

**CRISIS & HELP LINES**  
**CRISIS PREPAREDNESS FOR SANTA CLARA COUNTY**

**911**

**Ambulance, Fire, Hazardous Materials (HAZMAT), Highway Patrol, Paramedics, Poison Control, Police, Rescue, and Sheriff**

TTY (Text Telephone for the Deaf): **Dial 9-1-1** and **press space bar** until someone answers

**ABUSE & NEGLECT**

**Adult Protective Services Reporting Line\*** (24-Hr) (800) 414-2002

**Child Abuse Reporting Line** (Child Protective Services)\* (24-Hr)  
(408) 299-2071 / (650) 493-1186 / (408) 683-0601

**Child help USA Child Abuse Line\*** (24-Hr) (800) 4-A-CHILD-22-4453

**BASIC NEEDS: FOOD<sup>1</sup>, CLOTHING<sup>2</sup>, & SHELTER<sup>3</sup>**

**Bill Wilson Drop-In Center\*<sup>1,2,3</sup>** (24-Hr) (Youth) (408) 243-0222

**Casa Say (13-17 years old)** (650) 961-2622

**CityTeam Ministries** (24-Hr) (408) 293-4657<sup>1,2</sup> / 288-2153<sup>3</sup>

**EHC Life Builders** (408) 294-2100

**Emergency Housing Consortium\*<sup>3</sup>** (24-Hr) (408) 294-2100 / (408)539-2100

**Food Connection** (Second Harvest)<sup>1</sup> (M-F, 8 30-4) (800) 984-3663

**Food Stamps** (Social Services Agency)<sup>1</sup> (M-F, 8-5) (408) 271-5500

**Homeless Shelter** (800) 7-SHELTER

**Housing Authority of Santa Clara County** (408) 275-8770

**InnVision Georgia Travis Center<sup>1,2,3</sup>** (24-Hr) (Women) (408) 453-3124

**Mid-Peninsula Housing Coalition** (650) 356-2900

**Our House** (EHC)<sup>1,2,3</sup> (24-Hr) (Youth) (408) 298-2660

**Palo Alto Housing Corporation** (650) 321-9709

**Project Sentinel Mediation Services** (408) 243-8565

**Sacred Heart Community Service<sup>1,2</sup>** (24-Hr) (408) 278-2160

**Salvation Army of Santa Clara County<sup>1,2,3</sup>** (24-Hr) (408) 282-1165

**Shelter Bed Hot Line<sup>3</sup>** (24-Hr) (800) 774-3583

**Social Services, Application Assistance Center**

**Santa Clara County** (408) 271-5600 / (650) 988-6100

**BEREAVEMENT**

**Center for Living with Dying** (24-Hr) (408) 278-2515

**Hospice of the Valley** (M-F, 9-5) (408) 559-5600

**CHEMICAL DEPENDENCY/SUBSTANCE ABUSE**

**Adolescent Counseling Services/Substance Abuse Program**  
(650) 424-0852

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

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

### **CHEMICAL DEPENDENCY/SUBSTANCE ABUSE**

Alcoholics Anonymous\* (SCV) (24-Hr) (408)374-8511  
Cocaine Anonymous Help Line (24-Hr) (408) 496-9107  
Day Top-Substance Abuse (650) 325-6466  
Gateway (SCC Dept of Alcohol and Drugs) (M-F, 8-5) (800) 488-9919  
Marijuana Anonymous (24-Hr) (408) 450-0796  
Nar-Anon Family Groups (24-Hr) (650) 948-4933 (408) 296-2474  
Narcotics Anonymous (24-Hr) (408) 998-4200  
Spanish Intergroup Line\* (24-Hr) (408) 295-0920

### **CHILD CARE PROVIDERS<sup>1</sup>, REFERRALS<sup>2</sup>, SUBSIDIES<sup>3</sup>**

4 C's Council<sup>2,3</sup> (24-Hr) (M-F, 8:30-11:45 & 1-4:45) (408) 487-0749  
California Employment Development Department (800) 300-5616  
Child Care Provider referrals (408) 487-0749  
Choices for Children<sup>3</sup> (M-F, 8:30-5) (408) 297-3295  
Head Start PreSchool<sup>1</sup> (M-F, 8-5) (408) 453-6900 (800) 820-8182  
PACE-APP (child care subsidy program) (278-1214)  
YWCA Child Care Centers<sup>1</sup> (M-F, 9-5) (408) 295-4011

### **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) VANISHED-826-4743

### **COMMUNITY INFORMATION & REFERRALS**

211 Santa Clara County Help Starts Here\* (United Way) 211  
CONTACT Cares Help Line\* (408) 850-6125  
Family and Children's Services (408) 292-9353 (650) 326-6576  
Senior Information & Assistance (M-F, 8:30-5) (408) 296-8290  
Silicon Valley Independent Living Center (408) 894-9041

### **DENTAL CARE**

Indian Health Center # (445-3410) x 230  
Mid Peninsula Dental Health Foundation (650) 328-2242  
Dental Line for appointments at the following sites: (408) 808-6102  
County Mobile Van (Sunnyvale, Palo Alto, Mtn View)  
Valley Health Center Bascom Ronald McDonald  
Mobile Van(San Jose) #  
Valley Health Center East Valley (San Jose) #  
Valley Health Center San Martin (San Martin) #  
Valley Health Center Tully (San Jose)#

### **DISASTER RELIEF<sup>1</sup>, ON-SITE INTERVENTION<sup>2</sup>, OUTAGES<sup>3</sup>**

American Red Cross Emergency Line (SCV)\*<sup>1</sup> (24-Hr) (408) 577-1000  
Center for Living with Dying<sup>2</sup> (24-Hr) (408) 278-2515  
Government Disaster Assistance Intake Line (FEMA)\*<sup>1</sup> (800)621-3362

## **DISASTER RELIEF<sup>1</sup>, ON-SITE INTERVENTION<sup>2</sup>, OUTAGES<sup>3</sup>**

**Pacific Gas & Electric<sup>3</sup>** (24 Hr) (Power outages) (800) 743-5002

**Salvation Army of Santa Clara County<sup>1</sup>** (24-Hr) (408)282-1165

## **DISCRIMINATION**

**Anti-Hate Line\*** (408) 279-0111

**CA Dept of Fair Employment Center** (M F, 8-4) (800) 884-1684

**Project Sentinel** (M-F, 9-4) (Housing) (408) 287-4663 / (888) 324-7468

## **DOMESTIC & FAMILY VIOLENCE**

**Asian Pacific Resource Center** (24 Hr) (M F, 8-9) (408) 299-1500

**Child Abuse Reporting Lines\*** (24-Hr) (650)493-1186 (408) 299-2071

**Child Physical Abuse Unit (PACE)** (408) 792-2543

**Community Overcoming Relationships Abuse (CORA)\*** (800) 300-1080 / (650) 312-8515

**Community Solutions Crisis Line\*** (So Co) (408) 683-4118

**Family & Children Services** (650) 326-6575 (408) 292-9353

**Family Violence Center** (24-Hr) (M-F, 8-5) (San Jose area) (408) 277-3700

**Mid Peninsula Support Network for Battered Women** (650) 940-7850

**National Domestic Violence Hot Line\*** (800) 799-SAFE-7233 / TTY (800) 787-3224

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

**Nt'l Break the Cycle Help Line** (24-Hr) (888) 988-TEEN 8336

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

## **FAMILY PLANNING**

**Adolescent Pregnancy Prevention Program** (408) 793-5996

**Community Pregnancy Center of Santa Clara-Hillsdale** (408) 978-9310

**Maternal Child and Adolescent Health, County Health Dept.** (800) 310-2332

**Planned Parenthood Mar Monte (Mountain View)** (650) 948-0807

**Planned Parenthood Mar Monte (Sunnyvale)** (408) 739-5151

**Planned Parenthood San Jose#** (408) 287-7526

## **FINANCIAL RESOURCES**

**General Assistance<sup>1</sup>, Rent or Rental Deposit<sup>2</sup>, Energy<sup>3</sup>**

**HEAP** (Home Energy Assistance Program)<sup>3</sup> (M-F, 8-5) (866) 675-6623

**Medi-Cal Info** (Social Services Agency)<sup>1</sup> (M-F, 8-5) (408) 271-5500

**Sacred Heart Community Service<sup>2,3</sup>** (24-Hr) (408) 278-2160

**Salvation Army REACH<sup>2,3</sup>** (24-Hr) (408) 282-1165

## **FOOD & NUTRITION**

**Community Services Agency of Mtn View, Los Altos** (650) 968-0836

**Ecumenical Hunger Program** (650) 323-7781

**Food Stamps, Social Services Agency, Santa Clara County** (650) 988-6100

**Second Harvest Food Bank #** ( San Jose) (408) 266-8866

**Sunnyvale Community Services** (408) 738-0121

**WIC Program (Women,Infants,Children) #** (888) 942-9675 / (408) 445-3400 x 325

## **HEALTH CARE**

**AACI (Asian Americans for Community Involvement)** (408) 975- 2730  
**California Children's Services (CCS), Santa Clara County #** (408) 494-7410  
**Child Health & Disability Prevention Program (CHDP) #** (408) 494-7800  
**Children's Health Council** (650) 326-5530  
**CompreCare Health Center** (408) 259-8400  
**El Camino Hospital, Emergency Room** (650) 940-7055  
**Gardner Health Center #** (408) 918-5500  
**Health Connection Aides Services (24-Hr)** (408) 961-9850  
**HIV/ADS Prevention & Control Program, County Health Dept.** (408) 792-5030  
**Immunizations Santa Clara County Health Department** (408) 792-5200  
**Indian Health Center of Santa Clara County** (408) 445-3400  
**Lucille Packard Children's Hospital** (toll free) (888) 275-5724 / (650) 497-8000  
**Lucille Packard Children's Hospital Teen Hotline** (888) 711-TEEN) (8336)  
**Mar Monte Community Clinic, San Jose #** (408) 274-7100  
**Mayview Community Clinic, Mountain View** (650) 965-3323  
**Mayview Community Clinic, Palo Alto,** (650) 327-8717  
**Outpatient Department, 751 S. Bascom, County Health Dept.** (888) 334-1000  
**PACE Clinic, HIV Care & Treatment, Santa Clara County #** (408) 885-4690  
**Palo Alto Medical Foundation** (650) 321-4121  
**Rotacare, Free Clinic, Mountain View** (650) 988-8200  
**The Crane Center, HIV Testing & Services, Santa Clara County** (408) 792-3720  
**Traffic Safe Communities Network** (408) 792-3744  
**Tuberculosis, TB Clinic** (408) 299-5846  
**Valley Medical Center, Santa Clara County #** (408) 885-5000

## **HEALTH<sup>1</sup>, HIV / AIDS<sup>2</sup>, & BIOTERRORISM<sup>3</sup>**

**California AIDS, STD, Hepatitis Hot Line<sup>2</sup>** (M, W, Th, F, 9-5, Tu, 9-9) English / Spanish (800) 367-AIDS-2437  
**Centers for Disease Control Info Line\*<sup>1,2,3</sup>** (Public & medical professional calls)  
(800) CDC-INFO-232-4636 TTY (888) 232-6348  
**One Step Closer (Therapeutic Riding)** (408) 997-7264  
**Parent Information & Referral Line<sup>1</sup>** (Daily, 10-6:30) (800) 690-2282  
**Public Health<sup>1,2</sup>** (M-F, 8-5) (Communicable Disease) (408) 885-4214  
**Santa Clara Valley Blind Center** (408) 295-4016  
**Services for Brain Injury** (408) 434-2277 ext.106  
**Teen Health Line<sup>1</sup>** (Daily, 10-6:30) (888) 711-TEEN-8336  
**Valley Connection\*<sup>1</sup>** (Free medical advice) (888) 334-1000

## **HEALTH PLANS & INSURANCE**

**AIM of California** (Access for Infants Mothers) (Hrs vary) (800) 433-2611 **Baby CAL Information Line for Pregnant Women** (800) BABY-999  
**Children's Health Insurance Info Line** (M-F, 8-5) (Healthy Families Healthy Kids, & Medi-Cal for Children) (888) 244-5222  
**Medi-Cal** (Social Services Agency) (M-F, 8-5) (408) 271-5500  
**FEMA** (800) 621-3362

## **IMMIGRATION & CITIZENSHIP**

**Catholic Charities Immigration Legal Services** (24-Hr) (408) 944-0691  
**Center for Employment Training (CET)** (24-Hr) (408) 534-5451  
**Immigrant Relations & Integration (SCC)** (24-Hr) (408) 792-2342

## **JOB SEARCH & EMPLOYMENT**

**Campbell One-Stop (EDD)** (M-F, 8-5) (Adults / youth) (408) 369-3606  
**Center For Employment Training \*** (24-Hr) (408) 534-5451  
**NOVA Youth Employment** (M-F, 8-5) (408) 730-7640  
**San Jose One-Stop (EDD)** (M-F, 8-5) (Adults / youth) (408) 277-2727  
**Sunnyvale One-Stop (EDD)** (M-F, 8-5) (Adults) (408) 774-2365

## **LAW ENFORCEMENT**

**Federal Bureau of Investigation (FBI)** (M-F, 8:15-5) (408) 369-8900  
**Fugitive Watch** (24-Hr) (408) 929-4444  
**Crime Stoppers Tip Line (SCC)** (24-Hr) (408) 947-STOP-7867  
**Campbell Police Department\*** (24-Hr) (408) 866-2101  
**Gilroy Police Department\*** (24-Hr) (408) 846-0350  
**Los Altos Police Department\*** (24-Hr) (650) 947-2770  
**Los Gatos/Monte Sereno Police Dept\*** (24-Hr) (408) 354-8600  
**Milpitas Police Department\*** (24-Hr) (408) 586-2400  
**Morgan Hill Police Department\*** (24-Hr) (408) 779-2101  
**Mountain View Police Department\*** (24-Hr) (650) 903-6395  
**Palo Alto Police Department\*** (24-Hr) (650) 329-2413  
**San Jose PD\*** (24-Hr) 311 San Jose land lines, other areas (408) 277-8900  
**Santa Clara Police Department\*** (24-Hr) (408) 615-4700  
**Sheriff\*** (24-Hr) (Cupertino, LA Hills, Saratoga) (408) 299-2311  
**Sunnyvale Police Department\*** (24-Hr) (408) 730-7100

## **LEGAL & JUSTICE**

**Asian Law Alliance** (M-F, 9-12 & 1-5) (408) 287 9710  
**Bay Area Legal Aid** (M-F, 9-5) (408) 283-3700  
**Catholic Charities Immigration Legal Services** (408)944-0691  
**Dispute Resolution (SCC)** (24-Hr) (Community) (408) 792-2327  
**District Attorney of Santa Clara County** (M-F, 8-5) (408) 299-7400  
**Family Court Clinic Self-Help Center** (24-Hr) (408) 882-2900 *Option 6*  
**Legal Advocates for Children & Youth (LACY)** (24-Hr) (408) 280-2416  
**Legal Aid Society of Santa Clara County** (M F, 9-5) (408) 998-5200  
**Mental Health Advocacy Project (SCC)** (24-Hr) (408) 294-9730  
**Pro Bono Project of Silicon Valley** (M-F, 9-5) (408) 998-5298  
**Senior Adult Legal Assistance (SALA)** (M-F, 9-5) (408) 295-5991  
**Stanford Community Law Clinic (SCLC)** (650) 475-0560  
**Stanford Youth & Education Law Project** (650) 723-4336  
**Support Network for Battered Women\*** (800) 572-2782  
**Victim/Witness Assistance Center** (M-F, 8 30-5) (408) 295-2656

## **PARENTAL STRESS<sup>1</sup> & PARENTING INFO<sup>2</sup>**

**CONTACT Cares Help Line\*<sup>1</sup>** (408) 850-6125 (408) 279-8228  
**Parent Information & Referral Center<sup>1</sup>** (Daily, 12-8) (800) 690-2282  
**Parents Helping Parents<sup>2</sup>** (M-F 9-5) (Special needs) (408) 727-5775  
**National Child Abuse Hot Line\*** (24 Hr) (Parents in crisis) (800) 422-4453  
**YWCA in Santa Clara Valley<sup>2</sup>** (M-F, 9-5) (408) 295-4011

## **POISON CONTROL**

**California Poison Control Center Public Hot Line\*** Statewide (800) 876-4766  
TTY (800) 972-3323  
**Childhood Lead Poisoning Prevention Program Santa Clara County**  
(408) 494-7820

## **RAPE & SEXUAL ASSAULT**

**Community Solutions Crisis Line\*** (So Co) (408) 683-4118  
**Rape Crisis** (408) 287-3000

## **SUICIDE, MENTAL HEALTH, & OTHER CRISIS**

**24-7 Teen Line\*** (24-Hr) (888) 247-7717  
**Centre for Living with Dying** (408) 243-0222  
**Community Health Awareness Council (CHAC)** (650) 965-2020  
**CONTACT Cares Help Line\*** (408) 850-6125 (408) 279-8228  
**Eastern European Service Agency** (408) 297-7348  
**Eastfield Ming Quong (Child & Adolscnt Crises Line) #** (408) 379-9085  
**Emergency Psychiatric Services, Santa Clara County #** (408) 885-6100  
**Family & Children Services** (408) 292-9353  
**First Call for Help- United Way 2-1-1** (408) 248-4636  
**Mental Health Call Center (SCC)\*** (24-Hr) (800) 704-0900  
**National Suicide & Crises Line** (650) 494-8420

## **Santa Clara County Mental Health #:**

**Bascom** (San Jose) (408) 793-5870  
**Central** (San Jose) (408) 885-6220  
**Downtown** (San Jose) (408) 299-6175  
**East Valley** (San Jose) (408) 926-7950  
**Fairoaks** (408) 922-4800  
**North County** (Palo Alto) (650) 462-2800  
**South County** (Gilroy) (408) 686-2360  
**Santa Clara County Mental Health Service\*** (24-Hr) (800) 704-0900  
**Suicide & Crisis Hot Lines\*** (408) 279-3312  
(No Co) toll free (650) 494-8420 / (So Co) toll free (408) 683-2482  
**TEEN Counseling Center** (408) 354-7648 (408) 370-9990  
**Teen Hotline Lucille Packard Children's Hospital, Palo Alto**  
(888) 711-TEEN  
**VMC Emergency Psychiatric Services\*** (408) 885-6100



**Santa Clara County Mental Health #:**

**Mobile Crisis Intervention for Youth (Ages 6-17)<sup>1</sup>(Ages 1 17)<sup>2</sup>**

**Alum Rock Crisis Line<sup>\*1</sup>** (24-Hr) (North/Central Co) (408) 294-0579

**Community Solutions Crisis Line<sup>\*1</sup>** (So Co) (408) 683-4118

**EMQ Child/Adolescent Mobile Crisis Line<sup>\*2</sup>** (24-Hr) (408) 379-9085

**TRANSPORTATION: EMERGENCY MEDICAL<sup>1</sup>& PUBLIC<sup>2</sup>**

**Amtrack<sup>\*2</sup>** (800) 872-7245 TTY (800) 523-6590

**CalTrain<sup>\*2</sup>** (M-F 6-10, S & S, 8-8) (800) 660-4287 TTY (650) 508-6448 *Option 2*

**Emergency Medical Response<sup>\*1</sup> (24-Hr)** 911

**Greyhound Bus<sup>2</sup>** (24-Hr) (800) 231-2222 TTY (800) 345-3109

**Outreach** (800) 400-3440

**VTA<sup>2</sup>** (M-F, 6-7, S, 7:30-4) (408) 321-2300 TTY (408) 321-2330

**YOUTH CRISIS & RUNAWAYS**

**California Youth Crisis Line<sup>\*</sup>** (24-Hr) (800) 843-5200

**Covenant House Nineline<sup>\*</sup>** (24-Hr) (800) 999-9999

**National Runaway Switchboard<sup>\*</sup>** (800) 786-2929 TTY (800) 621-0394

**Nt'l Break the Cycle Help Line** (24-Hr) (Dating) (888) 988-TEEN-8336

*Asterisk (\*) indicates staff available by phone 24 hours (24 Hr) indicates voice mail after hours*

**# indicates that services accepting Medi-Cal**