

Navigating Crisis, Community Support, and Proactive Workplace Accessibility

10/08/2026

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CRISIS SUPPORT SERVICES
of Alameda County

988

**SUICIDE & CRISIS
LIFELINE**



Binh Au (he/him)
Operations Officer



Jay Caballero (he/they)
Human Resources Director

A close-up photograph of two hands, one light-skinned and one dark-skinned, clasped together in a supportive grip. The image is dimmed to serve as a background for the text.

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

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 Values:

We Care, From the Inside Out .
With Open Hearts and Minds ,
we Build Connections and remain
Committed to Growth
to be the best for the people we serve.

Justice and Equity Commitment

We believe that eliminating suicide cannot be accomplished without eliminating racism, sexism, ableism, and other forms of oppression. We acknowledge that systemic racism impacts mental health, creates barriers to care, and has led to an over-reliance on law enforcement as part of crisis intervention. We are committed to developing services that incorporate the wisdom of our communities and advocating for a more robust crisis continuum that is not dependent on criminalization, law enforcement, or carceral facilities



CRISIS SUPPORT SERVICES
of Alameda County



Care, From the Inside Out

We are here because we care – for our clients, for our community and for each other. We do what we can *and* we accept our limitations. We treat ourselves and our organization with the same care and consideration we provide for our clients. Because caring for ourselves is critical to taking care of others.

OUR BEHAVIORS

Compassion and Respect for All

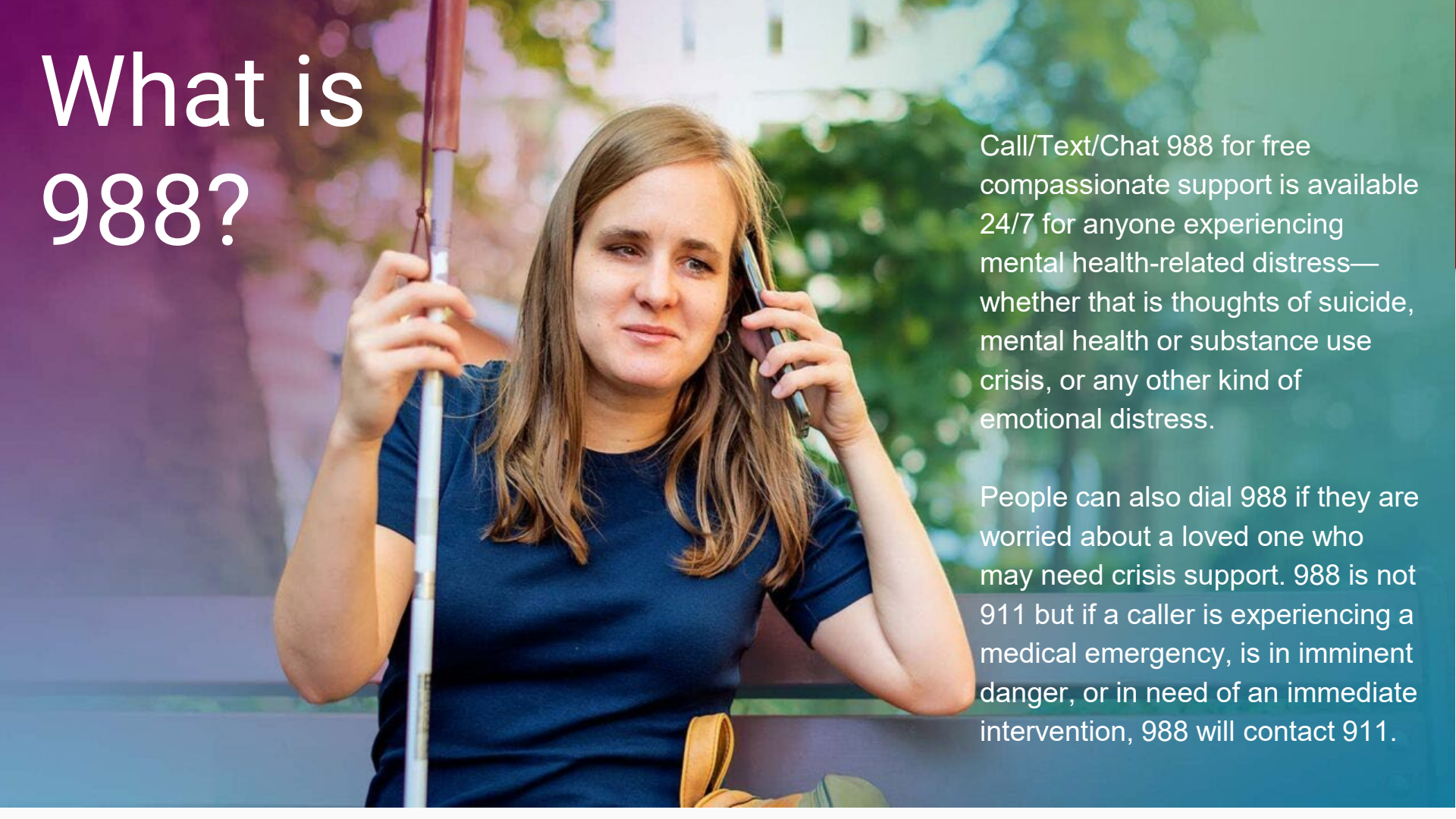
Share the Load

Reach Out Early and Often

Set Boundaries

Be Kind to Yourself

What is 988?



Call/Text/Chat 988 for free compassionate support is available 24/7 for anyone experiencing mental health-related distress—whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress.

People can also dial 988 if they are worried about a loved one who may need crisis support. 988 is not 911 but if a caller is experiencing a medical emergency, is in imminent danger, or in need of an immediate intervention, 988 will contact 911.

What to Expect when you call 988?

Initial Greeting



When you call 988, you'll be greeted by an automated message that offers you options, including whether you prefer assistance in English or Spanish.

Routing to a Local Center



Your call is then routed to the nearest crisis center in the 988 network based on your area code, connecting you to a trained counselor who understands your local resources.

Connect with a Counselor



A trained crisis counselor will listen to your concerns, offer emotional support, and help you navigate your feelings and thoughts.

Follow-Up and Resources



If necessary, the counselor may connect you to local services, provide follow-up calls, or refer you to other resources for ongoing support.

Key Differences between 988 and 911

988

A Resource for Behavioral Health Crises

The 988 Lifeline connects people with counselors who are trained to provide emotional support, crisis de-escalation, and local resources, without relying on law enforcement or emergency medical intervention unless necessary.



Skilled, Caring Support 24/7:

988 counselors are trained to provide emotional and mental health support and crisis intervention.



Minimal Law Enforcement Intervention: Most crises are managed without involving law enforcement, reducing the likelihood of escalated responses.



Connection to Local Resources:

People are referred to local mental health and/or substance use treatment services for follow-up care, ensuring continuity of support.

911

A Response System for Medical, Fire, or Police Emergencies

911 is the primary contact for medical emergencies, fire, crimes in progress, or other situations requiring immediate physical intervention. Although 911 is highly effective for emergencies involving physical harm, it is not specialized to manage behavioral health crises.



Immediate Intervention for Physical Danger:

911 dispatches police, fire, or EMS to address urgent threats to life or safety.

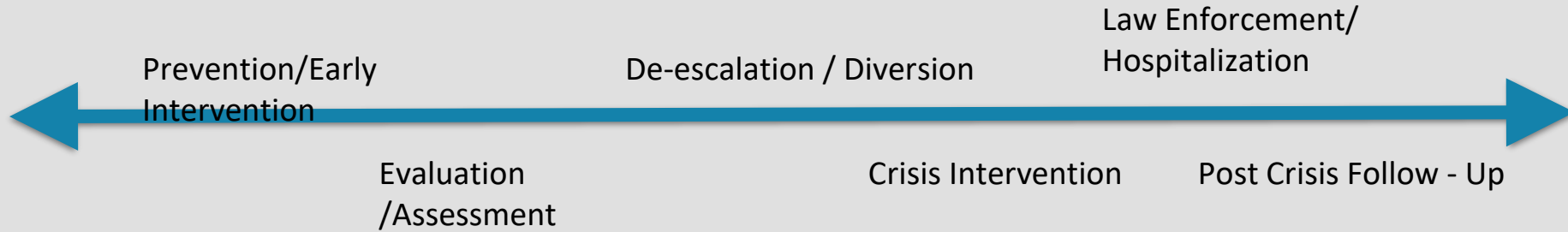


Law Enforcement Involvement:

Law enforcement officers are typically dispatched in crises involving potential violence or criminal activity.

Summary: Both 988 and 911 provide critical support but focus on different crisis types. 988 specializes in behavioral health crises and offers crisis counseling and emotional de-escalation; 911 addresses physical dangers needing police, fire, or EMS. Understanding the distinction is essential to ensuring the appropriate response and care.

Crisis Continuum of Care



Prevention/Early Intervention	Crisis and Pre-Crisis Services	HOSPITAL CARE	POST CRISIS SERVICES
Access line Crisis Line Wellness Center Family Education Resource Center	Crisis Line Sally's Place Amber House Mobile Crisis Unit	John George Alta Bates Kaiser Hospital	CSS Hospital Follow Up Program

Crisis and Pre-Crisis Services

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GET SUPPORT WITHOUT 5150
GET BACK ON YOUR FEET



MACRO — Mobile Assistance
Community Responders of Oakland —
is a community-centered alternative
response program within the Oakland
Fire Department (OFD).

MACRO teams respond to non-
emergency, non-violent 'quality of life'
calls, reducing reliance on police and
EMS for situations that call for care,
not crisis response.

Teams pair Community Intervention
Specialists with Emergency Medical
Technicians and operate 7 days a
week, 6:30 AM – 9:30 PM, across all 8
Oakland service zones.

*MACRO is not for emergencies. For
immediate danger, call 911.*

MH First

Mental Health First Anti Police Terror Project



M.H.FIRST OAKLAND
COMMUNITY FIRST RESPONSE

HELP IS ONLY A CALL/TEXT/DM AWAY

FRI 8pm (510) 999-9MH1
& to
SAT 8am @MHFirstOak



“Our purpose is to interrupt and eliminate the need for law enforcement in mental health crisis first response by providing mobile peer support, de-escalation assistance, and non-punitive and life-affirming interventions, therefore decriminalizing emotional and psychological crises and decreasing the stigma around mental health, substance use, and domestic violence, while also addressing their root causes: white supremacy, capitalism, and colonialism.”

Services Provided:

Phone support only

Fridays & Saturdays 8am

Crisis
Response
Services



Call for Availability: (510) 9639849
Phone is answered 24 hours/day
sallysplace@lafamiliacounseling.org

Mission:

Peer Respite is a voluntary, short-term program that provides nonclinical crisis support.

It operates 24 hours per day in a homelike environment.

Services Provided:

- 18 years and older
- Peer support in a homelike environment
- Up to 14 day stays

Crisis
Service



Sally's Place

Who we serve:

- Are 18 years of age or older,
- Are experiencing mental health concerns or distress,
- Have an identified place to stay in Alameda County at the time of intake (which could include a shelter),
- Are able to manage medical needs independently,
- Voluntarily agree to engage in services

MOBILE CRISIS TEAM DEPLOYMENT IN ALAMEDA COUNTY

MCT

Mobile Crisis Teams (two clinician model)

Will focus on both conducting early intervention, prevention, and care connection at BART station “hot spots” and be available for 911 mental health crisis call outs

MET

Mobile Evaluation Teams (police officer and clinician model)

Will focus on 911-generated mental health crisis calls in Oakland

CATT

Community Assessment and Alternative Transportation Teams (CATT) (EMT & clinician model)

Will focus on community-based crisis intervention and medical clearance

ROLE of Mobile Crisis Team

What they can do

- Evaluate for and write 5150.
- Offer diversion to less restrictive environments when appropriate.
- Coordinate joint response with providers.
- Provide consultation to providers.
- Provide ongoing outreach and engagement without time limitations.
- Participate in case conferences when appropriate.
- Advocate for hospitalization.

What they cannot do

- Detain or restrain individuals.
- Force entry into a residence or ask police to force entry.
- Respond without law enforcement when there are safety concerns, history of violence, or the individual is unknown to the team.
- Recommend arrest or prevent arrest.
- Force a hospital to hold or admit an individual.

Crisis Stabilization and Triage (23.5 hours)

BACS Amber House

Available by calling: 510-379-4179

516 31st Street, Oakland

(Telegraph Ave is the Cross Street)



Mission: Our model is to work with families and natural supports, to help create lasting change.

Services Provided:

- This unit is a shortterm (under 24 hours) assessment and triage unit for adults 18 and over who are in a mental health crisis
- Staffing includes a nurse and social worker on every shift, and on-call psychiatry available 24/7
- Services include:
 - Outpatient medical assessment
 - Mental health evaluation
 - Crisis deescalation
 - Case management (discharge planning & linkage to resources)
- All basic needs met (food, shower, clothing, bed, etc.)
- Transport to discharge location if needed, once-de-escalated

Crisis Residential Treatment (2 weeks)

Telecare Jay Mahler

15430 Foothill Blvd.

San Leandro, California 94578

510-357-3562



Services Provided:

This 16-bed facility includes a full staff of, clinicians, nurses, rehabilitation therapist, residential counselor and peers on-site and on-call 24 hours a day to provide wrap-around support. Services are designed using Evidenced-Based Practices (EBP) such as Wellness Recovery Action Plan (WRAP), Dialectical Behavior Therapy (DBT), Mindfulness-Based Stress Reduction (MBSR), and Seeking Safety, as well as Telecare's Recovery-Centered Clinical System (RCCS).

Crisis Residential Treatment (2 weeks)

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510-357-3562



CSS - Reimagined Human Resources Department

- **Recruitment Practice:** We have a clear inclusion statement and values stated on all job postings. Redacted information during application screening to limit unconscious or conscious bias.
- **Proactive ADA Accommodation Policies:** We have an employee centered approach to the interactive process, flexible scheduling, remote work, or job-restructuring accommodations before a situation reaches a crisis point.
- Caring Response when things start to break down
- **Robust Leave Support:** We have a flexible, supportive leave policies (such as medical leave or mental health days) help retain employees with disabilities and prevent burn-out.