

Overview of Services



CRISIS SUPPORT SERVICES
of Alameda County

AGENDA

- Our Mission & Vision
- Crisis Line/988 & Textline
- Therapy Services
- Community Education
- Volunteering

Our Mission

To reach out and offer support to people of all ages and backgrounds during times of crisis, to work to prevent the suicide of those who are actively suicidal, and to offer hope and caring during times of hopelessness.



Our Vision

An Alameda County in which everyone - **in all of our diversity** - feels a sense of belonging through a comprehensive approach to suicide prevention



Crisis Services

24-Hour Crisis Line (all ages)

Direct Line: 1-800-309-2131

Dial 988 (510, 341, 925 area codes)

Free, confidential* emotional support from a trained counselor. Translation services available.

*CSS counselors and staff are mandated reporters

988 FAQ - Crisis Line

What happens when I call 988?

If you call from a 510, 341, or a Tri-Valley 925 number, your call will be directed to Crisis Support Services of Alameda County (CSS). The routing is not always perfect and your call may be routed to a neighboring crisis center.

If you live/work/or spend time in Alameda County you are welcome to call us directly at 1-800-309-2131.

988 FAQ - Crisis Line

Who will I talk to?

A highly trained crisis counselor will answer the phone/text and:

- listen to the caller
- understand how a problem is affecting them
- ask about suicidal thoughts and feelings and other safety concerns
- provide support
- Collaborate and share resources if needed

If a caller/texter is experiencing a medical emergency, is in imminent danger, or in need of an immediate intervention, 988 will contact 911.

988 FAQ - Crisis Line

Do you know where I am?

- At this time, 988 does not have geolocation capabilities that are commonly available when calling 911 or even using various applications on cell phones.
- CSS relies on collaboration with the callers/texters to understand their location
- In cases of imminent danger (like a suicide attempt in progress) CSS might be able to locate someone by providing their number to law enforcement

FOR MORE INFO: www.988alamedacounty.org

Local 24-Hour Text line (all ages)

Text SAFE to 20121

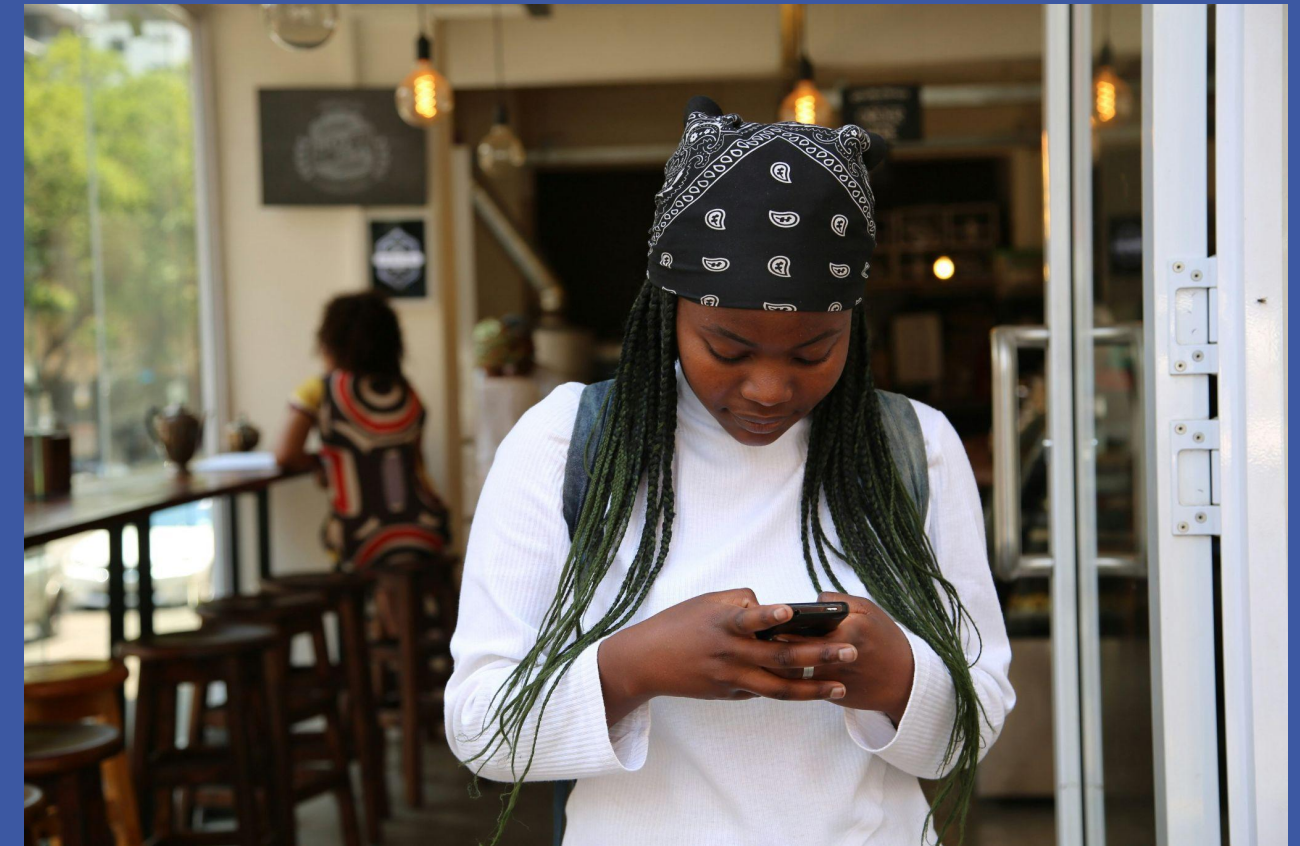
For Spanish:

Text SEGURO to 20121 (5p – 9pm Tues-Fri)

Para Español:

Textear SEGURO al 20121 (5 pm - 9 pm martes - viernes)

CSS Textline FAQ <https://www.crisissupport.org/programs/text-line/>



988 FAQ - Text Line

What about texts & 988?

- 24-Hours Daily
- **Texting 988:** 988 texts from California area codes are sent to any California center

If you live/work/or spend time in Alameda County you are welcomed to text us directly by texting “SAFE” to 20121.

988 FAQ - Text/Chat

What if I need to leave the text/chat conversation?

- Message STOP to opt out.

Why did I get disconnected in the middle of the conversation?

- If you are using an iPhone browser, navigating away from the chat or accessing a different iPhone app may lose the connection. Please remain on the browser chat screen to stay connected.

<https://988lifeline.org/chat/>

Therapy Services



Grief Therapy
Individual
Support Groups



School-Based
Program
Individual
Support Groups



Therapy for
Older Adults
Individual
In-Home/on-site
Support Groups

Contact: 1-800-260-0094

- Victims of Crime funding is available
- Sliding scale based upon ability to pay
- No one is turned away for lack of funds

Therapy Services

Support Groups

- **General Grief Group**
- **Suicide Loss Grief Group**
- **Survivors of Suicide Attempt (SOSA)**
- **Mental Health Providers as Grief Survivors**

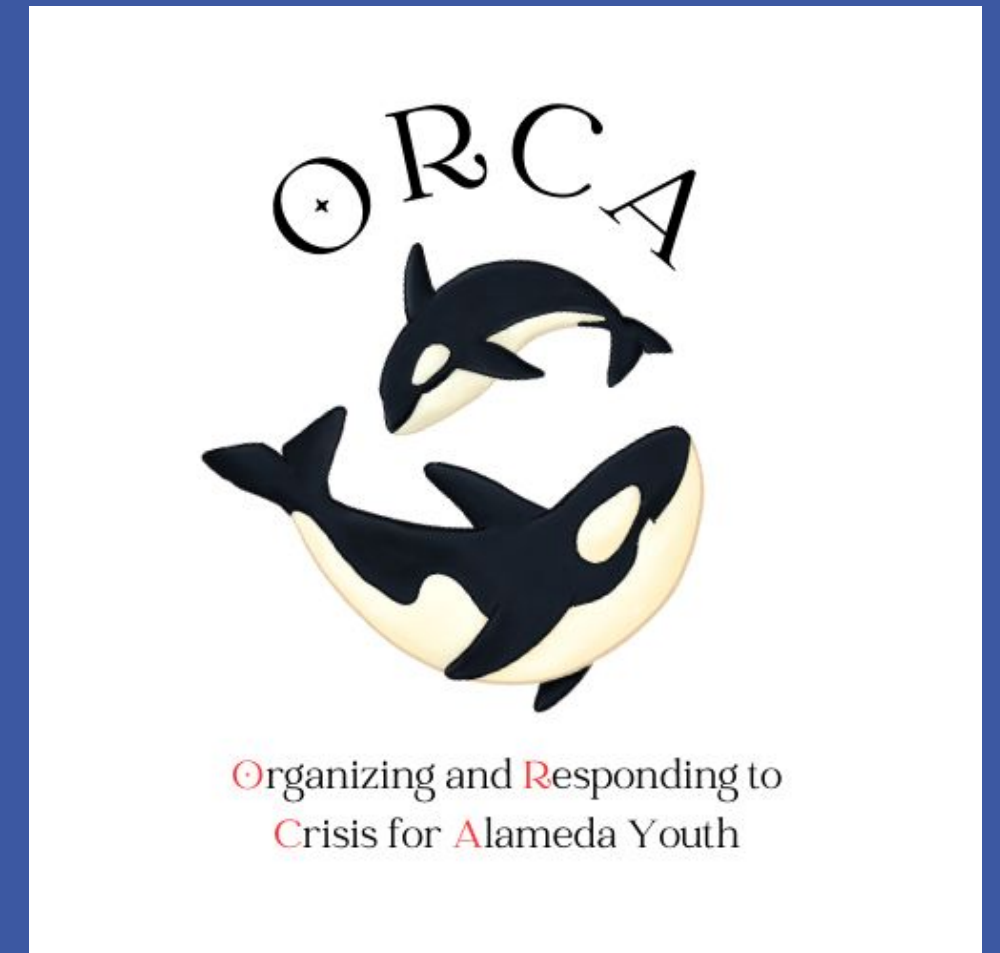
Contact: 1-800-260-0094

Therapy Services

Organizing & Responding to Crisis for Alameda Youth (ORCA)

- Suicide-focused, short term, individual therapy
- This service is for Alameda County youth 25 years and under who are experiencing thoughts and motivations to suicide.
- Not immediate crisis (988 or mobile crisis)
- Provides rapid response within a Mon-Fri schedule
- FREE

Contact: 1-800-260-0094



Community Education

- **Community Settings**

- Suicide Prevention 101
- Suicide Assessment/Intervention for Providers
- Adult/Youth Mental Health First Aid (Spanish available)

- **School Settings**

- Teens for Life Program: School Based Suicide Prevention (Spanish available)

- **Medical settings**

- Suicide Prevention & the Role of Providers (MD, DO, NP, PAs)
Suicide Prevention & the Role of Nurses
- Safety Planning 101 for Medical Professionals
- Health Care Professional Wellness: Managing and Preventing Burnout



Contact: communityeducation@crisisupport.org

Volunteering

Crisis Line Counselors

Textline Counselors

Contact:

trainingteam@crisissupport.org

Clinical Supervisors

Contact: 1-800-260-0094



CRISIS SUPPORT SERVICES
of Alameda County

Facebook

facebook.com/CrisisSupport.org

Instagram

[@cssalamedacounty](https://www.instagram.com/cssalamedacounty)

Twitter

[@csscrisisline](https://twitter.com/csscrisisline)

