

## COMMUNITY RESOURCE GUIDE – COVID 19

### Family Violence Prevention and Child Abuse Services and Prevention

This community resource guide provides a quick list of adult and child abuse resources to help you support families during this time. You will find national hotlines and some available county resources and current status listed on the following pages. We will continue to update this list as we receive additional information and status. Kaiser Permanente does not endorse the agencies mentioned. Any trade names listed are for easy identification only.

**Available now in some counties: Text to 911** - Individuals can now **text 911 in an emergency if it is not safe to make a voice call**. Click here for **list of counties**.

NATIONAL and STATE HOTLINES/CONTACT INFORMATION				
ORGANIZATION	PHONE NUMBER	WEBSITE	SAFETY FEATURES	
			CHAT	ESCAPE
National Domestic Violence Hotline	1-800-799-7233 TTY: 1-800-787-3224	<a href="http://www.thehotline.org">www.thehotline.org</a>	✓	✓
National Child Abuse Hotline	1-800-422-4453	<a href="http://www.childhelp.org">www.childhelp.org</a>	✓	
California Parent and Youth Helpline	1-855-4APARENT (855-427-2736)	<a href="https://caparentyouthhelpline.org/">https://caparentyouthhelpline.org/</a>	✓	
National Parent Helpline	1-855-427-2736	<a href="http://www.nationalparenthelpline.org/">http://www.nationalparenthelpline.org/</a>		
National Center for Elder Abuse	1-855-500-ELDR (3537)	<a href="https://ncea.acl.gov/">https://ncea.acl.gov/</a>		✓
National Sexual Assault Hotline	800-656-HOPE (4673)	<a href="http://www.rainn.org">www.rainn.org</a>	✓	
National Dating Violence Helpline	1-866-331-9474 TTY 1-866-331-8453	<a href="http://www.loveisrespect.org">www.loveisrespect.org</a>	✓	✓
National Human Trafficking Hotline	1-888-373-7888 TTY: 711	<a href="http://www.humantraffickinghotline.org">www.humantraffickinghotline.org</a>	✓	✓
Eldercare Locator	1-800-677-1116	<a href="http://www.eldercare.acl.gov">www.eldercare.acl.gov</a>		
Family Caregiver Alliance	1-800-445-8106	<a href="http://caregiver.org">caregiver.org</a> <i>Support for caregivers of persons &gt; 60</i>		

COUNTY CPS AND APS CONTACTS	
Child Protective Services – Reporting Hotlines	<a href="#">Child Protective Services Contacts</a>
Adult Protective Services – Reporting Hotlines	<a href="#">Adult Protective Services Contacts</a>

#### Helpful Online Resources: Information on COVID-19

[Futures without Violence – DV](#)

#### Parenting Tips and Resources During COVID-19

- ❖ [Futures Without Violence \(Kids and Families\)](#)
- ❖ [First Five](#)
- ❖ [Corona virus Tips & Resources for Parents, Children and Others](#)
- ❖ [Talking With Children: Tips for Caregivers, Parents, and Teachers during Infectious Disease](#)
- ❖ [10 Nature Activities to Help Get Your Family Through the Coronavirus Pandemic](#)
- ❖ [HOPE, Engagement, and COVID19](#)
- ❖ [WHO: Parenting in the Time of COVID Tip Sheets](#)

**CONTRA COSTA COUNTY**

**Text to 911 is available. Individuals can now text 911 in an emergency if it is not safe to make a voice call.**

ORGANIZATION	CURRENT SERVICES/RESOURCES	CONTACT INFORMATION
<p><b>Contra Costa Family Justice Centers</b> For individuals and families experiencing DV, sexual assault, child abuse, elder abuse, and human trafficking.</p>	<p>Services provided via phone and Zoom during regular office hours. Centers open for emergencies and for clients with no access to a phone. Link individuals to resources for restraining orders and other emergency services:</p> <ul style="list-style-type: none"> <li>• Crisis intervention</li> <li>• Emergency shelter</li> <li>• Counseling for adults and children</li> <li>• Case management</li> <li>• Legal assistance and information</li> <li>• Housing assistance</li> <li>• Law enforcement investigation</li> <li>• Trauma recovery services</li> </ul> <p><b>Note:</b> Bay Area Legal Aid remotely re-opened their Restraining Order Clinics last week. <b>Restraining orders will be completed over the phone.</b> Clinic will be held weekly, Tuesday - Thursday. To schedule an appointment, please call 1-888-215-5555</p>	<p><b>Phone Hours - All Centers:</b> Monday – Friday, 9am – 5pm</p> <ul style="list-style-type: none"> <li>• <b>Richmond</b> (510) 974-7200</li> <li>• <b>Concord</b> (925) 521-6366</li> <li>• <b>Antioch</b> (925) 281-0970</li> </ul> <p><b>In-person office hours</b> <b>Richmond: 1(510) 974-7200</b> Monday to Thursday 9 AM – 5 PM 256 24th Street Richmond, CA 94806</p> <p><b>Concord: 1(925) 521-6366</b> Monday to Thursday 9 AM – 5 PM 2151 Salvio St., Suite 201 Concord, CA 94519</p> <p><b>Antioch: 1(925) 281-0970</b> Monday to Wednesday 10 AM – 4 PM 3501 Lone Tree Way, Suite 4 Antioch, CA 94509</p>
<p><b>Child Abuse Prevention Council of Contra Costa County</b></p>	<ul style="list-style-type: none"> <li>• Provide referral to resources</li> <li>• Parent partners connecting with families with basic needs</li> </ul> <p>See additional community clinic consortium list by <a href="#">clicking here.</a></p>	<p>Center closed but <b>taking calls and checking messages - 9 am – 5 pm (925) 798-0546</b></p> <p><b>After hours/weekends: 211</b></p>
<p><b>211</b></p>	<p>Resource Helpline: Housing, Food, Mental Health/Abuse, Substance Abuse, Utilities, Finance, Family, Legal, Health</p>	<p>211</p>
<p><b>STAND!</b> – For domestic violence</p>	<ul style="list-style-type: none"> <li>• Crisis and emergency response services, emergency shelter and residential services</li> <li>• Provided via phone or videoconferencing: Children’s therapy, community-based support, case management</li> </ul>	<p><b>24-hour crisis line: 1(888) 215-5555</b></p>
<p><b>Community Violence Solutions</b> – For sexual assault and human trafficking</p>	<p>Crisis Line for sexual assault and human trafficking</p>	<p><b>24-hour crisis line: 1(800) 670-7273</b></p>
<p><b>Child &amp; Family Services</b></p>	<p>Crisis Line for child abuse</p>	<p><b>24-hour crisis line: 1(877) 881-1116</b></p>
<p><b>Adult Protective Services</b></p>	<p>Crisis Line for elder abuse</p>	<p><b>24-hour crisis line: 1(925) 602-4179</b></p>