

Navigating Crisis, Community Support, and Proactive Workplace Accessibility

10/8/2026

Part 1: About Crisis Support Services of Alameda County (10 minutes)

- Our mission, vision, and values, and our commitment to Justice and Equity
- How do we reinforce our values and continue to practice within those values?
- CSS is one of 11 crisis centers throughout California
- What to expect when you call/text/chat 988

Part 2: Crisis Care Landscape – 911, 988, and Non-Law Enforcement Alternatives (12 Minutes)

- Demystifying Crisis Infrastructure: Clarify the practical differences between calling 911 (emergency medical/law enforcement response) and 988 (Suicide & Crisis Lifeline).
- Mobile Crisis Teams in Action: Explain how mobile crisis units operate, who is deployed (clinicians, peer specialists), and how they de-escalate situations without law enforcement involvement.
- Why Alternatives Matter for the Disability Community: Address the risks traditional law enforcement responses present for neurodivergent individuals or people experiencing psychiatric disabilities, emphasizing trauma-informed care.

Part 3: Organizational Best Practices – Accommodation and Leave (13 Minutes)

- Recruitment Practice: 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: Share how CSS handles the interactive process, flexible scheduling, remote work, or job-restructuring accommodations before a situation reaches a crisis point.
- Robust Leave Support: Explain how flexible, supportive leave policies (such as medical leave or mental health days) help retain employees with disabilities and prevent burn-out.

Part 4: Open Discussion & Q&A (10 Minutes)

- Field questions from the committee members and members of the audience