Contra Costa Crisis Center

Agency Overview

May 2022





Contra Costa Crisis Center

Call 211 or 800-833-2900



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

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. 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

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 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

- Provide local health and social service resources 24/7
- Manage online resource database and printable resource guides
 - 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

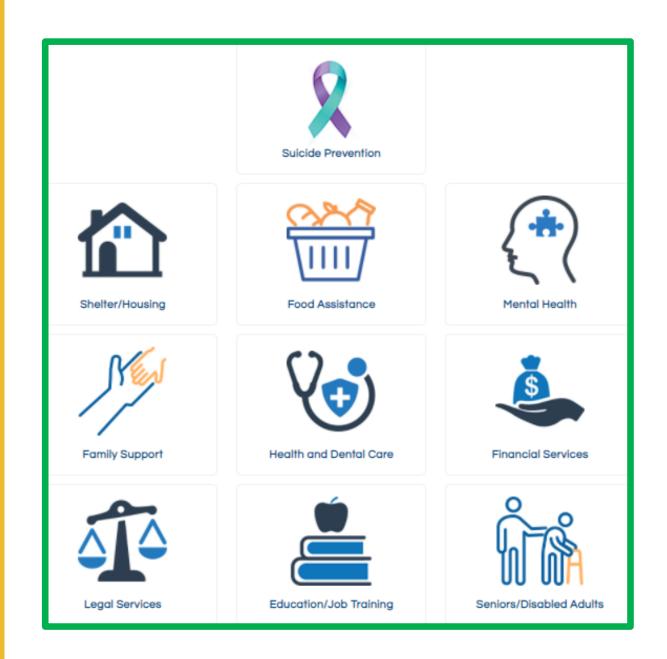
211 Resource Database

- 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



211 Resource Database:

Suicide Prevention Resources





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)



Help Me Grow (HMG): call 211

- 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

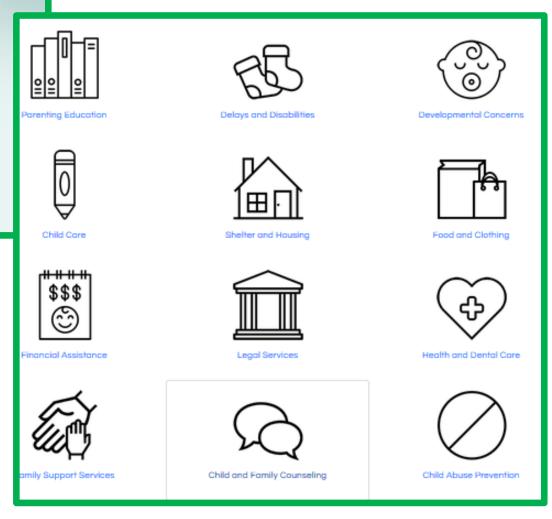
Questions About Your Child's Development?

Call 211 today.

Always free. Always confidential.







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

- 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





Stay Connected

Contra Costa
Crisis Center
307 Lennon Lane
Walnut Creek 94598



facebook.com/ContraCostaCrisisCenter facebook.com/211ContraCosta



@CCCrisisCenter

@211ContraCosta

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

www.crisis-center.org

