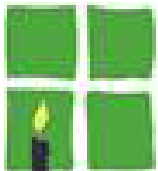


Contra Costa Crisis Center

Agency Overview

April 2024



CONTRA COSTA
CRISIS CENTER

Contra Costa Crisis Center

Call 211
or
call 988



CONTRA COSTA
CRISIS CENTER

**Need help?
Need someone to talk to?**

Hotlines available 24/7
Free & Confidential

Crisis & Suicide
Call or Text
988

Information & Referral
Call
211
or 800-833-2900
TEXT **HOPE** to 20121

*With
help
comes
hope.*

www.crisis-center.org
www.211cc.org



The Mission of the Crisis Center

To keep people alive and safe, help them through crises, and provide or connect them with culturally relevant resources in the community.



Our Services

- **24-hour Crisis Lines**
- **24-hour 211 Info and Referral**
 - Homeless Coordinated Entry.
 - COVID-19 updates, assistance, isolation, eviction prevention, CCSN.
 - Disaster Response.
 - Help Me Grow.
 - Kick It CA: smoking cessation.
 - Contra Costa Services Network (CCSN).
- **Grief Support**
- **Community Outreach and more**



Variety of Calls

- **211 Information & Referral**

- Social services, health services, assistance for those in need.

- **Suicide-related**

- Caller has thoughts of suicide.
- *OR:* Caller is concerned about someone else.

- **Crisis / Grief**

- In crisis, but not related to suicide.
- In crisis or stressed or grieving.
- *OR:* Caller is concerned about someone else.

24-Hour Crisis Lines

Answer crisis calls and texts in Contra Costa County including:

- **Crisis and suicide hotline: call 988**
 - **Alternative number: 1-800-273-8255**
- **Text HOPE to 20121**
- **After-hours Child and Adult Protective Services (CPS & APS)**



211 Info and Referral: call 211

- Provide local health and social service resources 24/7
- Manage online resource database
- www.211cc.org
- Text HOPE to 20121
- Counselors are cross-trained to provide information and referral and crisis counseling
- Provide information in time of community disaster

211 Resource Database- 1,800+ Resources

- COVID-19 updates
- Rental Payment Assistance
- Eviction Prevention Assistance
- PG&E Payment Assistance
- PSPS Preparedness
- Homeless Services
- Low-Cost Housing Referrals
- Food, Food Pantries, Meals
- Mental Health
- Mobile Crisis Response Teams
- Physical Health
- Dental Care
- Substance Abuse Services
- Kick It CA
- Financial Assistance
- Free Tax Preparation
- Low-Cost High-Speed Internet
- Legal Services
- Education / Job Training
- Parenting Support
- Senior Services
- Disability Assistance
- Veteran Services
- LGBTQQ+ Support
- Domestic Violence
- Sexual Assault/Rape

211 Resource Database:

[www.
211cc.org](http://www.211cc.org)



211 Resource Database:

Suicide Prevention Resources



Suicide Prevention Resources

If you or someone you know is in crisis or having thoughts of suicide, call 2-1-1 or 1-800-833-2900 or text HOPE to 20121.
To reach a live person who is here for you 24/7.



Immediate Crisis



Mental Health
(Adults/Youth)



Family Support

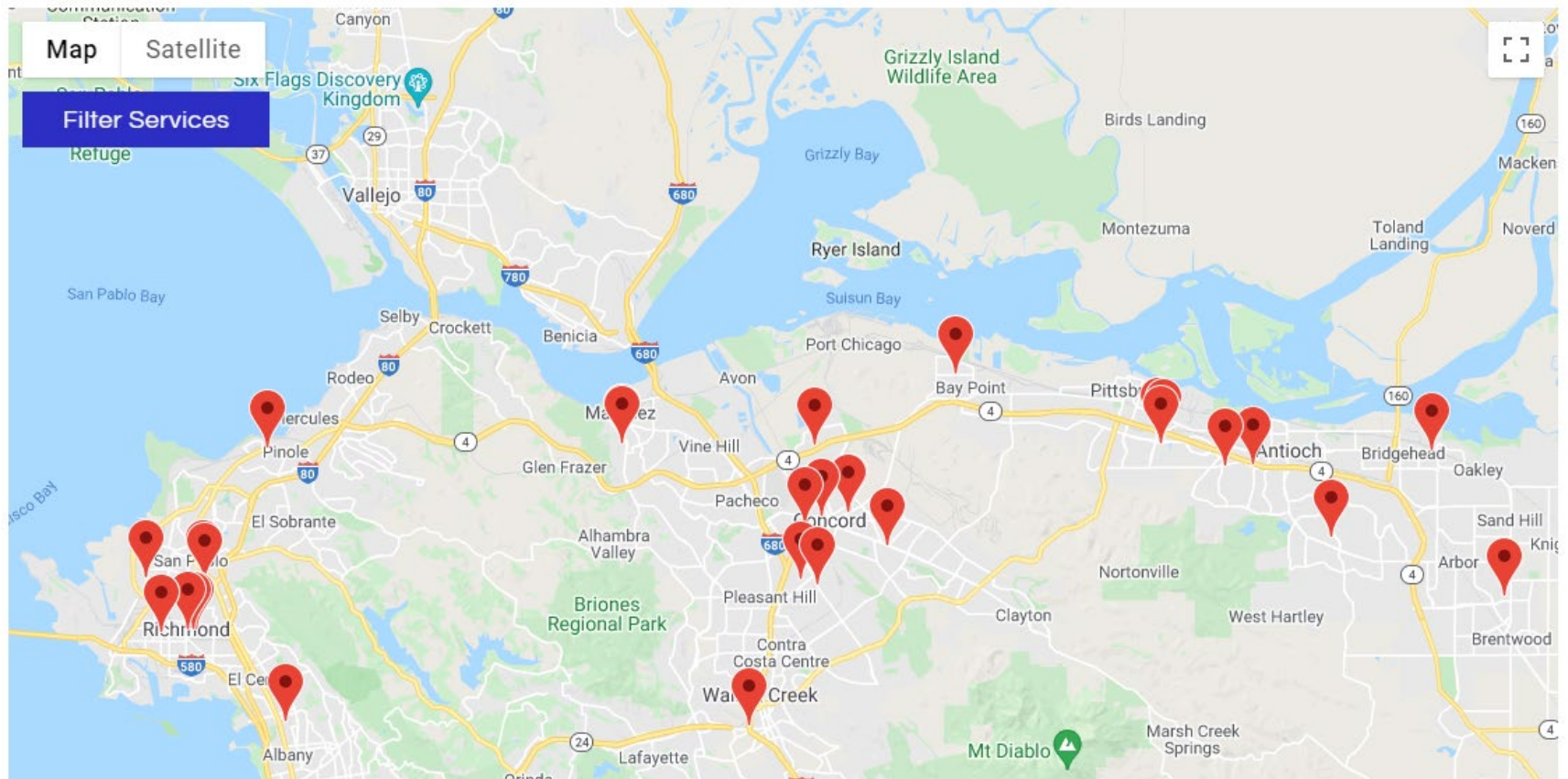


School Based Services

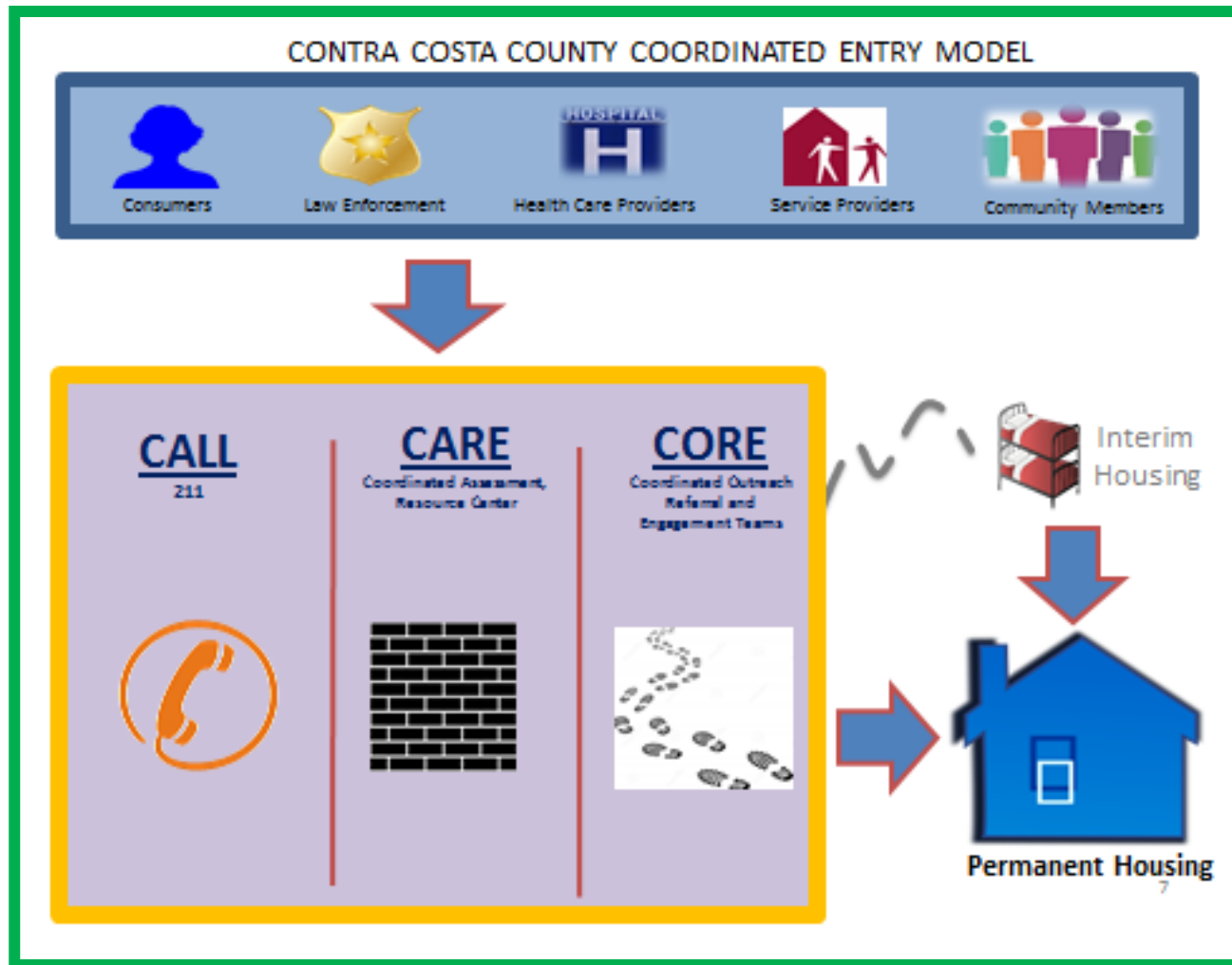
Resource Directory

[View on Map](#)


[A A](#)



Homeless Coordinated Entry: call 211



Help Me Grow (HMG): call 211

- Provide resources to parents with children ages 0-5 who have questions or concerns about their child's behavior or development
- Online resource database for parents
 - <https://hmg.myresourcedirectory.com>
 - Resource Directory Map

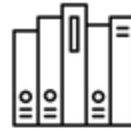


HMG: <https://hmg.myresourcedirectory.com>

Questions About Your Child's Development?

Call 211 today.

Always free. Always confidential.



Parenting Education



Delays and Disabilities



Developmental Concerns



Child Care



Shelter and Housing



Food and Clothing



Financial Assistance



Legal Services



Health and Dental Care



Family Support Services



Child and Family Counseling



Child Abuse Prevention

Public Safety Power Shutoff : call 211

- In order to keep communities safe, PG&E may need to turn off power when extreme weather or wildfire conditions are forecast. This statewide initiative is called Public Safety Power Shutoff.
- Learn how to prepare for a PSPS event and sign up for notifications
- Provide additional help for those with access and functional needs (AFN)



Contra Costa Services Network (CCSN)

- New Pilot Project thanks to funding from John Muir Health Foundation & Leshner Foundation, 1st year is free
- Pilot project offers a coordinated information exchange via a case management CRM with access to 211CC internal database
- Accommodates multiple programs in a single system with a built-in referral system as well as follow-up system
- Different Reportable tools for easy reporting access including data aggregation amongst providers
- Close-loop referrals and bi-directional electronic referrals to save providers time
- No need for clients to retell their demographics and traumatic stories to providers
- Demonstrations available upon request 211ccdatabase@crisis-center.org

Grief Support: call 211

- **Grief Support Groups for children, youth, and adults.**
 - In-person.
- **Mobile grief response for schools, agencies, and businesses.**
- **Facilitated by trained volunteers and staff.**



Grief Support: call 211

- **Survivors After Suicide Loss**
- **Parent Loss of A Child**
- **Spouse / Partner Loss**
- **Friends / Family Loss**
- **Children / Youth who are grieving a death (ages 6+).**



PES Suicide Prevention Follow Up Program



- **County Psychiatric Emergency Services (PES) in Martinez is offering our services to clients discharging from their psych emergency room**
- **Offered to patients whose reason for admission into PES was Suicidal Ideation**
- **Opt in by designated Text or Faxed Referral**
- **Immediate 24/7 support from crisis counselors**
- **Safety plan, coping strategies, resource linkages**
- **Designed to prevent suicide deaths, reduce re-attempts and subsequent re-hospitalizations**
- **Increases linkages to community-based services for ongoing treatment/support**

Community Outreach: Materials

admin@crisis-center.org



**CONTRA COSTA
CRISIS CENTER**

**Need help?
Need someone to talk to?**


Hotlines available 24/7
Free & Confidential

Crisis & Suicide
Call or Text
988

Information & Referral
Call
211
or 800-833-2900
TEXT **HOPE** to 20121

With **help** comes hope.

www.crisis-center.org
www.211cc.org



**CONTRA COSTA
CRISIS CENTER**

**¿Necesita ayuda?
¿Necesita hablar con alguien?**




Nuestras líneas están disponibles 24/7
Gratis y Confidencial

Crisis & Prevención del Suicidio
Llame o hacer Texto al
988

Información & Referencia de Servicios en el Condado
Llame al
211
o 800-833-2900
Mande un TEXTO con la palabra HOPE al 20121

Con **ayuda** viene la esperanza.

www.crisis-center.org
www.211cc.org




**CONTRA COSTA
CRISIS CENTER**

Need help?

¿Necesita ayuda?
Cần Giúp?
क्या आपको मदद की ज़रूरत है
Kailangan ng tulong?
کمک میخواستید؟
Нужна помощь?
هل تحتاج إلى مساعدة؟
需要幫助？
도움이 필요하세요?

Call: 211 or 800-833-2900
Text: HOPE to 20121
Free and confidential
Available 24/7



crisis-center.org

QR Code



Presentations, Trainings

- **Agency Overview: *no fee!***
 - Send an email to: admin@crisis-center.org
- **Suicide Prevention and Intervention**
 - Calendared virtual trainings on website: *no fee!*
 - Group training by request for a fee
 - <https://www.crisis-center.org/professional-trainings/>
- **211 Online Database: advanced training; *no fee!***
 - <https://www.crisis-center.org/211-training/>



Free Professional Trainings



-
- 211 Resource Database Training (1.5 hours)
 - Suicide Prevention Training (1 hour)
 - Suicide Risk Assessment & Intervention Training (2 hours)

Register:

www.crisis-center.org/professional-trainings/

Other Services and Supports

- Leftovers Thrift Shop, Walnut Creek



Join Our Team

- Volunteer
 - www.crisis-center.org/volunteer-orientation
- Staff- ongoing opportunities
- We encourage all to apply, including those who represent the diversity of background and language of our county.



Stay Connected

**Contra Costa
Crisis Center
307 Lennon Lane
Walnut Creek 94598**

**925-939-1916 Phone
925-939-1933 Fax**

www.crisis-center.org



**facebook.com/ContraCostaCrisisCenter
facebook.com/211ContraCosta**



**@CCCrisisCenter
@211ContraCosta**



Contra Costa Crisis Center

Contra Costa Crisis Center

Call 211
or
call 988



CONTRA COSTA
CRISIS CENTER

**Need help?
Need someone to talk to?**

Hotlines available 24/7
Free & Confidential

Crisis & Suicide
Call or Text
988

Information & Referral
Call
211
or 800-833-2900
TEXT **HOPE** to 20121

*With
help
comes
hope.*

www.crisis-center.org
www.211cc.org

