

## Frequently Asked Questions (FAQs)

### General Information

Q: What services does Momentum for Health offer?

A: Momentum provides a range of services, including outpatient care, residential treatment, supportive services (e.g. housing and employment support), and community programs. Services are personalized to meet the needs of individuals seeking mental health and substance use treatment.

Q: Are Momentum's services accredited?

A: Yes, Momentum holds CARF accreditation, ensuring all services meet high standards of quality and safety.

Q: How does Momentum measure the effectiveness of its programs?

A: Momentum evaluates programs using data-driven methods, including client progress tracking and feedback. Service outcomes are regularly reviewed to ensure quality improvement.

### Accessing Services

Q: How do I access care at Momentum?

A: Admittance varies by program and typically begins by contacting the Santa Clara County Call Center at (800) 704-0900 or consulting with your healthcare provider. Momentum also supports the "No Wrong Door" policy, which ensures you can start the process regardless of where or how you enter the system.

Q: Can I go to a Momentum office without a referral and request services?

A: Yes, you can. Momentum follows the "No Wrong Door" policy under CalAIM, which allows individuals to access mental health or substance use services without needing a referral. You can directly approach a Momentum office, and staff will assess your needs to connect you to the appropriate care, ensuring seamless access to services.

### Crisis and Emergency Resources

Q: What should I do if I or someone else is in immediate danger due to a mental health crisis?

A: Call 911 immediately and inform the dispatcher that it is a mental health emergency. Request a responder trained in handling mental health crises, if available.

Q: Is there a support hotline I can call?

A: Yes, several hotlines are available:

- TRUST Mobile Support Response Team: Call (408) 596-7290 for help in an urgent mental health or substance use situation.
- 988 Suicide & Crisis Lifeline: Call 988 for 24/7 support from trained crisis counselors.
- California Youth Crisis Line: Call (800) 843-5200 for assistance specific to youth and families.
- Crisis Text Line: Text HOME to 741741 for support via text.
- Crisis Stabilization Unit: Call (408) 207-0560, ext. 1 or ring our doorbell at 101 Jose Figueres Avenue., Suite 50, San Jose

Q: Are there places I can go for immediate help?

A: Santa Clara County residents can visit Emergency Psychiatric Services at 871 Enborg Ct., San Jose, CA.

### Client Rights and Quality Improvement

Q: What is the role of Quality Improvement (QI) at Momentum for Health?

A: Quality Improvement at Momentum for Health ensures that services meet the highest standards of care, compliance,

and efficiency. QI monitors, reviews, and evaluates clinical and operational processes to improve client outcomes, maintain regulatory compliance, and support continuous improvement across the organization.

Q: What measures are in place to ensure client confidentiality?

A: Momentum for Health adheres to strict confidentiality policies in compliance with HIPAA and other regulations. Client information is handled in accordance with privacy laws.

Q: How do I access Momentum's Consumer Rights and Responsibilities document?

A: Momentum provides information about Consumer Rights and Responsibilities document during the intake process. Contact your care team or Momentum directly for a copy. A copy of this document is also available on the Momentum's For Clients page at [www.momentumforhealth.org/for-clients](http://www.momentumforhealth.org/for-clients).

Q: What should I do if I notice a quality or safety concern at Momentum for Health?

A: Clients and families are encouraged to report quality or safety concerns by reaching out to Momentum's administration or the Quality Improvement department. To initiate the reporting process, email [info@momentumforhealth.org](mailto:info@momentumforhealth.org).

### Feedback and Grievances

Q: How can I file a grievance or provide feedback about services?

A: You can file a grievance or provide feedback using the following methods:

- In Person: Visit Momentum's headquarters at (see address below) or any Momentum location.
- By Phone: Call (408) 261-7777.
- By Mail: Momentum for Health

c/o Quality Improvement Department  
1922 The Alameda, Suite 440  
San Jose, CA  
95126

Q: What if I'm told I don't qualify for services and disagree with the decision?

A: If you are informed that you do not qualify for services and disagree with the decision, you may request an appeal to have the decision reviewed. This process may include obtaining a second opinion from another medical professional or clinician to ensure a thorough evaluation of your eligibility.

### Medical Records and Communication

Q: How can I request my medical records?

A: Momentum for Health requires your written authorization to release medical records. Follow these steps to request your records:

1. Download the Client Request for Information form at [www.momentumforhealth.org/for-clients](http://www.momentumforhealth.org/for-clients).
2. Fill out, sign, and date the form (electronic signatures are not accepted).
3. Take a photo or scan both sides of the completed form.
4. Submit the form with a photo of your California ID or driver's license:

- By Email: Send to [PMarquez@momentumforhealth.org](mailto:PMarquez@momentumforhealth.org).
- By Fax: Send to (669) 213-1608.
- Momentum for Health Medical Records  
1922 The Alameda, Suite 440  
San Jose, CA  
95126

Processing takes up to 15 calendar days. Delays will be communicated by the Quality Improvement Department. For questions, please contact (669) 213-1823.

Q: Will my emails and texts be kept private?

A: Momentum takes reasonable steps to protect the confidentiality of electronic communications but cannot guarantee absolute privacy. Emails may be forwarded within the facility for care and billing purposes but will not be shared outside without consent or legal requirement. Emails about diagnosis or treatment are part of your medical record. Staff will not discuss diagnoses or treatments via text.

Q: Why didn't I get a reply to my text or email?

A: Momentum aims to respond promptly but cannot guarantee immediate replies. Follow up if necessary, and do not use email or text in emergencies.

