This "Crisis & Help Lines" offers confidential crisis intervention, phone counseling, compassionate listening, and community referrals. Some staff members speak other languages; interpreters may be available. Staff may answer the phone 24 hours a day. Evening and night time calls may be answered by a message machine or an answering service.

This "Crisis & Help Lines" is intended to be a starting point whereby people can find resources which meet their needs. Users of this information are encouraged to obtain additional information, and, if needed, additional resources from the nonprofit organizations listed here to determine which services will meet their needs.

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### ABUSE & NEGLECT

Adult Protective Services Reporting Line (24-Hr) ... (408) 928-3860

After 5 pm, weekends ___________________________ (800) 414-2002

Child Abuse Reporting Line* (Child Protective Services) (24-Hr).

_____________________________ (408) 299-2071/(650) 493-1186/(408) 683-0601

Childhelp USA Child Abuse Line* (24-Hr) (800) 4-A-CHILD/224-453

TTY ___________________________ (800) 2-A-CHILD/224-453

### AIDS

AIDS & HIV Night Line (5 pm-5 am PST) ... (800) 273-AIDS/2437

Spanish (6 pm-12 am) ____________________________ (800) 303-SIDA/7432

ARIS of Santa Clara County (M-F, 8-5) ............. (408) 293-2747

California AIDS Hot Line (M-F, 9-9; S & S, 10-6)

English, Filipino, and Spanish ......................... (800) 367-AIDS/2437

TTY _______________ (888) 225-AIDS/2437

Health Connection AIDS Services (24-Hr) ........... (408) 961-9850

### CHEMICAL DEPENDENCY

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

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

Alcoholics Anonymous* (Santa Clara Valley) (24-Hr) (408) 374-8511

Spanish Intergroup Office ................................ (408) 975-0826/(408) 295-0920

Cocaine Anonymous Help Line (24-Hr) ............. (408) 496-9107

Community Solutions Crisis Line* (24-Hr) (So Co) ... (408) 683-4118

Gateway (Santa Clara County Dept of Alcohol and Drugs)

Appointments, Referrals, & Screenings* (24-Hr) .. (800) 488-9919

Kids Are Special (24-Hr) ............................... (408) 364-4133/(408) 379-3796

Marijuana Anonymous (24-Hr) ....................... (408) 450-0796

Nar-Anon Family Groups (24-Hr) ....................... (650) 321-2334/(408) 296-2474

Narcotics Anonymous (24-Hr) ......................... (408) 998-4200

### CHILD CARE PROVIDERS & REFERRALS

4 C's Council (24-Hr) ................................... (408) 487-0749

Choices for Children (M-F, 8:30-5) .................... (408) 297-3295 x 244

Head Start (Office of Education) (M-F, 8-5) ....... (800) 820-8182

PACE-APP (M-F, 9-5:30) ............................... (408) 278-1214

YWCA Child Care Centers (24-Hr) .................... (408) 295-4011 x 237

An asterisk (*) indicates staff is available by phone 24 hours a day.

### 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) VANISH/826-4743

### CHILDREN'S HELP LINE

CONTACT WarmLine* (24-Hr) ......................... (408) 279-0303

### COMMUNITY INFORMATION & REFERRAL

CONTACT Help Line* (24-Hr) ......................... (408) 279-8228

Senior Information & Assistance (M-F, 8-5) ....... (408) 296-8290

United Way First Call for Help (M-F, 8:30-4:30) .... (408) 345-4357

### DISASTER RELIEF & ON-SITE INTERVENTION

American Red Cross Emergency Linel(SCV) (24-Hr) (800) 577-1000

Centre for Living with Dying* (24-Hr) .............. (408) 980-9801

Government Disaster Assist Intake Linel (FEMA) .. (800) 462-9029

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

### DOMESTIC & FAMILY VIOLENCE

Asian Pacific Family Center (M-F, 8-6) ............... (408) 299-1500

Community Solutions Crisis Line* (24-Hr) (So Co) .. (408) 683-4118

Family Violence Center (M-F, 8-5) .................... (408) 277-3700

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

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

### DISCRIMINATION

Anti-Hate Line* (24-Hr) ................................ (408) 279-0111

CA Dept of Fair Employment Center (M-F, 8-5) .... (800) 884-1684

Project Sentinel (M-F, 9-4) ............................ (415) HOUSING/(800) 339-6043

### FINANCIAL RESOURCES

General Assistance1, Rent or Rental Deposit2, Energy3

Consumer Credit Counseling Services (M-T, 7-8; F, 9-5) (800) 540-2227

HEAP (Home Energy Assistance Program)3 (24-Hr) ..... (408) 971-2789

Medi-Cal Information1 (Social Services) (M-F, 8-5) .... (408) 271-5500

Sacred Heart Community Service1,2 (24-Hr) ........... (408) 283-5800

Salvation Army REACH1,2 (24-Hr) ..................... (408) 282-1165

(24-Hr) indicates voice mail after business hours.
**FOOD**

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

**GAY, LESBIAN, & BISEXUAL**

Billy DeFrank Lesbian/Gay Community Center (408) 293-2429
Trevor Crisis Line for Youth (24-Hr) (800) 850-8078

**HEALTH & BIOTERRORISM**

Center for Disease Control Public Inquiry (M-F, 8-11; S & S, 10-8) (888) 246-2675
Parent Information & Referral Line (Daily, 7-11) (800) 690-2282
Santa Clara County Public Health Disease Control & Prevention (M-F, 8-5) (408) 885-4214
Teen Health Line (Daily, 7-11) (888) 711-TEEN/8336
Valley Connection* (24-Hr) (Free Medical Advice) (888) 334-1000

**HEALTH PLANS & INSURANCE**

AIM of California (Access for Infants/Mothers) (24-Hr) (800) 433-2611
Baby CAL Information Line for Pregnant Women (800) BABY-999
Children's Health Insurance Info Line (M-F, 8-5) (888) 244-5222
(includes Healthy Families, Healthy Kids & Medi-Cal for Children)
Medicare (Social Security Administration) (M-F, 7-7) (800) 772-1213
Medi-Cal (Santa Clara County Social Services) (24-Hr) (408) 271-5671

**HOUSING & SHELTER**

Emergency Housing Consortium (24-Hr) ... (408) 294-2100 ext 200
InnVision Georgia Travis Center (24-Hr) (Women) (408) 453-3124
Shelter Bed Hot Line (24-Hr) (800) 774-3583

**IMMIGRATION & CITIZENSHIP**

Catholic Charities Immigration Legal Services (24-Hr) (408) 944-0691
Center for Employment Training (CET) (24-Hr) (408) 534-5451
Citizenship & Immigration (24-Hr) (Human Relations) (408) 299-2206
International Rescue Committee (24-Hr) (408) 487-0649

**LAW ENFORCEMENT**

Crime Prevention & FBI
Federal Bureau of Investigation (FBI) (M-F, 8:15-5) (408) 998-5633
Fugitive Watch (24-Hr) (408) 929-4444
Silicon Valley Crime Stoppers Tip Line (24-Hr) (408) 947-STOP/7867
Police Non-emergency
Campbell* (24-Hr) (408) 866-2101
Gilroy* (24-Hr) (408) 846-0350
Los Altos* (24-Hr) (650) 948-8223
Los Gatos* (24-Hr) (408) 354-8600
Milpitas* (24-Hr) (408) 586-2400
Morgan Hill* (24-Hr) (408) 779-2101
Mountain View* (24-Hr) (650) 903-6344
Palo Alto* (24-Hr) (650) 329-2413
San Jose* (24-Hr) ... 311 from San Jose, other areas (408) 277-8900
Santa Clara* (24-Hr) (408) 615-4700
Sunnyvale* (24-Hr) (408) 730-7100

An asterisk (*) indicates staff is available by phone 24 hours a day.

**LEGAL & JUSTICE**

Asian Law Alliance (M-F, 9-12 & 1-4) (408) 287-9710
Dispute Resolution (Human Relations) (M-F, 8-5) (408) 299-2206
District Attorney of Santa Clara County (M-F, 8-5) (408) 299-7500
Family Court Clinic Information Center (24-Hr) (408) 299-8567
Legal Advocates for Children & Youth (LACY) (24-Hr) (408) 280-2416
Legal Aid Society of Santa Clara County (M-F, 8:30-5) (408) 998-5200
Mental Health Advocacy Project (24-Hr) (408) 294-9730
Pro Bono Project of Silicon Valley (M-F, 8-5) (408) 998-5298
Senior Adult Legal Assistance (SALA) (M-F, 9-5) (408) 295-5991

**PARENTAL STRESS & PARENTING INFO**

Children's Heath Council (24-Hr) (Disabled) (650) 688-3608
CONTACT Help Line (24-Hr) (408 area code) (408) 279-8228
Grandparent Caregiver Resource Center (24-Hr) (408) 325-5196
Parent Information & Referral Center (Daily, 7-11) (800) 690-2282
Parents Helping Parents (M-F, 9-5) (Disabled) (800) 727-5775
PEARLS (City of San Jose) (M-F, 9-5) (408) 794-1222
YWCA in Santa Clara Valley (24-Hr) (408) 294-1001 x 259 & x 214

**POISON CONTROL**

California Poison Control Center Public Hot Line* Statewide (24-Hr) (800) 876-4766
TTY (24-Hr) (408) 972-3523

**RAPE & SEXUAL ASSAULT**

Community Solutions Crisis Line* (24-Hr) (So Co) (408) 779-2115
Mid-Peninsula YWCA* (24-Hr) (North Co) (650) 493-RAPE/7273/(408) 245-3414
YWCA in Santa Clara Valley* (24-Hr) (Central Co) (408) 287-3000

**SUICIDE, MENTAL HEALTH, OTHER CRISIS**

CONTACT Help Line* (24-Hr) (408) 279-8228
SCC Mental Health Call Center* (24-Hr) (800) 704-0900
Santa Clara County 24-7 Teen Line* (24-Hr) (888) 247-7717
Suicide & Crisis Hot Lines* (Mental Health) (24-Hr) (408) 279-3312/(650) 494-8420
VMC Emergency Psychiatric Services* (24-Hr) (408) 885-6100
Mobile Crisis Intervention for Youth (Ages 11-17) (408) 294-0579
Community Solutions Crisis Line* (24-Hr) (So Co) (408) 683-4118
EMQ Child/Adoles. Mobile Mental Health* (24-Hr) (408) 379-9085

**VICTIM/WITNESS**

Victim/Witness Assistance Center (M-F, 9-5) (408) 295-2656

**YOUTH CRISIS & RUNAWAYS**

California Youth Crisis Line* (24-Hr) (800) 843-5200
Covenant Nineline Phone Counseling* (24-Hr) (408) 999-9999
National Runaway Switchboard* (24-Hr) (800) 621-4000
TTY (24-Hr) (408) 621-0394

(24-Hr) indicates voice mail after business hours.

To order the Santa Clara County Crisis & Help Lines or personalize it with your organization's logo as well as order the Santa Clara County Community Information Directory, please call
JC Publications (408) 247-9417, visit www.communityhelp.com, or E-mail: martin@communityhelp.com.