

Press Release

FOR IMMEDIATE RELEASE

Horizon Services, Inc. Announces Grand Opening of Jail Diversion Triage Center

PLEASANTON, CA – August 4, 2025 – Horizon Services, Inc. ("Horizon Services") is proud to announce the grand opening of its new Diversion Triage Center (DTC), a groundbreaking initiative designed to provide a critical alternative to incarceration for individuals experiencing mental health or substance use crises.

The Triage Center provides jail diversion services for adults 18 and older facing mild-to-moderate mental health or substance use crises. This center represents a significant step forward in Alameda County's commitment to providing compassionate and effective care for our community. By offering a safe and supportive environment, staffed by peer specialists with lived experience, case managers and a clinical program manager trained in both substance use and mental health support, Horizon Services aims to offer people a chance at recovery instead of a criminal record.

"This program will keep individuals out of jail and unnecessary hospitalization by linking them to appropriate support services, breaking the cycle of repeat incarceration," said Jaime Campos, CEO of Horizon Services. "This cycle can be self-perpetuating due to untreated addiction or mental health conditions, making timely intervention so crucial."

"Alameda County's Behavioral Health Department is celebrating the new opening of this program alongside our Horizon colleagues. This most critical program serves a need; and that need is great across Alameda County. Diversion, support, and real-time access continues to be our system priority – and we are very pleased to see Horizon Services' shared vision come to fruition," said Dr. Karyn Tribble, Director of Alameda County Behavioral Health. "Besides the tremendous barriers to recovery already faced by those experiencing any form of behavioral health condition; individuals who are unable to see the benefits of diversion programs find themselves struggling to regain hope and stability. We look forward to the new Diversion Triage Center meeting its aims and helping to build a better community for all."

The program will offer numerous benefits to both individuals and the community, including:

- **Reduced Officer Drop-off Times:** Officers can focus on and respond to other calls more quickly, as drop-off times at the Diversion Triage Center are estimated to be less than ten minutes.
- **Voluntary and Accessible Services:** Services are voluntary and open to individuals regardless of insurance or ability to pay. Minimal documentation, such as an ID, is not required for entry.
- **Community Partnerships:** The Center supports first responders including crisis teams, fire departments, and other community-based programs by accepting referrals to assist clients who

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will benefit from being connected to essential mental health or substance use treatment services – reducing repeat calls for service in the future.

The Diversion Triage Center will be open Monday through Friday from 8:00 AM to midnight. This program is for adults 18 and older who are under the influence of drugs or alcohol or are having a mental health or drug-related crisis but don't need to be incarcerated or hospitalized.

For more information about the Diversion Triage Center, please call (925) 444-7045.

About Horizon Services, Inc.:

Horizon Services, Inc. is dedicated to inspiring hope and healing through comprehensive treatment services. With a focus on community-based programs, Horizon aims to provide ongoing support and connections for increased health and independence. *Horizon's Mission is to cultivate or restore a sense of hope, self-awareness, and community to people impacted by substance use and mental health challenges by providing effective trauma-informed prevention, treatment, and recovery services.*
