clara County Fire Department:

408.378.4010 • [www.sccfd.org](http://www.sccfd.org)

### Department of Correction:

408.299.3438 • [www.sccgov.org/sites/doc](http://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](http://www.sccgov.org/sites/probation)

### Public Defender:

408.299.7700 • [www.sccpdo.org](http://www.sccpdo.org)

### Pretrial Services:

408.918.7900 • [www.sccpretrial.org](http://www.sccpretrial.org)

### District Attorney:

408.299.7400 • [www.sccgov.org/sites/da](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.schoollinkedservices.org)

### Substance Use Services:

1.800.488.9919 • [www.sccgov.org/sites/dads](http://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](http://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](http://www.sccgov.org/sites/ce)

## CHILD SUPPORT SERVICES

1.866.901.3212 • [www.sccgov.org/sites/dcss](http://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](http://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](http://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](http://www.sccgov.org/sites/rwr/hhw).

## **OFFICE OF SUPPORTIVE HOUSING (OSH)**

**408.793.0550 • [www.sccgov.org/sites/oah](http://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 MEDIATION AND OMBUDS SERVICES**

**408.993.4100**

The office provides communication and conflict resolution assistance to the constituents of Santa Clara County.

## **OFFICE OF IMMIGRANT RELATIONS (OIR)**

**408.299.6414**

<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**

**408.299.5163 • [www.sccgov.org/sites/lgbtq](http://www.sccgov.org/sites/lgbtq)**

[lgbtq@ceo.sccgov.org](mailto: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.scll.org](http://www.scll.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](http://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](http://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](http://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](http://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](http://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](http://www.sccgov.org/sites/rda) or call 408.494.1382.

## **SENIOR NUTRITION MEALS ON WHEELS**

**408.755.7680 • [www.sccgov.org/snp](http://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](http://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](http://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](http://www.sccgov.org/debs)**

### **Resource Family Approval:**

### **Foster Care Licensing and Adoptions**

**408.299.5437**

**[www.299-kids.org](http://www.299-kids.org)**

**[www.sccgov.org/resourcefamily](http://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](http://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](http://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](http://www.sccgov.org/sites/deh)**

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

## **VECTOR CONTROL DISTRICT**

**408.918.4770 • [www.sccvector.org](http://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](http://www.sccgov.org/sites/wap) or download the Weed Hazard App.

## **WEIGHTS AND MEASURES**

**408.918.4601 • [www.sccgov.org/sites/weights](http://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](http://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](http://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.