

Suicide Risk Project

**San Francisco Bay Area
Emergency Resources, Part 2**

**Hotlines &
Mobile Crisis Services**



**Eli Merritt, M.D.
Merritt Mental Health
San Francisco, CA**

A Message from Eli Merritt, M.D.

This is the second Resource Directory released by the Merritt Mental Health Suicide Risk Project. The first directory, *Suicide Risk Emergency Resources, Part I, Emergency Departments*, was released in December and can be accessed [here](#).

This second directory covers Hotlines and Mobile Crisis Services in the entire Bay Area. They are broken down in the pages that follow by region: San Francisco, East Bay, North Bay, Peninsula, and South Bay.

The one vital message I have for family members, physicians, therapists, and other professionals about these resources is this: Call them. Ask questions. Know your local resources to prepare yourself for handling suicide risk with confidence. These resources are not only for individuals with depression and other mental health conditions. They are learning and planning resources for all of us.

Crucially, Hotlines and Mobile Crisis Services can offer you guidance when you are worried and uncertain about someone. You can turn to them any time for consultation and guidance on challenging situations in your practices, schools, campuses, homes, and elsewhere.

If all goes well, the Suicide Risk Project will culminate in a book in the summer of this year entitled *Suicide Risk in the San Francisco Bay Area: A Guide for Families, Physicians, Therapists, and Other Professionals*.

To sign up for future suicide risk directories and other resources and news of the project, if you are not already signed up, click [here](#).

Finally, please take a moment to share this directory with anyone in your contacts database you feel would benefit from having it.

Thank you for your interest and support.

Eli Merritt, M.D.

3786 20th Street

San Francisco, CA 94110

415-285-3774

emerritt@merrittmentalhealth.com

Current Project: [Suicide Risk in the San Francisco Bay Area](#)

March 2015

Hotlines

National

NAMI Information Hotline

1-800-950-6264

Facilitated by the National Alliance on Mental Illness (NAMI). In addition to regular hotline services, NAMI offers information on mental illness, legal resources, and peer support.

National S.A.F.E Alternatives Hotline

1-800-366-8288

Committed to helping those with self-injurious behavior.

National Suicide Prevention Lifeline

1-800-273-8255

Connects callers with local services.

Red Nacional de Prevención del Suicidio

1-877-784-2432

National hotline for Spanish-language speakers.

Suicide Prevention Lifeline Crisis Chat

suicidepreventionlifeline.org. Offers live Internet chat to help reduce stress and increase feelings of empowerment.

Teen Crisis Text Line

Provides text message crisis support for teens.

Text "START"
to 741741

The Trevor Project Lifeline

1-866-488-7386

Offers support for LGBTQ youth, ages 13-24. Calls go to LA or NYC offices.

California-Wide

California Youth Crisis Line

1-800-843-5200

Offers conference calls to guardians, among other regular hotline services.

San Francisco

Center for Elderly Suicide Prevention

1-800-971-0016

Serves seniors, their caregivers, and their advocates. The number above connects to the Center's 24/7 friendship line.

Huckleberry Youth House Crisis 24-Hour Hotline

(415) 621-2929

Serves children and adolescents, ages 1-17. Parents, caretakers, and mental health providers are also encouraged to call.

Mental Health Peer-Run Warm Line

1-855-845-7415

Offers peer support to those with mental health complications and suicidal ideation.

San Francisco Suicide Prevention

(415) 781-0500

The nation's oldest suicide hotline. More information on the previous page. Access lines for specific needs:

HIV Nightline (415) 434-2437 or 1-800-273-2437

Linea de Apoyo (415) 989-5212 or 1-800-303-7432

Drug Information Line (415) 362-3400

Relapse Line (415) 834-1144

TTY (415) 227-0245

East Bay

Contra Costa Crisis Center 1-800-833-2900

County-run hotline. TTD/TTY: (925) 938-0725

Crisis Support Services of Alameda County 1-800-309-2131

County-run hotline.

North Bay

Marin County Crisis Line (415) 499-1100

County-run hotline.

North Bay Suicide Prevention 1-855-587-6373

North Bay-wide hotline facilitated by Family Services Agency of Marin, a community center, and the four counties of the North Bay.

Peninsula

Child & Adolescent Hotline and Prevention Program (650) 567-5437

Star Vista-run hotline serving children, adolescents, and their families. Accepts calls and texts.

Línea de Crisis 1-800-303-7432

Star Vista-run hotline serving Spanish speakers in San Mateo County.

Peninsula

Star Vista Crisis Line

(650) 579-0350

San Mateo County-run suicide prevention and mental health crisis line.

South Bay

Bill Wilson Center Crisis Line

(408) 850-6125

Provides crisis line for all ages. Although, Bill Wilson Center works primarily with youth and adolescents.

Chat 4 Teens

Mon. to Fri from 5 to 9 p.m. www.billwilsoncenter.org/services/all/teens.html. Provides live online chat support for teenagers residing in Santa Clara County. A safe and anonymous service offering space for venting, connecting, and gaining information about community resources. This service is provided by Bill Willson Center.

Suicide and Crisis Services of Santa Clara County

1-855-278-4204

County-run hotline.

Mobile Crisis Services

San Francisco

Alliance Health Project

(415) 476-3902

9:00 a.m. to 5:00 p.m. Mon., Wed., Thurs., Fri. 9:00 a.m. to 1:00 p.m. Tues. www.ucsf-ahp.org. A crisis team caring for LGBTQ and HIV-positive clients. For times when AHP's team is not available, AHP recommends calling San Francisco's Mobile Crisis Treatment Team at (415) 970-4000.

Comprehensive Child Crisis Service

(415) 970-3800

www.sfdph.org. A 24/7 crisis intervention service for children and adolescents in San Francisco. Provides 30 days of ongoing stabilization and crisis management for approved clients.

Mobile Crisis Treatment Team

(415) 970-4000

8:30 a.m. to 11 p.m., Mon. to Fri.; 12 pm - 8 pm, Sat. Serves adults in San Francisco. www.sfdph.org. While phones stay open for all hours listed above, the Mobile Crisis Treatment Team (MCTT) usually conducts their last in-person visit one hour before close: 10 p.m. from Mon. to Fri. and 7 p.m. on Sat. Non-crisis calls made in this final hour will be addressed the following day. Provides 30 days of ongoing stabilization and crisis management for approved clients.

East Bay

Berkeley Mobile Crisis Team

(510) 981-5900

Main number: (510) 981-5254. 11:30 a.m. to 10:00 p.m., 7 days per week and all holidays. www.ci.berkeley.ca.us. Serves residents of Berkeley and Albany. For immediate access to the Mobile Crisis Team during working hours, call the Berkeley Police Department's non-emergency number at (510) 981-5900 and ask to speak to a mental health worker. For 24-hour mental health crisis assistance by phone, call Crisis Services of Alameda County at (800) 309-2131.

Contra Costa County Mobile Crisis Team

911

www.cchealth.org. Serves the elderly in Contra Costa County. Although little information is available on this team, the Contra Costa Regional Medical Center suggests that the best mobile services for Contra Costa adults can be accessed by dialing 911. Children and adolescents can access mobile crisis services by calling Seneca, described on the next page, at (877) 411-1089.

North County Mobile Crisis Team

1-800-491-9099

Main number: (510) 383-5020. 10 a.m. to 7 p.m., Mon. to Fri. Serves adults in Alameda County. Child and adolescent cases should be diverted to the nearest Emergency Department. The above number is a direct line to ACCESS, Alameda County's 24-hour hub for behavioral health assistance, which evaluates each situation to see if Mobile Crisis Services are the best solution.

East Bay

Seneca Mobile Response Team

1-877-441-1089

Main number: (925) 229-5400. 11:00 a.m. to 9:00 p.m., 7 days per week. 24-hour phone support. www.senecafoa.org/crisis. Serves youth and families in Alameda and Contra Costa Counties. If deemed necessary, the MRT may invite youth and families into a 20-to-30-day program, which provides general support and mental health services. The Team may also enter youth and family into Seneca's Short-Term Assessment of Resources and Treatment (START) program, which offers resources and treatment including family therapy, psychiatry, and support groups.

North Bay

Exodus Solano Mobile Crisis Team

(707) 784-2080

2101 Courage Drive, Fairfield, CA 94533. www.exodus-recoveryinc.com. A 24/7 crisis intervention service for residents of Solano County. Offers immediate crisis evaluations and crisis stabilization services in the community and at the Fairfield Crisis Stabilization Unit.

Napa County Crisis Unit

(707) 253-4711

Operates generally during business hours: 7 a.m. to 6.p.m., Mon. to Fri. www.countyofnapa.org. Serves residents of Napa County. Although the mobile team's hours are limited, the above number is an active 24/7 crisis line staffed by emergency response workers. The mobile team is a service offered by Napa County Crisis Unit, which also offers walk-in evaluations at 2344 Old

North Bay

Sonoma County Mobile Support Team (707) 565-6900

Hours vary. www.sonoma-county.org. A crisis intervention service that works in collaboration with the police to serve residents of Sonoma County. Operates during “peak activity hours and days as informed by ongoing data review and coordination with law enforcement agencies.” The team is staffed by licensed mental health clinicians, certified substance abuse specialists, and post-graduate registered interns, mental health consumers and family members. The team intentionally works to connect patients with appropriate resources that are less intensive, less costly and less restrictive.

Peninsula

While there is no Mobile Crisis Service in San Mateo County, there is a by-appointment mobile treatment team run by **Mateo Lodge**. Information on Mateo Lodge can be found at www.mateolodge.org.

South Bay

EMQ Families First Mobile Crisis Program (408) 379-9085

251 Llewellyn Avenue, Campbell, CA 95008. www.emqff.org. A 24/7 crisis intervention service for children and adolescents in Santa Clara County. EMQ Families First’ Crisis Stabilization Unit, which is connected to this Mobile Crisis Program, can be reached at (408) 364-4083.