



# East Bay HIV Mental Health Resource Guide

Updated March 2023 \* [click here for the latest resources](#)

This guide includes mental health services available to residents in Alameda and Contra Costa Counties and serve people living with HIV, on PrEP, and/or impacted by HIV.

## Table of Contents

Alameda County mental health ACCESS line .....	1
Casa del Sol at La Clínica, Oakland .....	1
Contra Costa County 24/7 Mental Health Access Line .....	2
Crisis Support Services of Alameda County (24/7) .....	2
East Bay Community Recovery Project (EBCRP) at LifeLong, Oakland .....	2
Familias Unidas, Richmond .....	3
Oakland LGBTQ Center .....	3
Pacific Center, Berkeley .....	3
Rainbow Community Center, Concord .....	4
Appendix: Alameda County Mental Health Resource List .....	5

## Alameda County mental health ACCESS line

- 1-800-491-9099; M-F, 8:30-5:00.
- Centralized telephone intake service operated by Alameda County Behavioral Health Care (ACBH). ACCESS' licensed clinicians have system-wide responsibility for providing telephone screening, information and referral. Staff can also help direct individuals to appropriate crisis and emergency response services as well as ongoing service resources.
  - Asian Language (510) 569-7200
  - Spanish Language - Oakland (510) 535-6200; Hayward (510) 881-5921
  - Deaf (510) 957-5465; Hard of Hearing (510) 984-1654 (Video Phone)

## Casa del Sol at La Clínica, Oakland

- Casa del Sol provides comprehensive mental health treatment services to Alameda County or Contra Costa County residents who have HIV/AIDS or family members and/or other support people who are affected by their loved one's HIV/AIDS diagnosis. Individual, family, and couples therapy are provided. Priority is given to people needing services in Spanish and linguistic and cultural proficiency.
- Request an intake appointment by calling Casa del Sol's team at 510-535-6200.
- Please let the staff know that you would like an intake for the Ryan White program.
- Intake appointments are usually available within 10 days of the request. Therapy services may start on the same day as intake when available and no later than a week later.
- As of March 2023, there is no current wait time; however, space is limited.



## Contra Costa County 24/7 Mental Health Access Line

- Call 1-888-678-7277 for mental health and substance use services, referrals, and general information, 24 hours a day, 7 days a week.
- Contra Costa Crisis Center have trained and supportive counselors who are available to provide emergency support.
- Language interpretation services are available Monday-Friday from 9-5 pm.
- Additional 24/7 services:
  - Suicide Prevention: 1-800-273-TALK (8255) or 1-800-SUICIDE (784-2433)
  - Crisis Intervention: 1-800-833-2900



## Crisis Support Services of Alameda County (24/7)

- Confidential 24-Hour crisis line for suicide prevention and crisis intervention. Community referrals are also available. Interpretation services available. All ages.
  - 24-Hour Crisis Line: Call 988 or 1-800-309-2131
  - Youth TextLine: Text SAFE to 20121 (8am-12a Daily)
  - For Spanish: Text SEGURO to 20121 (5pm - 9pm Tues-Fri)
  - Para Español: Textear SEGURO al 20121 (5pm - 9pm martes-viernes)
- National Suicide Prevention Lifeline: 1-800-273-8255
- [National Crisis Text Line](#): Text HOME to 741741. National 24-Hour text Line for crisis intervention and suicide prevention. All ages.



**CRISIS SUPPORT SERVICES**  
of Alameda County

## East Bay Community Recovery Project (EBCRP) at LifeLong, Oakland

- Lifelong EBCRP Ryan White Outpatient Services Holistic Health Program's mission is *improving the overall quality of life of individuals living with HIV/AIDS and their families.*
- Mental Health Outpatient Services are counseling services for individuals with diagnosed mental illness, held in a group or individual setting, and provided by a mental health professional who is licensed or authorized within the State.
- Substance Abuse Outpatient Services are counseling services to address substance abuse problems (i.e., alcohol and/or legal and illegal drugs) in an outpatient setting, and provided by qualified personnel.
- Services involve clinical treatment and intervention with a holistic approach of wellness modalities including: a Comprehensive Self-Care Program, Mindfulness/Relaxation Techniques and Tobacco Use Assessment and Treatment
- As of March 2023, there is no current wait time and 10 new patients can be accepted.
- New clients can be seen within the same week from date of referral.
- Call for an appointment: (510) 446-7180
- Complete and submit this [EBCRP referral form](#); download the [EBCRP flyer](#)
- For further information, please contact Leora Myers, RN, IM&S Holistic Health Program Manager; [lmyers@lifelongmedical.org](mailto:lmyers@lifelongmedical.org); (510) 446-7180.



## Familias Unidas, Richmond

- 205 39th Street, Richmond, CA 94805
- Individual and family counseling, telehealth
- Counseling interventions that are culturally relevant to Latinx and other diverse communities, including adults of all ages, and children over age 5 and their families.
- As of March 24, 2023, Familias Unidas had 4 slots for Spanish-speaking clients available.
- Call for more info: (510) 412-5930

**Familias Unidas**  
a service to the community

## Oakland LGBTQ Center

- 3207 Lakeshore Ave. (Entrance on Rand Ave.) Oakland, CA 94610
- To reach a wellness coordinator, call 510-882-2286
- [Support groups](#): groups meeting virtually and in person.
- [Mental health stipends](#): The Center offers subsidized, crisis mental health stipends, to low-income community members who are youth in crisis ages 13-25, adults and youth living with HIV, struggling with a substance use disorder (opioids, crystal meth, alcohol, etc.), or who are experiencing trauma due to abuse and violence. This program allows participants to select a licensed therapist of their choosing. [Click here](#) to complete the stipend form.



## Pacific Center, Berkeley

- 2712 Telegraph Avenue, Berkeley, CA 94705
- [Support groups](#)
- Counseling: The Pacific Center offers counseling for individuals, families, couples, and groups. You and your therapist will work in collaboration to identify your goals, discuss what you want from therapy, and figure out how you will assess your progress. You can expect that your therapist will take your concerns seriously and help you deal with them more effectively. All clinicians are open to discussions about any concerns you may have.
- The Pacific Center accepts Medi-Cal and people without insurance.
- The first step to getting into counseling at The Pacific Center is scheduling and completing a phone screen. Click on the link below to go to our online scheduler. A clinician will call you at the time of your appointment. The phone screen takes about 20 minutes.
- [Schedule an appointment here](#)
- If you do not see available appointments at the link this means all appointments are full at this time. Please check back on the 1st of every month for new available appointments.
- If you're calling for couples or family counseling, please make sure all parties are present at the time of the call. Couples counseling is inclusive of those in non-monogamous relationships.
- If you have any questions, please call 1-510-992-6337.
- Download the [Pacific Center Guide PDF here](#).



## Rainbow Community Center, Concord

- 2118 Willow Pass Rd. #500, Concord CA
- [Support groups](#)
- [Individual and family counseling](#): waitlist is full and closed as of March 8, 2023.
  - [Check this webpage](#) for updates on when intakes will resume.
  - To begin therapy, fill out the intake form or call the Confidential Intake Line at (925) 692-2056 for assistance filling out the form. When calling the Confidential Intake Line, you will be asked to leave a message, and we will return your call in 7-10 business days.
  - Depending on our waitlist and availability, you will be matched with a clinician, and they will reach out to you to set up your sessions.



## Appendix: Alameda County Mental Health Resource List

Updated July 21, 2022



### County Mental Health

#### [Acute Crisis Care and Evaluation for System-Wide Services \(ACCESS\)](#)

1-800-491-9099

**Description:** Centralized telephone intake service operated by Alameda County Behavioral Health Care (ACBH). ACCESS' licensed clinicians have system-wide responsibility for providing telephone screening, information and referral. Staff can also help direct individuals to appropriate crisis and emergency response services as well as ongoing service resources.

#### [Culturally Responsive Phone Information - ACCESS Services](#)

**Description:** ACCESS services that provide cultural and language specific telephone services for Asian and Spanish-Speaking individuals, and provide limited capacity to do brief crisis intervention for selected individuals.

- Asian Language (510) 569-7200
- Spanish Language - Oakland (510) 535-6200
- Spanish Language - Hayward (510) 881-5921
- Deaf (510) 957-5465
- Hard of Hearing (510) 984-1654 (Video Phone)

### Information & Referral

#### [Eden I&R 211 Helpline](#)

Dial 2-1-1

**Description:** Provides non-emergency, confidential information and referral about self-help, housing and other critical health and human services. Operates 24/7 with multilingual capabilities.

#### Suicide Prevention & Crisis Intervention Support Lines

[Crisis Support Services of Alameda County \(CSS\)](#) **If you live in Alameda County, CSS is your local 988 crisis center.**

**Description:** Confidential 24-Hour crisis line for suicide prevention and crisis intervention. **Community referrals are also available.** Interpretation services available. All ages.

- 24-Hour Crisis Line: Call 988 or 1-800-309-2131
- Youth TextLine: Text SAFE to 20121 (8am-12a Daily)
  - For Spanish: Text SEGURO to 20121 (5pm - 9pm Tues-Fri)
  - Para Español: Textear SEGURO al 20121 (5pm - 9pm martes-viernes)

### [988 Suicide & Crisis Lifeline \(National\)](#)

**Description:** National 24-Hour line for suicide prevention and crisis intervention. Depending on the area code that someone is calling from – they will get routed to their local crisis center. All ages.

- 24-Hour Crisis Line: 988
- Veterans Crisis Line: 988 press 1
- For Spanish: 988 press 2
- For those who are Deaf, Hard of Hearing, or have hearing loss
  - [Online chat available](#)
  - For TTY Users: Use your preferred relay service or dial 711 then 988

### [National Crisis Text Line](#)

Text HOME to 741741

**Description:** National 24-Hour text Line for crisis intervention and suicide prevention. All ages.

### [The Trevor Project](#)

**Description:** 24-Hour suicide and crisis intervention for LGBTQIQ-2S/SL (*same gender loving*) and gender non-conforming youth

- Trevor Lifeline 1-866-488-7386
- TrevorChat      Text START to 678-678

### [The Trans Lifeline](#)

**Description:** Trans Lifeline is a 24/7 trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.. Trans Lifeline is a trans-led grassroots hotline offering direct emotional and financial support to trans people in crisis – for the trans community, by the trans community.

One of their principles is: *Trans people experience disproportionate violence and mistreatment at the hands of law enforcement and emergency responders. We have been divested from the police since our founding. We use an abolitionist framework that preempts crises by connecting trans people with each other, because the most powerful tool we have for safety is each other.*

- US: 877-330-6366
- Canada: 877-330-6366
- Press 2 to speak with someone in Spanish/Oprima 2 para hablar con unx operador en español.

### [Center for Elderly Suicide Prevention \(CESP\) - Friendship Line](#)

1-800-971-0016

**Description:** The Center for Elderly Suicide Prevention (CESP) offers hope for people suffering from life-threatening depression. 24-hour Friendship Line for the elderly (60+ years), outreach calls to older adults, regularly scheduled supportive home visits, grief counseling to people of all ages who have suffered a loss from suicide, or sudden or traumatic death.

### [LGBT National Senior Hotline](#) 888-234-7243

**Description:** Providing senior callers (50+ years) peer support, information, and local resources

[MH First - Oakland](#) - A Project of Anti Police Terror Project 510-999-9MH1 (9641)

**Description:** MH First Oakland, a project of Anti Police-Terror Project, is a cutting-edge new model for non-police response to mental health crisis. The goal of MH First is to respond to mental health crises including, but not limited to, psychiatric emergencies, substance use support, and domestic violence situations that require victim extraction.

## Mobile Crisis Units

[988AlamedaCounty.org](#)

Mobile Crisis Teams perform:

- Emergency crisis assessment/intervention services conducted in the field
- Early intervention before situation escalates to critical crisis point
- Consultation services provided to consumers, housing/support systems, mental health providers, and other concerned parties
- Assistance with linkage to outpatient mental health services
- 5150 evaluation capacity and determination of appropriate level of care

[Willow Rock Adolescent Crisis Response](#)

510-483-3030

**Description:** Provides 23-hour voluntary services for adolescents (ages 12-17) that have a mental health crisis and do not meet criteria for hospitalization in the inpatient unit. Provides short-term outpatient transition back to the community services.

- [Willow Rock Center Adolescent Psychiatric Health Facility](#)  
510-895-5502

**Description:** Provides acute inpatient psychiatric care for adolescents 12-17 years old

[Children's Hospital Behavioral Emergency Response Team \(BERT\)](#)

**Location:** 770 53rd St., Oakland, CA 94609

**Description:** Crisis services for children 0 to 11 years old. Staff is available 24 hours a day to respond to emergencies such as a child's suicide attempt. Bring child in to be assessed in an ambulance or, if it is safe, by car. The BERT (Behavioral Emergency Response Team) provides emergency room evaluations of children with suicidal ideation, behavioral crises, or possible need for a psychiatric hospitalization. The team will decide whether the child can return home or be admitted into a county contracted inpatient hospital.

## Substance Use Services

[Cherry Hill Detoxification Services & Sobering Center](#)

1-866-866-7496

**Description:** A safe and supportive place to recover from acute intoxication and to help individuals to detoxify from addictive substances using a social model of support. Available 24 hours/7 days a week.

There are no walk-ins, must call in advance for a brief telephone screening and bed availability. Community Based Services are also welcome to call to make referrals. The Cherry Hill Detoxification Services Program consists of two complementary components located on the Fairmont Hospital grounds.

## Peer Support

### [California Peer-Run Warmline](#)

1-855-845-7415

**Description:** The Peer-Run Warm Line—which began operation in 2014—is a non-emergency resource for anyone in California seeking mental and emotional support. We provide assistance via phone and web chat on a nondiscriminatory basis to anyone in need. Some concerns callers share are challenges with interpersonal relationships, anxiety, pain, depression, finances, alcohol/drug use, etc.

### [Peers Envisioning & Engaging in Recovery Services \(PEERS\)](#)

510-832-7337

**Description:** PEERS is a diverse community of people with mental health experiences. Our mission is to promote innovative peer-based wellness strategies. We create culturally-rich, community-based mental health programs that honor diverse experiences and eliminate stigma and discrimination.

### [Family Education And Resource Center \(FERC\)](#)

510-746-1700 or 1-888-896-3372

**Description:** Their mission is to educate, advocate, and encourage self-care for family members navigating the complex behavioral health systems to get their loved ones with mental health challenges good care. We are a team of family caregivers who believe that families know their loved ones best and should be involved in their care. We help amplify voices of families and bridge the communication between providers and families.

### [Best Now!](#)

(510) 969-5450

**Description:** BestNow! (Building Employment Strategies Through Networking on Wellness) provides leadership development, empowerment, job training, and support for people with mental health and/or substance use recovery experience who are interested in joining the behavioral health field as Peer Support Specialists within Alameda County.

## Peer Respite & Crisis Stabilization Sites

### [Sausal Creek Stabilization - Oakland](#)

510-437-2363

**Description:** They have a medication clinic but a person has to be referred by ACCESS (see above) and their Walk-In Services are:

- Adults ages 18 and older who are residents of Alameda County
- Walk-in services available for residents who have Medi-Cal, HealthPAC, or who are already enrolled in the program



- Must have a photo ID
- Services are provided on a limited basis
- Must have a chronic, serious mental illness
- Hours: MTThF 9am-530pm, Wed 9am-7pm

#### [Bay Area Community Services \(BACS\) Wellness Centers](#)

510-613-0330

**Description:** Drop in centers that provide peer support, case management, and immediate medication needs. A psychiatrist is at one location each day of the week.

#### Center Locations:

- 510-427-8235 Hedco Wellness Center (Hayward)
- 510-484-8457 South County Wellness Center (Fremont)
- 925-484-8457 Valley Wellness Center (Pleasanton)
- 510-658-9480 Towne House Wellness Center (Oakland)

#### [La Familia - Sally's Place, Peer Respite Home - Hayward](#)

(510) 963-9849

**Description:** Peer Respite is a voluntary, short-term program that provides non-clinical crisis support to help people find new understanding and ways to move forward with their recovery. It operates **24 hours per day** in a homelike environment. It is staffed by peers, in alignment with the objectives of the [Pool of Consumer Champions \(POCC\)](#) and the [Alameda County Accelerated Peer Specialist Program \(ACAPS\)](#).

#### [Jay Mahler Recovery Center - San Leandro](#)

(510) 357-3562

**Description:** Crisis Residential Facility Alternative to Hospitalization. Potential clients must have a primary diagnosis of mental illness (and may have a dual diagnosis of substance abuse). Be between the ages of 18-65. Must have Medi-Cal or be “Medi-Cal eligible”/indigent and be an Alameda County resident. Must be in crisis and at risk of hospitalization and could safely benefit from this level of care. State of the art facility with a home-like environment that provides **alternative to hospitalization** and to help people “get back on their feet.” Approximately 30 days or less time frame.

#### [Amber House Crisis Stabilization and Triage - Oakland](#)

510-379-4179

**Description:** This unit is a short-term (under 24 hours) assessment and triage unit for adults (18+) in mental health crisis. Staffing includes a nurse and social worker on every shift, and on-call psychiatry available 24/7.

#### **LGBTQ+ Local Organizations**

##### [Oakland LGBTQ Community Center](#)

510-882-2286

**Description:** The Oakland LGBTQ Community Center is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender, and queer (LGBTQ) individuals, our families and allies, by

providing educational, social, and health related activities, programs and services (*mission statement*).

[Pacific Center](#)

510-548-8283

**Description:** To enhance the mental health and overall well-being of the LGBTQIA+ and QTBIPOC communities by providing culturally responsive therapy, peer to peer support groups, community outreach services, and facilitated workshops. To incorporate strong social justice and trauma-informed frameworks in our clinical training and peer-to-peer support programs that contribute to equitable mental health service delivery. To provide the most comprehensive care possible for all who seek our services (*mission statement*).

[Lavender Seniors](#)

510-736-5428 (510-736-LGBT)

**Description:** Our mission is to improve the quality of life of older lesbian, gay, bisexual, transgender, and queer (LGBTQ) residents of Alameda and Contra Costa counties. Lavender Seniors advances this mission through direct services, outreach, advocacy and education. A critical aspect of this work is ensuring that LGBTQ elders are well-prepared emotionally, physically, legally, and socially in their later years (*mission statement*).

