

CRISIS & HELP LINES
CRISIS PREPAREDNESS FOR SANTA CLARA COUNTY

911

Ambulance, Fire, Hazardous Materials (HAZMAT), Highway Patrol, Paramedics, Poison Control, Police, Rescue, and Sheriff

TTY (Text Telephone for the Deaf): **Dial 9-1-1** and **press space bar** until someone answers

ABUSE & NEGLECT

Adult Protective Services Reporting Line* (24-Hr) (800) 414-2002

Child Abuse Reporting Line (Child Protective Services)* (24-Hr)
(408) 299-2071 / (650) 493-1186 / (408) 683-0601

Child help USA Child Abuse Line* (24-Hr) (800) 4-A-CHILD-22-4453

BASIC NEEDS: FOOD¹, CLOTHING², & SHELTER³

Bill Wilson Drop-In Center*^{1,2,3} (24-Hr) (Youth) (408) 243-0222

Casa Say (13-17 years old) (650) 961-2622

CityTeam Ministries (24-Hr) (408) 293-4657^{1,2} / 288-2153³

EHC Life Builders (408) 294-2100

Emergency Housing Consortium*³ (24-Hr) (408) 294-2100 / (408)539-2100

Food Connection (Second Harvest)¹ (M-F, 8 30-4) (800) 984-3663

Food Stamps (Social Services Agency)¹ (M-F, 8-5) (408) 271-5500

Homeless Shelter (800) 7-SHELTER

Housing Authority of Santa Clara County (408) 275-8770

InnVision Georgia Travis Center^{1,2,3} (24-Hr) (Women) (408) 453-3124

Mid-Peninsula Housing Coalition (650) 356-2900

Our House (EHC)^{1,2,3} (24-Hr) (Youth) (408) 298-2660

Palo Alto Housing Corporation (650) 321-9709

Project Sentinel Mediation Services (408) 243-8565

Sacred Heart Community Service^{1,2} (24-Hr) (408) 278-2160

Salvation Army of Santa Clara County^{1,2,3} (24-Hr) (408) 282-1165

Shelter Bed Hot Line³ (24-Hr) (800) 774-3583

Social Services, Application Assistance Center

Santa Clara County (408) 271-5600 / (650) 988-6100

BEREAVEMENT

Center for Living with Dying (24-Hr) (408) 278-2515

Hospice of the Valley (M-F, 9-5) (408) 559-5600

CHEMICAL DEPENDENCY/SUBSTANCE ABUSE

Adolescent Counseling Services/Substance Abuse Program
(650) 424-0852

Al Anon (24-Hr) (650) 592-7935 / (408) 379-1051

Alateen (24-Hr) (Ages 7-19) (408) 379-1051

CHEMICAL DEPENDENCY/SUBSTANCE ABUSE

Alcoholics Anonymous* (SCV) (24-Hr) (408)374-8511
Cocaine Anonymous Help Line (24-Hr) (408) 496-9107
Day Top-Substance Abuse (650) 325-6466
Gateway (SCC Dept of Alcohol and Drugs) (M-F, 8-5) (800) 488-9919
Marijuana Anonymous (24-Hr) (408) 450-0796
Nar-Anon Family Groups (24-Hr) (650) 948-4933 (408) 296-2474
Narcotics Anonymous (24-Hr) (408) 998-4200
Spanish Intergroup Line* (24-Hr) (408) 295-0920

CHILD CARE PROVIDERS¹, REFERRALS², SUBSIDIES³

4 C's Council^{2,3} (24-Hr) (M-F, 8:30-11:45 & 1-4:45) (408) 487-0749
California Employment Development Department (800) 300-5616
Child Care Provider referrals (408) 487-0749
Choices for Children³ (M-F, 8:30-5) (408) 297-3295
Head Start PreSchool¹ (M-F, 8-5) (408) 453-6900 (800) 820-8182
PACE-APP (child care subsidy program) (278-1214)
YWCA Child Care Centers¹ (M-F, 9-5) (408) 295-4011

CHILDREN (MISSING)

CA Missing Children Hot Line* (24-Hr) (800) 222-FIND-3463
Nt'l Ctr for Missing/Exploited Children* (24-Hr) (800) 843-5678
Vanished Children's Alliance* (24-Hr) (800) VANISHED-826-4743

COMMUNITY INFORMATION & REFERRALS

211 Santa Clara County Help Starts Here* (United Way) 211
CONTACT Cares Help Line* (408) 850-6125
Family and Children's Services (408) 292-9353 (650) 326-6576
Senior Information & Assistance (M-F, 8:30-5) (408) 296-8290
Silicon Valley Independent Living Center (408) 894-9041

DENTAL CARE

Indian Health Center # (445-3410) x 230
Mid Peninsula Dental Health Foundation (650) 328-2242
Dental Line for appointments at the following sites: (408) 808-6102
County Mobile Van (Sunnyvale, Palo Alto, Mtn View)
Valley Health Center Bascom Ronald McDonald
Mobile Van(San Jose) #
Valley Health Center East Valley (San Jose) #
Valley Health Center San Martin (San Martin) #
Valley Health Center Tully (San Jose)#

DISASTER RELIEF¹, ON-SITE INTERVENTION², OUTAGES³

American Red Cross Emergency Line (SCV)*¹ (24-Hr) (408) 577-1000
Center for Living with Dying² (24-Hr) (408) 278-2515
Government Disaster Assistance Intake Line (FEMA)*¹ (800)621-3362

DISASTER RELIEF¹, ON-SITE INTERVENTION², OUTAGES³

Pacific Gas & Electric³ (24 Hr) (Power outages) (800) 743-5002

Salvation Army of Santa Clara County¹ (24-Hr) (408)282-1165

DISCRIMINATION

Anti-Hate Line* (408) 279-0111

CA Dept of Fair Employment Center (M F, 8-4) (800) 884-1684

Project Sentinel (M-F, 9-4) (Housing) (408) 287-4663 / (888) 324-7468

DOMESTIC & FAMILY VIOLENCE

Asian Pacific Resource Center (24 Hr) (M F, 8-9) (408) 299-1500

Child Abuse Reporting Lines* (24-Hr) (650)493-1186 (408) 299-2071

Child Physical Abuse Unit (PACE) (408) 792-2543

Community Overcoming Relationships Abuse (CORA)* (800) 300-1080 / (650) 312-8515

Community Solutions Crisis Line* (So Co) (408) 683-4118

Family & Children Services (650) 326-6575 (408) 292-9353

Family Violence Center (24-Hr) (M-F, 8-5) (San Jose area) (408) 277-3700

Mid Peninsula Support Network for Battered Women (650) 940-7850

National Domestic Violence Hot Line* (800) 799-SAFE-7233 / TTY (800) 787-3224

Next Door Solutions* (24-Hr) (San Jose Area) (408) 279-2962

Nt'l Break the Cycle Help Line (24-Hr) (888) 988-TEEN 8336

Support Network for Battered Women Crisis* (24-Hr) (800) 572-2782

FAMILY PLANNING

Adolescent Pregnancy Prevention Program (408) 793-5996

Community Pregnancy Center of Santa Clara-Hillsdale (408) 978-9310

Maternal Child and Adolescent Health, County Health Dept. (800) 310-2332

Planned Parenthood Mar Monte (Mountain View) (650) 948-0807

Planned Parenthood Mar Monte (Sunnyvale) (408) 739-5151

Planned Parenthood San Jose# (408) 287-7526

FINANCIAL RESOURCES

General Assistance¹, Rent or Rental Deposit², Energy³

HEAP (Home Energy Assistance Program)³ (M-F, 8-5) (866) 675-6623

Medi-Cal Info (Social Services Agency)¹ (M-F, 8-5) (408) 271-5500

Sacred Heart Community Service^{2,3} (24-Hr) (408) 278-2160

Salvation Army REACH^{2,3} (24-Hr) (408) 282-1165

FOOD & NUTRITION

Community Services Agency of Mtn View, Los Altos (650) 968-0836

Ecumenical Hunger Program (650) 323-7781

Food Stamps, Social Services Agency, Santa Clara County (650) 988-6100

Second Harvest Food Bank # (San Jose) (408) 266-8866

Sunnyvale Community Services (408) 738-0121

WIC Program (Women,Infants,Children) # (888) 942-9675 / (408) 445-3400 x 325

HEALTH CARE

AACI (Asian Americans for Community Involvement) (408) 975- 2730
California Children's Services (CCS), Santa Clara County # (408) 494-7410
Child Health & Disability Prevention Program (CHDP) # (408) 494-7800
Children's Health Council (650) 326-5530
CompreCare Health Center (408) 259-8400
El Camino Hospital, Emergency Room (650) 940-7055
Gardner Health Center # (408) 918-5500
Health Connection Aides Services (24-Hr) (408) 961-9850
HIV/ADS Prevention & Control Program, County Health Dept. (408) 792-5030
Immunizations Santa Clara County Health Department (408) 792-5200
Indian Health Center of Santa Clara County (408) 445-3400
Lucille Packard Children's Hospital (toll free) (888) 275-5724 / (650) 497-8000
Lucille Packard Children's Hospital Teen Hotline (888) 711-TEEN) (8336)
Mar Monte Community Clinic, San Jose # (408) 274-7100
Mayview Community Clinic, Mountain View (650) 965-3323
Mayview Community Clinic, Palo Alto, (650) 327-8717
Outpatient Department, 751 S. Bascom, County Health Dept. (888) 334-1000
PACE Clinic, HIV Care & Treatment, Santa Clara County # (408) 885-4690
Palo Alto Medical Foundation (650) 321-4121
Rotacare, Free Clinic, Mountain View (650) 988-8200
The Crane Center, HIV Testing & Services, Santa Clara County (408) 792-3720
Traffic Safe Communities Network (408) 792-3744
Tuberculosis, TB Clinic (408) 299-5846
Valley Medical Center, Santa Clara County # (408) 885-5000

HEALTH¹, HIV / AIDS², & BIOTERRORISM³

California AIDS, STD, Hepatitis Hot Line² (M, W, Th, F, 9-5, Tu, 9-9) English / Spanish (800) 367-AIDS-2437
Centers for Disease Control Info Line*^{1,2,3} (Public & medical professional calls) (800) CDC-INFO-232-4636 TTY (888) 232-6348
One Step Closer (Therapeutic Riding) (408) 997-7264
Parent Information & Referral Line¹ (Daily, 10-6:30) (800) 690-2282
Public Health^{1,2} (M-F, 8-5) (Communicable Disease) (408) 885-4214
Santa Clara Valley Blind Center (408) 295-4016
Services for Brain Injury (408) 434-2277 ext.106
Teen Health Line¹ (Daily, 10-6:30) (888) 711-TEEN-8336
Valley Connection*¹ (Free medical advice) (888) 334-1000

HEALTH PLANS & INSURANCE

AIM of California (Access for Infants Mothers) (Hrs vary) (800) 433-2611 **Baby CAL Information Line for Pregnant Women** (800) BABY-999
Children's Health Insurance Info Line (M-F, 8-5) (Healthy Families Healthy Kids, & Medi-Cal for Children) (888) 244-5222
Medi-Cal (Social Services Agency) (M-F, 8-5) (408) 271-5500
FEMA (800) 621-3362

IMMIGRATION & CITIZENSHIP

Catholic Charities Immigration Legal Services (24-Hr) (408) 944-0691
Center for Employment Training (CET) (24-Hr) (408) 534-5451
Immigrant Relations & Integration (SCC) (24-Hr) (408) 792-2342

JOB SEARCH & EMPLOYMENT

Campbell One-Stop (EDD) (M-F, 8-5) (Adults / youth) (408) 369-3606
Center For Employment Training * (24-Hr) (408) 534-5451
NOVA Youth Employment (M-F, 8-5) (408) 730-7640
San Jose One-Stop (EDD) (M-F, 8-5) (Adults / youth) (408) 277-2727
Sunnyvale One-Stop (EDD) (M-F, 8-5) (Adults) (408) 774-2365

LAW ENFORCEMENT

Federal Bureau of Investigation (FBI) (M-F, 8:15-5) (408) 369-8900
Fugitive Watch (24-Hr) (408) 929-4444
Crime Stoppers Tip Line (SCC) (24-Hr) (408) 947-STOP-7867
Campbell Police Department* (24-Hr) (408) 866-2101
Gilroy Police Department* (24-Hr) (408) 846-0350
Los Altos Police Department* (24-Hr) (650) 947-2770
Los Gatos/Monte Sereno Police Dept* (24-Hr) (408) 354-8600
Milpitas Police Department* (24-Hr) (408) 586-2400
Morgan Hill Police Department* (24-Hr) (408) 779-2101
Mountain View Police Department* (24-Hr) (650) 903-6395
Palo Alto Police Department* (24-Hr) (650) 329-2413
San Jose PD* (24-Hr) 311 San Jose land lines, other areas (408) 277-8900
Santa Clara Police Department* (24-Hr) (408) 615-4700
Sheriff* (24-Hr) (Cupertino, LA Hills, Saratoga) (408) 299-2311
Sunnyvale Police Department* (24-Hr) (408) 730-7100

LEGAL & JUSTICE

Asian Law Alliance (M-F, 9-12 & 1-5) (408) 287 9710
Bay Area Legal Aid (M-F, 9-5) (408) 283-3700
Catholic Charities Immigration Legal Services (408)944-0691
Dispute Resolution (SCC) (24-Hr) (Community) (408) 792-2327
District Attorney of Santa Clara County (M-F, 8-5) (408) 299-7400
Family Court Clinic Self-Help Center (24-Hr) (408) 882-2900 *Option 6*
Legal Advocates for Children & Youth (LACY) (24-Hr) (408) 280-2416
Legal Aid Society of Santa Clara County (M F, 9-5) (408) 998-5200
Mental Health Advocacy Project (SCC) (24-Hr) (408) 294-9730
Pro Bono Project of Silicon Valley (M-F, 9-5) (408) 998-5298
Senior Adult Legal Assistance (SALA) (M-F, 9-5) (408) 295-5991
Stanford Community Law Clinic (SCLC) (650) 475-0560
Stanford Youth & Education Law Project (650) 723-4336
Support Network for Battered Women* (800) 572-2782
Victim/Witness Assistance Center (M-F, 8 30-5) (408) 295-2656

PARENTAL STRESS¹ & PARENTING INFO²

CONTACT Cares Help Line*¹ (408) 850-6125 (408) 279-8228

Parent Information & Referral Center¹ (Daily, 12-8) (800) 690-2282

Parents Helping Parents² (M-F 9-5) (Special needs) (408) 727-5775

National Child Abuse Hot Line* (24 Hr) (Parents in crisis) (800) 422-4453

YWCA in Santa Clara Valley² (M-F, 9-5) (408) 295-4011

POISON CONTROL

California Poison Control Center Public Hot Line* Statewide (800) 876-4766

TTY (800) 972-3323

Childhood Lead Poisoning Prevention Program Santa Clara County

(408) 494-7820

RAPE & SEXUAL ASSAULT

Community Solutions Crisis Line* (So Co) (408) 683-4118

Rape Crisis (408) 287-3000

SUICIDE, MENTAL HEALTH, & OTHER CRISIS

24-7 Teen Line* (24-Hr) (888) 247-7717

Centre for Living with Dying (408) 243-0222

Community Health Awareness Council (CHAC) (650) 965-2020

CONTACT Cares Help Line* (408) 850-6125 (408) 279-8228

Eastern European Service Agency (408) 297-7348

Eastfield Ming Quong (Child & Adolscnt Crises Line) # (408) 379-9085

Emergency Psychiatric Services, Santa Clara County # (408) 885-6100

Family & Children Services (408) 292-9353

First Call for Help- United Way 2-1-1 (408) 248-4636

Mental Health Call Center (SCC)* (24-Hr) (800) 704-0900

National Suicide & Crises Line (650) 494-8420

Santa Clara County Mental Health #:

Bascom (San Jose) (408) 793-5870

Central (San Jose) (408) 885-6220

Downtown (San Jose) (408) 299-6175

East Valley (San Jose) (408) 926-7950

Fairoaks (408) 922-4800

North County (Palo Alto) (650) 462-2800

South County (Gilroy) (408) 686-2360

Santa Clara County Mental Health Service* (24-Hr) (800) 704-0900

Suicide & Crisis Hot Lines* (408) 279-3312

(No Co) toll free (650) 494-8420 / (So Co) toll free (408) 683-2482

TEEN Counseling Center (408) 354-7648 (408) 370-9990

Teen Hotline Lucille Packard Children's Hospital, Palo Alto

(888) 711-TEEN

VMC Emergency Psychiatric Services* (408) 885-6100

Santa Clara County Mental Health #:

Mobile Crisis Intervention for Youth (Ages 6-17)¹(Ages 1 17)²

Alum Rock Crisis Line^{*1} (24-Hr) (North/Central Co) (408) 294-0579

Community Solutions Crisis Line^{*1} (So Co) (408) 683-4118

EMQ Child/Adolescent Mobile Crisis Line^{*2} (24-Hr) (408) 379-9085

TRANSPORTATION: EMERGENCY MEDICAL¹& PUBLIC²

Amtrack^{*2} (800) 872-7245 TTY (800) 523-6590

CalTrain^{*2} (M-F 6-10, S & S, 8-8) (800) 660-4287 TTY (650) 508-6448 *Option 2*

Emergency Medical Response^{*1} (24-Hr) 911

Greyhound Bus² (24-Hr) (800) 231-2222 TTY (800) 345-3109

Outreach (800) 400-3440

VTA² (M-F, 6-7, S, 7:30-4) (408) 321-2300 TTY (408) 321-2330

YOUTH CRISIS & RUNAWAYS

California Youth Crisis Line^{*} (24-Hr) (800) 843-5200

Covenant House Ninline^{*} (24-Hr) (800) 999-9999

National Runaway Switchboard^{*} (800) 786-2929 TTY (800) 621-0394

Nt'l Break the Cycle Help Line (24-Hr) (Dating) (888) 988-TEEN-8336

Asterisk () indicates staff available by phone 24 hours (24 Hr) indicates voice mail after hours*

indicates that services accepting Medi-Cal