

# Contra Costa Crisis Center

## Agency Overview

May 2022



CONTRA COSTA  
CRISIS CENTER



# Contra Costa Crisis Center

Call 211  
or  
800-833-2900



CONTRA COSTA  
**CRISIS CENTER**

Call  
**211**  
or  
**800-833-2900**  
Text **HOPE** to **20121**

**Crisis & Suicide  
Information & Referral  
Grief Counseling**

**Our hotlines are  
available 24/7**  
*Free & Confidential*

# The Mission of the Crisis Center

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



# Our Services

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- **24-hour Crisis Lines**
- **24-hour 211 Info and Referral**
  - Homeless Coordinated Entry.
  - COVID-19 updates, assistance. Eviction Prevention.
  - Disaster Response and Public Safety Power Shutoff updates.
  - Help Me Grow. ACEs (Adverse Childhood Experiences).
  - Kick It CA: smoking cessation.
- **Grief Support**
- **Community Outreach and more**



# Variety of Calls

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- **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

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## Answer crisis calls and texts in Contra Costa County including:

- **Crisis and suicide hotline: call 211**
  - **Alternative number: 1-800-833-2900**
- **Text HOPE to 20121**
- **Grief hotline: call 211**
- **National Suicide Prevention Lifeline/988**
- **After-hours Child and Adult Protective Services (CPS & APS)**



# 211 Info and Referral: call 211

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- Provide local health and social service resources 24/7
- Manage online resource database and printable resource guides
  - [www.211cc.org](http://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

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- 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

# Public Safety Power Shutoff : call 211

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- 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)



# Help Me Grow (HMG): call 211

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



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

# Adverse Childhood Experiences (ACEs)



- **A collaboration between:**
  - **First 5 Contra Costa**
  - **La Clínica de la Raza**
  - **Contra Costa Crisis Center**
  
- **Screening, direct referral, on-going support for children 0-5 years of age.**

# Grief Support: call 211

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



# Outreach Materials:

[admin@crisis-center.org](mailto:admin@crisis-center.org)



CONTRA COSTA  
**CRISIS CENTER**

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


**Hotlines available 24/7**  
*Free & Confidential*

Call  
**211**  
or **800-833-2900**  
Text **HOPE** to **20121**

**Crisis & Suicide  
Information & Referral  
Grief Counseling**

With  
help  
comes  
hope.

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



CONTRA COSTA  
**CRISIS CENTER**

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


**Nuestras líneas están  
disponibles 24/7**  
*Gratis y Confidencial*

Llame  
**211**  
o **800-833-2900**  
Mande un texto con la palabra  
**HOPE** al **20121**

**Crisis & Prevención del Suicidio  
Información & Referencia  
de Servicios en el Condado  
Apoyo Emocional por la Muerte  
de un Ser Querido**

Con  
ayuda  
viene la  
esperanza.

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





# Stay Connected

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

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

**[www.crisis-center.org](http://www.crisis-center.org)**



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[@211ContraCosta](https://twitter.com/211ContraCosta)**

A close-up photograph of a hand with the index finger pointing upwards. The background is a blurred crowd of people, suggesting a public event or a classroom setting. The word "Questions?" is written in a bold, green, sans-serif font across the middle of the image, partially overlapping the hand and the background.

**Questions?**