



Crisis & Support Contacts

Regional, California, and national support options for urgent moments, crisis situations, and non-emergency support navigation.

Important: Nuwave ACCESS is not an emergency or crisis service. If someone is in immediate danger, call 911. For immediate mental health, suicide, emotional distress, or substance-use crisis support, call or text 988.

Quick Decision Guide

Need / situation	Best first contact	Details
Immediate danger, medical emergency, fire, crime in progress	Call 911	Ask for a Crisis Intervention Trained officer when a behavioral health crisis is involved, if appropriate.
Mental health crisis, suicidal thoughts, substance-use crisis, emotional distress	Call or text 988	Use 988 for immediate crisis support by phone, text, or chat.
Alameda County local crisis line	1-800-309-2131	Crisis Support Services of Alameda County. Also use 988.
Youth ages 12-24 or family in California crisis	1-800-843-5200	California Youth Crisis Line, 24/7 statewide support.
Poisoning or possible overdose exposure	1-800-222-1222	California Poison Control / Poison Help, 24/7 confidential guidance.
Domestic or dating violence	1-800-799-7233 or text LOVEIS to 22522	National Domestic Violence Hotline; online chat available.

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Last source check: August 10, 2026

Regional: Oakland & Alameda County

Use this section for local crisis response, county behavioral health access, and practical support navigation for Alameda County residents.

Resource	Use for	Contact / access	Notes
Emergency Services	Immediate danger, medical emergency, fire, crime in progress, urgent safety threat.	911	If the situation involves mental health crisis and 911 is needed, request a Crisis Intervention Trained officer when appropriate.
Crisis Support Services of Alameda County	Immediate emotional crisis support, suicide prevention, mental health crisis support, support for someone worried about another person.	Call/text/chat 988; local crisis hotline: 1-800-309-2131; crisissupport.org	Local crisis counselors support least-invasive options when possible. Use 911 for immediate danger.
Alameda County Behavioral Health ACCESS	Information, screening, and referrals for Alameda County mental health and substance use services.	1-800-491-9099; Monday-Friday, 8:30 a.m.-5:00 p.m.; health.alamedacountyca.gov	Good for non-emergency service connection, eligibility questions, and treatment navigation.
Alameda County Mobile Crisis Teams / CATT	Mobile response to behavioral health or substance-use crisis when a field response is needed.	Contact through 911; 988 may assist nights/weekends.	County notes law enforcement involvement cannot always be guaranteed not to happen. Ask for CIT officer if calling 911.
2-1-1 Alameda County	Housing, food, emergency shelter, transportation, legal assistance, childcare, healthcare, disaster relief, and local resource navigation.	Dial 2-1-1; 211alamedacounty.org	Free, confidential, multilingual, 24/7 community resource navigation. Non-emergency.

Regional Use Notes

- If a situation is actively dangerous, start with 911. If mental health is involved, ask for a Crisis Intervention Trained officer when appropriate.
- For emotional crisis support without immediate physical danger, 988 or the Alameda County local crisis line can be the first step.
- For non-emergency support needs like housing, food, transportation, legal assistance, and community resource navigation, 2-1-1 Alameda County is often the cleanest starting point.
- For mental health/substance use service connection, Alameda County Behavioral Health ACCESS is a referral and screening pathway, not an emergency line.

California Statewide Supports

These resources can help when a participant or family member needs statewide youth, wellness, poison, or crisis-support options.

Resource	Use for	Contact / access	Notes
California Youth Crisis Line	Youth ages 12-24 and families in crisis, including youth needing someone to talk to, emergency response, or referrals.	1-800-843-5200; calyouth.org/cycl	Statewide 24/7 youth and family crisis intervention and resource referrals. Translation support available.
California Youth Mental Health Resources Hub	Free and confidential mental health tools and supports for youth, young adults, parents, caregivers, and educators.	chhs.ca.gov/youthresources	Good non-emergency resource for digital tools, wellness support, and youth/family options.
California Department of Public Health Crisis Resources	State crisis guidance and hotline resource direction.	cdph.ca.gov crisis hotline resources page	Reinforces: call/text/chat 988 for crisis or emotional distress; call 911 for immediate danger or medical emergency.
California Poison Control System	Poison exposure, medication mistake, possible overdose exposure, chemical exposure, or questions about toxins.	1-800-222-1222; calpoison.org	Fast, free, confidential expert help 24/7; interpreter services in 200+ languages.
CalHOPE / School and Community Wellness Supports	Stress, anxiety, emotional wellness, school community mental health supports, and prevention-oriented wellness tools.	calhope.org / dhcs.ca.gov CalHOPE resources	Not a replacement for 988 or 911. Useful for wellness, prevention, school/community supports, and after-crisis stabilization resources.

California Use Notes

- The California Youth Crisis Line is especially relevant for youth ages 12-24 and families supporting youth or young adults.
- California Poison Control is appropriate even when someone is unsure whether an exposure is dangerous. They can help decide what to do next.
- CalHOPE and youth wellness hubs are better for prevention, wellness, and after-crisis support, not immediate danger.

National Crisis & Support Contacts

These national contacts are useful when the need is specialized, after hours, outside Alameda County, or when someone wants confidential support by phone, text, or chat.

Resource	Use for	Contact / access	Notes
988 Suicide & Crisis Lifeline	Suicidal thoughts, mental health crisis, substance-use crisis, emotional distress, concern about someone else.	Call/text 988; chat: 988lifeline.org/chat ; 988lifeline.org	Available 24/7. For immediate danger or medical emergency, call 911.
SAMHSA National Helpline	Mental health or substance-use treatment referrals and information.	1-800-662-HELP (4357); TTY 1-800-487-4889; samhsa.gov/find-help	Free, confidential, 24/7/365, English and Spanish information and referrals.
National Domestic Violence Hotline	Domestic violence, dating violence, relationship abuse, safety planning, support for survivors and loved ones.	1-800-799-7233; text LOVEIS to 22522; thehotline.org	24/7 confidential support, crisis intervention, safety planning, referrals, and multilingual access.
RAINN National Sexual Assault Hotline	Sexual assault support, survivor support, options, referrals, and confidential crisis support.	1-800-656-HOPE (4673); online.rainn.org ; rainn.org/es	Connects to trained support specialists. Use 911 for immediate danger.
The Trevor Project	LGBTQ+ youth and young adults needing crisis support, immediate emotional support, or a confidential person to talk to.	1-866-488-7386; text START to 678-678; thetrevorproject.org/get-help	Free, confidential, 24/7/365 support by phone, text, or chat.
National Runaway Safeline	Youth who have run away, are homeless, are thinking about leaving home, or families worried about a youth.	1-800-RUNAWAY / 1-800-786-2929; 1800runaway.org	24/7 crisis and support services by phone and online.
Childhelp National Child Abuse Hotline	Child abuse/neglect concerns, youth needing help, adults worried about a child, reporting guidance.	1-800-422-4453; childhelphotline.org live chat	Call 911 if a child is in immediate danger. Hotline can provide support and guidance.
Veterans Crisis Line	Veterans, service members, National Guard/Reserve, and loved ones concerned about a veteran in crisis.	Dial 988 then press 1; text 838255; veteranscrisisline.net	Free, confidential, 24/7 support. VA enrollment is not required.
National Human Trafficking Hotline	Suspected sex or labor trafficking, exploitation, coercion, unsafe work/living control, or survivor support.	1-888-373-7888; text 233733; humantraffickinghotline.org	24/7, confidential, 200+ languages. Call 911 for immediate danger.
Poison Help	Poison exposure anywhere in the U.S., medication mistakes, chemical or toxin exposure, urgent poison questions.	1-800-222-1222	Connects to local poison experts 24/7.

Partner & ACCESS Support Guide Notes

Situation	Suggested practice
Before sharing this list	Make sure the youth/family understands ACCESS is not an emergency service. Point them to 911 or 988 first if there is immediate danger or crisis.
When someone is unsure what they need	Start with 988 for emotional crisis, 211 for social service needs, or ACCESS Support Guide follow-up for non-emergency navigation.
When calling on behalf of someone else	Stay with the person if possible, keep information clear and factual, and follow your organization, school, or mandated reporting policy.
For printed copies	Check phone numbers and URLs regularly. Crisis resources can change hours, processes, or service areas.
For Nuwave ACCESS use	Use this as a referral/support guide, not a clinical assessment tool. Document only what your policy requires and avoid collecting unnecessary personal details.

Suggested Website Language

- For immediate danger: Call 911.
- For mental health crisis or emotional distress: Call or text 988.
- For non-emergency ACCESS support: Visit www.nuwavemedia.org/access or contact Nuwave ACCESS for support navigation, resource referrals, and next-step planning.
- ACCESS is not a crisis line: Our team can help after urgent safety needs are addressed.

Recommended Review Rhythm

- Review phone numbers and URLs before publishing and at least quarterly after launch.
- Verify county-specific services whenever ACCESS expands into a new service area.
- Keep a version date on the PDF so partners know when the contacts were last checked.

Sources Checked

These official and provider sources were used to verify the contacts and service descriptions in this handout. Recheck before public launch and whenever the document is updated.

Source / organization	URL
Alameda County Behavioral Health ACCESS	health.alamedacountyca.gov/division/access-support-referrals/
Alameda County Mobile Crisis Teams	health.alamedacountyca.gov/program/mobile-crisis-teams/
Crisis Support Services of Alameda County	crisissupport.org/crisis-services
2-1-1 Alameda County	211alamedacounty.org
California Youth Crisis Line	calyouth.org/cycl/
California Health & Human Services Youth Resources	chhs.ca.gov/youthresources/
California Department of Public Health Crisis Hotlines	cdph.ca.gov crisis-hotlines resources page
California Poison Control System	calpoison.org/contact
988 Suicide & Crisis Lifeline	988lifeline.org
SAMHSA National Helpline	samhsa.gov/find-help/helplines/national-helpline
National Domestic Violence Hotline	thehotline.org
RAINN National Sexual Assault Hotline	rainn.org/help-and-healing/hotline/
The Trevor Project	thetrevorproject.org/get-help/
National Runaway Safeline	1800runaway.org
Childhelp National Child Abuse Hotline	childhelp.org/contact/
Veterans Crisis Line	veteranscrisisline.net
National Human Trafficking Hotline	humantraffickinghotline.org/en/contact

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