

BANANAS HANDOUT

Northern Alameda County Family Resource Guide Referral Information for Child Care Providers

As a child care provider, you often come in contact with families under stress or in need of support services and information. You are in a key position to help families and the children you care for by listening and offering resources to support parents as they try to solve their problems. BANANAS has compiled this list of community resources to assist you in helping families in your care. If you need more information, or if you would like to talk about your concerns, you can always call our Warmline staff at 658-6046.

Table of Contents

Crisis	1	Legal Services	5
Counseling	1	Child Abuse	6
Health Resources	3	Domestic Violence	6
Health Clinics	3	Drug and Alcohol Services	7
Parenting Classes	4	Emergency Food, Shelter, Daytime Drop-in	7
Teenage Parenting Services	5	Respite Services	8
Job Training and Employment Services	5	Special Services	8

Crisis – In the event of an emergency situation, contact the organization immediately.

Organization	Phone #	Website	Additional Information
Child Protective Services	259-1800		This is the office you should call if you are concerned about a child being abused or neglected at home. Toll-free line that operates 24 hours a day.
Crisis Support Services of Alameda County	800-309-2131	www.crisissupport.org	Suicide prevention hotline that offers stress counseling, disaster services and grief counseling.
Poison Control	800-523-2222	www.calpoison.org	Call if a child touches, tastes or breathes anything harmful. Alternate phone line: 800-222-1222.

Counseling – If you see a family in need of support with regards to their family relationship, refer them to these resources. These clinics vary in cost and availability. You may want to call the clinic to talk about your concerns before referring the family or you can give the names of these resources to the parents and encourage them to seek help.

Organization	Phone #	Website	Additional Information
Alameda Community Support Center	522-4668		First call 800-491-4099 to fill out ACCESS applications.
Alameda County Behavioral and Mental Health Care Services	567-8100	bhcs.co.alameda.ca.us	Programs and services for psychiatric disabilities to minimize hospitalization (perinatal treatment).
Alameda Family Services	522-8363	www.amaedafs.org	Short-term psychotherapy for individuals and families in the East Bay – sliding scale fee. Alameda residents eligible for subsidized counseling.
Ann Martin Children's Center	655-7880	www.annmartin.org	Offers diagnostic testing to identify psychological and educational difficulties and offers therapy to cope with these problems.

Counseling (continued)

Organization	Phone #	Website	Additional Information
Asian Community Mental Health Services	451-6729	www.acmhs.org	Offers behavior/developmental disability assistance and family counseling for Asian and Pacific Islander populations.
Berkeley Family, Youth and Children's Services	981-5280	www.ci.berkeley.ca.us/mentalhealth (click on "Family, Youth and Children's Services" link)	Serves families who reside in Berkeley/Albany or children who attend Berkeley/Albany schools on a sliding scale fee. Addresses issues with emotional, relational and psychological problems. Services available in English, Spanish, Cantonese, Mandarin, Italian, and German.
Catholic Charities of the East Bay	768-3100	www.cceb.org	Provides therapy for individuals, couples, family, children and adolescents in Alameda and Contra Costa Counties.
Center for Transpersonal and Holistic Counseling	444-3344	www.jfku.edu	Offers counseling sessions from graduate students of JFK University; for couples and families.
Children's Hospital Department of Psychiatry	428-3571	www.childrenshospitaloakland.org/healthcare/depts/psych_overview.asp	Serves children under age 18 and their families for a variety of emotional conditions.
Clinica De La Raza	535-4000	www.laclinica.org	Individual, couples, group and family counseling. Languages spoken: English, Spanish, Chinese, Amharic, Hindi, Arabic.
Community Counseling and Education Center	792-4964	www.communitycounseling.org	Individual, family, children's and adolescent counseling and education for depression, relationship issues, and disruptive children in school.
East Bay Agency for Children	268-3770	www.ebac.org	Counseling for children, ages 2-14, with behavioral, emotional, or learning problems. Grief and illness support for children and families.
FamilyPaths	800-829-3777 (24-hrs.)	www.familypaths.org	Mental health counseling for low-income families in Alameda County. 24-hour family support hotline and parenting classes.
Jewish Family and Children's Services of the East Bay	704-7475	www.jfcs-eastbay.org	Counseling for a variety of issues, parent-child relationships, self esteem, depression, stress, work, and grief. Services offered in multiple languages and on a sliding scale fee.
The Link to Children	428-2028	www.thelinktochildren.org	Program helps reduce stress and conflict in families and promotes a sense of security and ability to form positive relationships with children.
Native American Health Center	747-3030	www.nativehealth.org	Individual, family and couples therapy. Program combines mental health counseling with healing practices for Native American families.
PACER	415-892-9422	www.pacer-adoption.org	Post adoption center for education and research provides support groups, search and reunion services.
Psychological Services Center	628-9065		Individual and group therapy.
Psychology Clinic at UC Berkeley	642-2055	psychology.berkeley.edu/graduate/cl_clinic	Therapy on a sliding fee scale for adults, families, couples.
Psychotherapy Institute Clinic	548-2250	www.tpi-berkeley.org	Affordable psychotherapy for Bay Area residents. Clinic provides therapy for issues such as depression, post-traumatic stress disorder, relationship issues, etc.
Seneca Center	434-2028	www.senecacenter.org	Children's mental health.
West Coast Children's Clinic	269-9030	www.westcoastcc.org	Individual, group and family therapy for foster youth, children and their parents/relatives/foster parents.
West Oakland Mental Health Center	465-1800	www.wohc.org	Therapy for children, adolescents and adults; part of the West Oakland Health Council.

Health Resources – These organizations provide information and support regarding a child's physical well-being.

Organization	Phone #	Website	Additional Information
California Childcare Health Line	800-333-3212	www.ucsfchildcarehealth.org	Provides free telephone consultation for parents and caregivers. Phone line is staffed with professional nurses and specialists.
Child Health and Disability Prevention Program (Berkeley)	981-5308	www.ci.berkeley.ca.us/publichealth/chdp	Identifies and prevents disease among Medi-Cal and low-income infants and children. Links to doctors and dentists (Berkeley residents only).
Clinica De La Raza	535-4000	www.laclinica.org	Low-cost health care, including dental and eye care, health education, and nutritional education. Languages spoken: English, Spanish, Chinese, Amharic, Hindi, Arabic.
Communicable Disease Control and Prevention (Berkeley)	981-5300	www.ci.berkeley.ca.us/publichealth/communicabledisease	Controls and prevents spread of communicable disease through surveillance and outbreak control (Berkeley residents only).
Healthy Families	800-880-5305	www.healthyfamilies.ca.gov	Low-cost insurance for children and teens who do not have insurance and do not qualify for free Medi-Cal.
Immunization Assistance Program (Alameda County)	267-3230	www.acphd.org/USER/services/listing.asp (choose "Immunization..." from menu)	Helps families obtain shots for children; free immunization sites listing.
Immunization Program (Berkeley)	981-5350	www.ci.berkeley.ca.us/publichealth/immunization/iz	Offers childhood immunizations; polio, tetanus, whooping cough, measles, mumps, rubella, hepatitis B (Berkeley residents only).
Medi-Cal	800-541-5555	www.medical.ca.gov	
Native American Health Center	535-4000 Dental: 535-4410 WIC: 535-4410	www.nativehealth.org	Medical Department offers health care for adults and children, such as immunization, health education and routine physical exams. Dental services also offered with discounted rates for low-income families.
Physician's Referral Services	654-5383	www.accma.org (choose "Public Health" from menu)	Connecting people to good doctors; part of Alameda-Contra Costa County Medical Association.
Planned Parenthood	800-967-7526	www.ppgg.org	Services for sexual and reproductive health care.
Public Health Clearinghouse	888-604-4636	www.acphd.org/user/about/about_Clearinghouse	Free referral line to health care and services for children and families in Alameda county.
West Oakland Health Council	West Oak.: 835-9610 East Oak.: 430-9401 Berkeley: 601-0169	www.wohc.org	Offers a variety of health services, such as dental, nutrition, optometry, pediatrics, and HIV testing.
WIC	595-6400 Berkeley: 981-5360	www.acphd.org	

Health Clinics

Organization	Phone #	Website	Additional Information
Asian Health Services	986-6800	www.ahschc.org	Clinics offer medical care, internal medicine, prenatal care, pediatrics, senior care, and urgent care.

Health Clinics (continued)

Organization	Phone #	Website	Additional Information
Berkeley Free Clinic	548-2570	www.berkeleyfreeclinic.org	Offers medical and dental services as well as HIV prevention and hepatitis testing.
Berkeley Public Health Clinic	981-5350	www.ci.berkeley.ca.us/publichealth/publichealthclinic/phc	Offers family planning, HIV services, immunizations, tuberculosis control and WIC.
Children's Hospital Outpatient Clinic	428-3226	www.childrenshospitaloakland.org	
Clinica Alta Vista	535-6300	www.laclinica.org	Part of La Clinica de la Raza; WIC.
Eastmont Wellness Center	567-5700	www.acmedctr.org	Offers hospital care, dental care, HIV services and primary care.
Highland Hospital	437-4800	www.hghed.com	Pediatrics: 437-4299.
Save a Life Wellness Center	444-9155		
Suitcase Clinic	643-6786	www.suitcaseclinic.org	Drop-in clinic in Berkeley.
West Oakland Health Council	835-9610	www.wohc.org	Offers pediatrics, adult care and emergency services.

Parenting Classes – BANANAS also offers classes, workshops and a video/resources library. Call 658-7353 for information or to register for a class.

Organization	Phone #	Website	Additional Information
Alameda Adult School	522-3858	www.alameda.k12.ca.us/adultschool	ESL and parent education classes.
Albany Adult School	599-6580	www.AlbanyAdultSchool.org	ESL and parent education classes.
Berkeley Adult School	644-6130	bas.berkeley.net	ESL classes.
Berkeley City College	981-2800	vistawww.peralta.edu	Child and family services classes.
Birth Ways	869-2797	www.birthways.org	Classes to educate women about pregnancy, birth and postpartum.
Catholic Charities of the East Bay	234-5110 x313	www.cceb.org	Early childhood job training program offers early childhood education classes, ESL classes, and job placement assistance.
Chabot College	723-6700	www.chabotcollege.edu	Early childhood development classes.
Edward Shands Adult School	879-0131		ESL classes, health workshops.
FamilyPaths	800-829-3777 (24 hrs.)	www.familypaths.org	Positive parenting classes to build parent/child relationships. Classes offered in 8-12 week series in English and Spanish. Sliding scale with free onsite childcare.
Kaiser Permanente Hospital Health Education Center	752-6204		Store sells educational materials (books, CDs, videos) on health needs and parenting classes (some for members only).
Laney College	834-5740	www.laney.peralta.edu	Child development classes.
Merritt College	436-2475	www.merritt.edu	Child development classes.
Neighborhood Centers Adult Education	879-4020		Located in Oakland.
Piedmont Adult School	594-2655	www.piedmontadultschool.org	ESL for child caregivers.

Teenage Parenting Services

Organization	Phone #	Website	Additional Information
California School-Aged Family Education	532-1038		To enroll, call 879-8610 to register. Teens need to be under 18 and living in Oakland or Emeryville.
Cal-Learn	891-0700 (North county)	www.alamedasocialservices.org/public/services/employment/ (click "Teen Parents")	For teens under the age of 20 without a high school diploma or its equivalent. Provides financial assistance, child care and other expenses.
Island High School	748-4024	www.alameda.k12.ca.us/island	Continuation school.
The Perinatal Council	437-8950	www.theperinatalcouncil.org	Helps teen parents learn to care for themselves and their babies; continue their education and find jobs to become self-sufficient.

Job Training and Employment Services – Child care funding is sometimes available to participants in training programs coordinated by or funded through these agencies. Call BANANAS for additional information.

Organization	Phone #	Website	Additional Information
BOSS		www.self-sufficiency.org	Building opportunities for the homeless to achieve self-sufficiency.
East Bay Works One-Stop Career Center	670-5700	www.eastbayworks.org	Helps businesses and job seekers meet their employment needs.

Legal Services

Organization	Phone #	Website	Additional Information
Alameda County Bar	893-7160	www.acbanet.org	Clinic offers services for family law advice, custody, visitation, and guardianship issues.
Alameda Family Court	272-6030	www.alameda.courts.ca.gov/courts/divs/family/familylaw	Hears cases for dissolution of marriage, nullity, legal separation, etc.
Bay Area Legal Aid	663-4744	www.baylegal.org	Free legal advice for areas such as housing, domestic violence, public benefits, and health access.
Child Care Law Center	415-394 7144	www.childcarelaw.org	Legal resources for child care issues (information and referral line).
East Bay Community Law Center	548-4040	www.ebclc.org	Outreach and education in different areas; criminal-record assistance, self-help for low-income tenants, legal clinic, low-wage workers clinic.
East Bay Community Mediation	548-2377; 763-2117	www.ebcm.org	Cost-effective consultation, mediation and training.
East Bay Workers Rights Clinic	864-8848	www.ebclc.org/workersRights.php	Legal clinic for East Bay residents with work-related problems.
Housing Rights Inc.	548-8776	www.housingrights.org	Housing-rights counseling, lawyer-referral services.
Law Center for Families	451-9261	www.lcff.org	Legal services for low-income Alameda County residents for cases such as divorce, child custody, family support and domestic violence.
Volunteer Legal Services	893-7160	www.acbanet.org/vol_legal_services_t.asp	Free legal assistance to low-income residents of Alameda County in areas of family law, immigration and debt collection.

Child Abuse – As a child care provider, you are a mandated reporter of suspected child abuse. Mandated reporters must report abuse and cannot be held liable for doing so. If you suspect neglect, physical, or sexual abuse, you must report your concerns to the Alameda County Children’s Protective Services (CPS). It is the CPS staff’s decision whether a report requires an investigation by a social worker (not all do) and whether police involvement is warranted. Children are not usually taken from their homes unless they are found to be in danger. As the person who makes the report, you are entitled to know the results of the investigation. Call the BANANAS Warmline, 658-6046, if you want support in making a decision to report suspected child abuse.

Since 1994, Megan’s Law requires that sex offenders register with the police in order to help protect our community. The website, www.meganslaw.ca.gov, provides detailed information on registered sex offenders in California neighborhoods. You will be directed to a legal disclaimer before you can enter the site.

Organization	Phone #	Website	Additional Information
Alameda County Child Abuse Prevention Council	780-8989	www.alamedasocialservices.org/public/community/partners/accapc/index.cfm	Provides information on how to prevent and respond to child abuse.
Center for Child Protection (Children’s Hospital)	428-3742	www.childrenshospitaloakland.org/healthcare/depts/ccp_overview.asp	Medical and mental health services to children impacted by abuse or exposure to violence.
Child Protective Services	259-1800		Call if you are concerned about a child being abused or neglected at home. This is a 24-hour toll-free hotline.
East Bay Agency for Children	268-3770	www.ebac.org	Child-assault prevention training center teaches children skills that can prevent abuse and violence. Programs offered for children ranging from preschool to high school.

Domestic Violence – Also look under the Emergency section for shelter information (page 7).

Organization	Phone #	Website	Additional Information
Alameda County Medical Center: Domestic Violence Division	437-4688	www.acmedctr.org	Sexual assault 24-hour hotline: 534-9290, or 534-9291.
Alameda County Adult Protection Services	567-6894	www.alamedasocialservices.org	Responds to reports and calls for elder and disabled adult abuse.
Bay Area Women Against Rape	845-7273		Counseling and crisis intervention for women.
Children’s Protective Service Child Abuse Hotline	845-7273; 259-1800		Call to report abuse. For emergency housing/shelter call 537-2552.
Family Violence Law Center	208-0220 crisis: 208-0255	www.fvlc.org	Gives legal support and crisis intervention for women and their families in Alameda County.
A Safe Place	986-8600; 536-7233	www.asafelacedvs.org	Emergency shelter, prevention, counseling, support groups, emergency supplies.
SAVE	794-6055	www.save-dv.org	Safe alternatives to violent environments. Provides prevention, intervention and support services for victims of domestic violence.
West Oakland Mental Health Center	465-1800	www.wohc.org	Domestic violence counseling for perpetrators.

Drug and Alcohol Services

Organization	Phone #	Website	Additional Information
Alameda Family Services	522-8363	www.alamedafs.org	Substance-abuse intervention and treatment for teenagers and adults. Also offers anger management and domestic violence treatment. Sliding-scale fees; some services are free of charge
Alameda County Tri-Area Narcotics Anonymous	444-4673	www.naalamedacounty.org	Drug addiction support groups.
Al-Anon/Ala-teen	528-4379	www.al-anon.alateen.org	Support groups for families and friends of alcoholics.
Alcoholics Anonymous East Bay Intergroup Inc.	839-8900	www.eastbayaa.org	Listings of AA meetings and events.
Community Counseling and Education Center	792-4964	www.communitycounseling.org	Program for treatment for teenagers with drug and alcohol problems.
Highland Hospital Substance Abuse Department	437-5192	www.acmedctr.org/use_services.cfm?M1=2&P=2 (click "Substance Abuse")	Substance treatment services, case management and mental health services.
West Oakland Health Council	Outpatient Service: 433-1500	www.wohc.org	Counseling for substance-abuse recovery and a residential program. Recovery Center: 729-8800.

Emergency Food, Shelter, Daytime Drop-in

Organization	Phone #	Website	Additional Information
A Friendly Place	451-8923		Daytime drop-in for homeless women (from 8:30 a.m. to 2:00 p.m.). Offers showers, beds, breakfast and lunch.
Alameda County Community Food Bank	800-870-3663	www.accfb.org	Provides food and nutrition education.
Alameda Food Bank	523-5850	www.alamedafoodbank.org	Provides neighborhood outreach, client food services, and weekly food programs.
Berkeley Food Pantry	525-2280		
DreamCatcher Emergency Youth Shelter	800-379-1114		Shelter for youth, ages 13-18, offering counseling, shelter and other support. Part of Alameda Family Services.
Eden I&R	537-2710	www.edenir.org	Disaster recovery services, translation services, community housing and AIDS housing.
Emergency Shelter Program of Oakland	534-6030		Provides shelter, food and laundry services.
Food Stamps	888-999-4772		Oakland office: 383-5300.
The HELPLINE	800-273-6222		Referrals.
St. Vincent de Paul Visitation Center	444-3790	www.svdop-alameda.org	Daytime drop-in center for homeless and low-income women and children. Provides free laundry and shower facilities, clothing, diapers and formula distribution, counseling and referrals to resources.
Women's Daytime Drop-in Center	548-6933	www.womensdropin.org	Safe daytime refuge for homeless women to receive support, food and access to community resources.

Respite Services

Organization	Phone #	Website	Additional Information
Davis Street Family Resource Center	347-4620	www.davisstreet.org	Helps low-income families improve quality of life. Offers assistance, counseling services, food bank, clothing, childcare program and income tax assistance.
Family Support Services of the Bay Area	834-4006	www.fssba-oak.org	Intermittent childcare so parents can meet other family responsibilities.

Special Services – If you think a child (age birth to three) may have a disability, the parent can call the Special Education Local Plan Area (SELPA) for the appropriate school district to obtain information on assessment and referrals to programs in the community. If the child is older than 3 years, the parent can call the special education department of the local school district.

Alameda	337-7075	Emeryville	652-1056 x13
Albany	559-6670	Oakland	879-8220
Berkeley	644-6210	Piedmont	594-2877

Organization	Phone #	Website	Additional Information
Developmental and Behavioral Pediatrics (Children's Hospital)	428-3351	www.childrenshospital oakland.org	Evaluation, diagnosis and treatment of children at risk for developmental delays, disabilities and behavioral disorders.
North Region SELPA	525-9806	www.northregionselfa.org	Serves Alameda, Albany, Berkeley, Emeryville and Piedmont.
Oakland SELPA	879-8222		Oakland school district office for students with special needs.
Protection and Advocacy Inc.	800-776-5746	www.pai-ca.org	Advocacy for children with disabilities.
Regional Center for the East Bay	383-1200	www.rceb.org	Plan, coordinate and support people with developmental disabilities. For children under three, call 383-1355. For children over three, call 383-1312.
Seneca Center	434-7990	www.senecacenter.org	School, community and residential services for children with behavioral difficulties.
Through the Looking Glass	848-1112	www.lookingglass.org	Helps young children with physical, medical or developmental problems.

