Crisis Support Services’ mission is to reach out and offer support to people of all ages and backgrounds during times of crisis, to work to prevent the suicide of those who are actively suicidal, and to offer hope and caring in times of hopelessness.

“Helping people get through the hard times...”

Founded in 1966, Crisis Support Services of Alameda County offers a broad range of counseling, education and prevention services in a safe environment. The Crisis Line provides crisis intervention, assessment, emotional support and referrals to more than 60,000 callers each year. We offer on-going therapy groups for suicide attempters and for persons dealing with grief. Our school-based counseling program provides on-site support for students impacted by violence, loss and trauma. The senior in-home counseling program provides supportive counseling for home-bound seniors. Teens for Life suicide prevention and education programs reach more than 11,000 students and adults in schools throughout Alameda County.

Warning Signs of Depression and Suicide Risk

Suicide happens to young, old, rich and poor. But fortunately, there are some common warning signs which, if acted upon, can save lives.

A person who is suicidal may:
- talk about committing suicide
- have trouble eating or sleeping
- experience drastic changes in behavior
- withdraw from friends and social activities
- lose interest in hobbies, work or school
- prepare for death by writing a will and making final arrangements
- give away prized possessions
- have attempted suicide before
- take unnecessary risks
- have had a recent severe loss
- be preoccupied with death and dying
- lose interest in their personal appearance
- increase use of alcohol and/or other drugs
- feel hopeless and helpless

What you can do to help:

Talk about suicide openly. Do not be afraid to ask “Do you sometimes feel so bad you think about suicide?”

Don’t:
- Avoid the subject of suicide, act shocked, make moral judgments, give advice such as “Pull yourself together” or “Think about the future. There is always hope.”
- Tell someone who is depressed to say things like “I wish I were dead” or “I’m going to kill myself.” If you think these comments are serious, take the person seriously.

Do:
- Take warning signs seriously. Listen well and try to imagine how you would feel in his or her place. Openly discuss suicide feelings, let the person know you care. Get help by calling your local Suicide Prevention Center.

24-Hour Telephone Counseling

Each year, CSS responds to more than 60,000 calls from people who are in crisis or feeling depressed, suicidal or extremely isolated. The Crisis Line staff provides counseling and information about options for dealing with the immediate crisis and gives assistance in referral to community agencies. The Crisis Line is staffed by professional mental health workers and more than 60 trained interns and community volunteers. All Crisis Line counselors receive intensive training in clinical intervention and crisis work and are supervised by licensed mental health professionals. The Crisis Line is the provider of after-hours support services for the Alameda County Behavioral Health Care ACCESS line and for similar mental health programs throughout California.

Grief Counseling

CSS provides low-fee counseling to adults who are bereaved or affected by traumatic loss through suicide or homicide. Our groups for suicide survivors and those who have attempted suicide are vital for isolated and at-risk individuals during times of loss.

For the first time I felt accepted and safe to talk about the suicide of my son.”

— A father in survivors of Suicide support group

CSS has a major role responding to traumatic events and post-disaster community mental health needs. In major community disasters, such as the Oakland Hills Fire and the Loma Prieta Earthquake, our counseling staff provide both immediate and longer-term support to individuals who experience loss and trauma.

Crisis Line Number

1-800-309-2131

All calls are toll-free and confidential. TDD and language translation available.

Grief and Senior Counseling Programs

1-800-260-0094

Business Office

Community Education

 Teens for Life

 Attempts Group

Volunteer Information

(510) 420-2460

National Suicide Prevention Lifeline

1-800-273-TALK

Crisis Support Services of Alameda County

P.O. Box 3120

Oakland CA 94609

www.crisisupport.org

You Can Help

Our donors are essential in providing 24-hour crisis support to our community. CSS is there in times of personal or community crisis. We invite you to join us in Connecting People in Need with People Who Care.

Donation Amount:

☐ $50 ☐ $100 ☐ $250 ☐ Other $________

Name ____________________________

Address ____________________________

City ____________________________ State ______ Zip

Phone Number ( ) ____________________________

Email Address ____________________________

☐ check ☐ VISA ☐ MasterCard

Card No. ____________________________ Exp. Date ____________

Signature ____________________________

To donate online: www.crisisupport.org

Make a Difference—Volunteer

Volunteers are the heart of the Crisis Line. Volunteers staff the Crisis Line 24 hours every day. After completing an extensive four-month training program, volunteers commit to one 4-hour shift per week for one year. No previous crisis line experience is necessary. To learn about our volunteer program, please call our Volunteer Coordinator at (510) 420-2471.