



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## **MACRO -PUBLIC- RESOURCE GUIDE - V.1**

### **Dial 2-1-1 : *Alameda County***

2-1-1 is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to housing information, and critical health and human services.

2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.

[www.211alamedacounty.org/](http://www.211alamedacounty.org/)

### **Alameda County Social Services Offices and Contacts**

Individual must register with social services & will be assigned a social worker/case manager. - Many of our community members already are. - Services are vast and include housing support, CalFresh foodstamps, CalWORKS, counseling, family services, DV support/resources, child abuse & neglect resources, Medi-Cal, nutrition, refugee & immigrant services, veterans services, general assistance, job training & empowerment programs, foster care services, & many more.

#### **WEST/DOWNTOWN/NORTH OAKLAND**

Jackson St. Office : 1111 Jackson St. Oakland, Ca 94607 : (510) 271-9100

Thomas L. Berkeley Square (this is the large office across from Greyhound) : 2000 San Pablo Rd. Oakland, Ca 94612 : (510) 891-0700

#### **EAST**

Eastmont Town Center – Self-Sufficiency Center : 6955 Foothill Blvd Suite 100  
Oakland, Ca 94603 : (510) 383-5300

Enterprise Self-Sufficiency Center : 8477 Enterprise Way Oakland, Ca 94621 : (510)  
639-1090



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## West Oakland/Downtown

### Medical

**Alameda County Health Care Services Agency : health care provider navigation assistance - call ACHCH at (510) 891-8950**

***Lifelong Medical Respite Center – MUST BE REFERRED THROUGH A HOSPITAL - MEDI-CAL ONLY. SEE ATTACHED REQUIREMENT SHEET(last page) - 2730***  
Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.

***Lifelong Street Medicine Mobile Van*** Has an RN (sometimes a Doc), Clinical Health Care worker, & Social Worker on board, all times) - Roam West Oakland/Lower Bottoms/Wood Street/MLK/San Pablo & Grand area – **Monday through Thursday** : 10 AM – 12 PM & 2 PM – 4 PM. They can help with ID's and basic medical, community member must register for Lifelong, once in the system they can explore the housing option and eligibility requirements.

***LifeLong Trust Health Center*** – 384 14<sup>th</sup> St. Oakland, Ca 94612 (On 14<sup>th</sup> between Frankling & Webster). Clinic 1(510) 210-5050. Hours: **Mon, Wed, Thurs, Fri:** 8:30am-4:30pm, **Tues:** 1pm-4:30pm. CLOSED everyday between 12pm-1pm. Walk-ins arrive 30 minutes early. Nurse: (510)504-1297 - Services include Hygiene Kits, Covid Testing/Vaccinations, HIV & Hep C testing/treatment/linkage, Benefits enrollment/renewal, Short-term case management, Linkage to medical, dental, optometry, Mental health, drug & alcohol treatment(including Narcan, Suboxone, Vivitrol). Acupuncture, Adult/Internal Medicine, Behavioral Health, HIV Treatment and Prevention, Podiatry, Psychiatry.

HERE is the process for Trust Clinic:

- Community partner (HAC, Street Medicine, etc) is with someone (physically or by phone) who wants to become a TRUST patient
- Community partner ensures person meets TRUST criteria (homeless/unstably housed, aged 18+, not receiving primary care elsewhere)
- If a person meets TRUST criteria and is ready to go to TRUST today, the community partner contacts **Jandera Waterman (center director/ 415-264-5642) or Jacqueline “Jackie” Morales (center supervisor/ 949-416-0618) by phone.**
- Jandera or Jackie checks if there is availability for NP intake for the day
- If there's availability, the community partner sends the person directly to the clinic at 386 14<sup>th</sup> St, Oakland, CA 94612.



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- If there's no availability the community partner will NOT send the patient directly to the clinic. The community will partner and try for another day.

**Lifelong Downtown Oakland Health Center** (services same as Lifelong Trust Clinic) – Call for walk-in availability. **Monday through Friday: 8:15am-4:15pm, EXCEPT Thursdays: 9:30am-4:15pm.** 616 16<sup>th</sup> St. Oakland 94612 . Phone: (510) 981-4100

**West Oakland Health Center** – 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) Clinic : **Mon thru Fri 8:15am-5pm , Saturday 9am-1pm.** No drop-ins – Community Member must register with the health center & make appointment to receive care – Please call (510) 835-9610. Accepts Medi-Cal, Medi-Care, & Denti-Cal. *WOHC serves all patients regardless of their ability to pay. They offer a sliding fee scale to offset the cost of care for uninsured and low-income patients that is dependent on their family size and income. If community member has questions or wishes to apply for a Sliding Fee Scale discount, please have them contact WOHC or stop by one of their health center sites so that their Enrollment Specialist staff can assist them.*

## Mental Health

**ACCESS PROGRAM - Acute Crisis Care and Evaluation for Systemwide Services 1-800-491-9099 – Monday through Friday - 8:30am-5:00pm**

Alameda County Behavioral Health Care Services' (ACBHCS) **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents. ACCESS is a telephone service staffed from 8:30-5:00 M-F by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services. After hours calls are answered by Crisis Support Services of Alameda County.

ACCESS serves all ages. In order to qualify for Specialty Mental Health Services (SMHS) and individual must meet Medi-Cal's medical necessity criteria for specialty mental health services and have an ACBHCS insurance plan. ACBHCS insurance plans/programs include Alameda County Medi-Cal, Children and Family Services (per MOU with CFS), Health Program of Alameda County (HealthPAC), CalWorks, Medically Indigent Child (MIC) and Medicare/Medi-Cal (for services not covered by Medicare).

**Main Public Library** – 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – **EVERY WEDNESDAY 12:30pm-2pm** – Mental health specialists from the Alameda County Behavioral Health Care Services office offer outreach and support for unhoused individuals with a mental health need. **No appointment needed.**

**(Lifelong) Trust Health Center** – 386 14<sup>th</sup> St. (14<sup>th</sup> and Webster St.) Oakland 94612 - Clinic hours: **Monday through Friday 8:30am-4:30pm EXCEPT Tuesdays 1pm-4:30pm.** Services: Behavioral Health, recovery services, psychiatry, social services referrals.



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**Alameda County Behavioral Health Care Services** – 24/7 Phone Referral Line (800) 491-9099 - (Medi-Cal recipients). Community member can receive assessment of needs and be directed to the specific care that is appropriate.

**West Oakland Health Center** - 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) must be referred through Alameda County Behavioral Health Care Services. Therapy hours: 9am-5pm **Mon through Fri**.

**ACBH Mobile Crisis Unit** - (510) 891-5600 – **Monday through Friday 8:30am – 6pm**. Free regardless of insurance status, Available to all ages – birth to older adults

- Emergency crisis assessment/intervention services conducted in the field
- Early intervention before situation escalates to critical crisis point
- Consultation services provided to consumers, housing/support systems, mental health providers, and other concerned parties
- Assistance with linkage to outpatient mental health services
- 5150 evaluation capacity and determination of appropriate level of care

## **Shelter**

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). 6PM – 8 AM : **7 Days a week** – first come, first serve. Phone: (510) 638-7600

## **Harm Reduction & Substance Use**

**Bridge Clinic: Substance Use Clinic at Highland Hospital** - 1411 E 31st St, OA-1, Oakland, CA 94602. **Substance Use Navigator** – Call or Text (510) 545-2765 : **Monday through Friday 8am-5pm** or simply check into the *Emergency Department* at:

- Highland Hospital
- San Leandro Hospital
- Alameda Hospital

Same-day services with Bridge Clinic via Substance Use Navigators are available to everyone, regardless of insurance status. English and Spanish-speaking staff are available, and interpreter services are available for other languages. Some intensive treatment services require insurance authorization, but people can receive other services while getting insurance eligibility in place.

**East Oakland Community Recovery Project** - 2577 San Pablo Avenue Oakland, CA 94612 : (510) 446-7180



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- Program services include comprehensive case management, services for individuals experiencing homelessness, tobacco cessation support, and mental health and substance use counseling.
- Our Oakland outpatient programs are located on San Pablo Avenue. All of the programs are housed on a ground floor level with ADA accessibility to our services.

**Cal Pep** – 2811 Adeline St. Oakland, Ca 94608(Adeline & 28<sup>th</sup> St.). (510) 874-7850 - Call for info Monday through Friday 9am-5pm. Substance abuse prevention and case management. Individual and group counseling along with case management are offered to address substance abuse, recovery, and relapse prevention.

**West Oakland Punks with Lunch** – Basic demographics may be requested but not legal names if they don't want to provide them.

Exchange, Supplies, Food, Hygiene Items, Dog Food. **Sundays** 3:30pm – 5:30pm : 35<sup>th</sup> St. & Peralta St. ALSO - Mobile site 3:30pm – 5:30pm : Along 35<sup>th</sup> St @ Telegraph and MLK Blvd. **Tuesdays** 10am-12:30pm : MLK @ West Grand (they are mobile along MLK From West Grand to 23<sup>rd</sup> & St. Vincent De Paul). **Every 3<sup>rd</sup> Wednesday** 1:30pm – 3pm : Wood St @ West Grand Ave. **Thursdays** 6pm – 8pm : 5<sup>th</sup> & Filbert St. & West Oakland Bart.

**Detox & Withdrawal Support – Cherry Hill Detox** (866) 866-7496. 2035 Fairmont Dr. San Leandro, Ca 94578 (Fairmont @ Foothill Blvd.) Outpatient, Recovery Residence, Withdrawal Support, Opioid Treatment, Alcohol Treatment & Counseling.

*\*Have community member call for screening process – If MACRO is transporting, have MACRO EMT take vitals/assess medical condition before to ensure they are not in need of urgent medical care. If an individual wishes to go to Cherry Hill but needs a hospital first, make sure to let them know to tell hospital staff/social worker.\* They can take wheelchair-bound individuals as long as they do not need assistance for basic things (getting in & out of bed, showering, etc).*

**-Sobering Center** – This is for community members needing a safe environment to sober up – visit is for 23 hours or less. Potential clients may access sobering services by calling the Cherry Hill Sobering directly at (866) 866-7496. Or, by calling Alameda County Behavioral Health Care Services (ACBHCS) CenterPoint hotline at (844) 682-7215. Cherry Hill Sobering also accepts referrals from many Alameda County providers and law enforcement agencies. Walk-in clients are also accepted at the Sobering Center located at 15480 Foothill Blvd., San Leandro, CA 94578. First come, first served. NOT a medical center.

**-Detox Center** - The Detox Unit is a social model 32-bed residential program serving men and women who are withdrawing from the effects of alcohol or drug use. Clients are constantly monitored by trained staff and are referred for medical or psychiatric services as needed. About 50% of Cherry Hill's



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

clients have co-occurring mental illness. In addition to ensuring the client's safe withdrawal, our staff will work with each client to assess the clients needs and goals. The client is then referred to the appropriate level of treatment and supportive services, which may include housing, medical or psychiatric services, and job training. The average stay is from three to five days. Med-Tech on staff, Nurse in the evenings.

**Heppac** – Exchange & Supplies **Fridays** 10:30am-2:30pm : 2313 San Pablo Ave 94612 (near 23<sup>rd</sup> St. across from St. Vincent De Paul). Community member needs to provide: age, gender, race, zip code, & initials of name.

**Alameda County Substance Use & Referral Line** – **Mon thru Fri** 8am-7pm (844) 682-7215.

A wide range of evidence-based treatments is available, which includes the following types of programs and services: Medication Assisted Treatment, Withdrawal Management, Residential and Sober Living Homes, Outpatient & Intensive Outpatient, Opioid Treatment Programs, Recovery Support Services, Drug and Alcohol Prevention Services.

Call Monday-Friday 8:00 a.m. – 7 p.m. Limited after hours support is available nights and weekends. A trained substance use counselor will ask them some questions about their experience with drugs and alcohol, and then make a referral to the most appropriate program. The process takes about 20 minutes.

## **Food/Groceries**

***FOR FAMILIES THAT NEED EMERGENCY GROCERY ASSISTANCE PLEASE SEE “FAMILY SERVICES” SECTION – ALTHOUGH ANYONE IS WELCOME TO USE THESE SERVICES BELOW***

***\*these are all walk-up services, no registration or eligibility required(some have a sign-in sheet). Suggest that community member gets to these early, as lines form fairly quickly.\****

**Alameda County Food Bank** – 1<sup>st</sup> & 3<sup>rd</sup> **Wednesdays** 4pm-6pm : West Oakland Public Library – 1801 Adeline St. Oakland, Ca 94607 (Adeline @ 18<sup>th</sup> St). 2<sup>nd</sup> & 4<sup>th</sup> **Saturdays** – Regeneration Church 238 E. 15<sup>th</sup> St. 94606 (near 3<sup>rd</sup> Ave, Lake Merritt).

**Prescott-Joseph Center for Community Enhancement, Inc.** – **Every Mon, Wed, Fri AND 4th Sat** 9am-2pm: 1640 10th St. Between Campbell & Peralta. (Parking lot behind St. Patrick's Catholic Church). Community food distributions, Sign in sheet necessary. Phone: 510-835-8683

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). Free hot lunch served Tuesday through Saturday, 10:45am to 12:45pm. (510) 638-7600.



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**West Oakland Health Center** – 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.).  
Every 3<sup>rd</sup> Thursday – 10am-12pm

**Manna From Heaven** (North Oakland) - **Telegraph Community Ministry Center** :  
5316 Telegraph Ave. Oakland, Ca 94609. Breakfast served Wednesday through  
Sunday from 6am-8am. Food Pantry distributes food every Wednesday and Friday  
10am-2pm and Wednesday evenings 5:30pm-7pm. If they are in need of emergency  
food outside of these pantry hours, have them call or text (510) 435-1270. *Clothing  
closet is also available during open hours.*

**Food Not Bombs** – Thursday 10am First Presbyterian Church 27<sup>th</sup> & Broadway. Many  
more servings in Berkeley than Oakland but they are randomly around East & West  
Oakland and are available to drop off multiple meals or large amounts of food. Call Joe  
for availability: (510) 542-3112, he's a sweet fella.

## **Hygiene(Showers, Supplies)**

**\*these are all walk-up services with some minor demographics/registration  
required. Suggest that community member gets to these early as spots fill up  
quickly and showers have limited capacity.\***

**Cal Pep** – **Thursdays** 1pm-5pm : 2811 Adeline St. 94608(Adeline & 28<sup>th</sup> St.).

**Urban Alchemy** - **Monday:** Mandela CC, 34<sup>th</sup> St. Beach St., 7:30am to 2:30pm  
**Tuesday:** Northgate CC, 27<sup>th</sup> St. at Northgate, 7:30am to 2:30pm **Wednesday:** 35<sup>th</sup> St.  
at MLK Jr. Way, 7:30am to 2:30pm **Thursday:** Mandela CC, 34<sup>th</sup> and Beach St.,  
7:30am to 2:30pm **Friday:** Northgate CC, 27<sup>th</sup> St. at Northgate, 7:30am to 2:30pm

**Dignity on Wheels** – **Showers & Laundry** (laundry is super limited, each community  
member can wash about 5 items, they must get there early to make it onto the laundry  
list)– **Sundays** 9am-1:30pm : Raimondi Park, Wood St. 5pm-9:30pm : 301 Peralta St.  
@ 3<sup>rd</sup> St. **Mondays** 1pm-5:30pm : 12<sup>th</sup> St. & Lake Merritt Blvd. 4pm-8:30pm : Oak St. &  
6<sup>th</sup> St. **Tuesdays** 9am-1:30pm : 559 Oak St. 94607 (between 5<sup>th</sup> & 6<sup>th</sup> St.'s). 4pm-  
8:30pm : Telegraph & 34<sup>th</sup> St. 94609. **Wednesdays** 9am-1:30pm : 23<sup>rd</sup> St. And MLK.  
9am-1:30pm on 10<sup>th</sup> St. Behind the old Kaiser Convention Center near Lake Merritt.  
4pm-8:30pm : 7<sup>th</sup> & Kirkham near West Oakland Bart. 4pm-8:30pm : Raimondi Park  
Wood St near 18<sup>th</sup> St. 4pm-8:30pm : West Side Missionary Baptist Church : 732 Willow  
St. 94607 (between 7<sup>th</sup> St. & 8<sup>th</sup> St.). **Thursdays** 9am-1:30pm on 10<sup>th</sup> St. Behind the old  
Kaiser Convention Center near Lake Merritt. 4pm-8:30 : 24<sup>th</sup> St. & Wood. 4pm-8:30pm



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

City Team 722 Washington St. 94607 (between 7<sup>th</sup> St. & 8<sup>th</sup> St.). **Fridays** 4pm-8:30pm - 559 Oak St. 94607 (between 5<sup>th</sup> & 6<sup>th</sup> St.'s). **Saturdays** 9am-1:30pm : 14<sup>th</sup> St. & Mandela Parkway 94607. 4pm-8:30pm : 301 Peralta St. 94607 (at 9<sup>th</sup> St.). 4pm-8:30pm : 40<sup>th</sup> St. & Manila Ave. 94611 (near Broadway & 40<sup>th</sup> St.).

## **Family Services**

**Lincoln Families** – MAINLY WEST OAKLAND- They provide basic immediate needs – (shelter, food/groceries, diapers, referrals to medical, legal, housing/support, counseling, etc). Mandela Family Resource Center - 1340 7<sup>th</sup> St. Oakland, Ca 94607 : (510) 882-5882 : 8am-5pm. They can handle their own transports depending on the need – case by case basis.

**Family Front Door** - Family Front Door (North County) 250 Frank Ogawa Plaza, Oakland, CA 94612. Phone: 510-808-HOME / 808-7421. For families experiencing homelessness, this is a coordinated system connected to many services and housing opportunities/programs. They recommend anyone needing any services use 211 if this number does not work or if it's after business hours.

## **Housing**

Have community member **Call 211** - and use coordinated entry links for housing, phone prompt system will walk individual through this process. Abode Services can be accessed through 211.

**Email [JHayes2@oaklandca.gov](mailto:JHayes2@oaklandca.gov) for HOUSING RESOURCE CENTER DROP-IN Graphic Document**

**City of Oakland Housing Resource Center** - 250 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612. **Phone:** (510) 238-6182 **Hours:** Monday through Friday from 8:30 am to 5pm

-Referral to City, nonprofit, private, and other public resources, Housing advocacy to help Center customers navigate access to housing services, Streamlined information to City-funded housing services including(1) Foreclosure prevention and mitigation assistance for homeowners(2) Loans and grants for residential rehabilitation, home repair and energy retrofits for eligible residents(3) Information about first-time homebuyers' assistance and workshops(4) Tenant petitions and landlord/tenant mediation through the Rent Adjustment Program

- Listings for shelters, transitional and affordable housing, County programs for healthy housing services, Home repair, weatherization, and energy efficiency services, Financial resources for homeowners and





CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

tenants, Counseling and legal services for tenants, Landlord support resources, Housing counseling for predatory or subprime lending, Understanding the Relocation Ordinance, Homelessness and dealing with criminal records, Resources for paying utilities, back rent and help with deposits.

Website w/affordable housing listings and applications, info, etc: [housing.acgov.org/](https://housing.acgov.org/) (this is through *Alameda County - Housing and Community Development (HCD) Department*)

~~Priority & scarce housing available for individuals at “high” risk of health complications and/or Covid infected. **PROJECT ROOMKEY**—run through California Department of Social Services “Homeless Continuum of Care”—Alameda County Contacts (these CAN be given to community members)—Ja’Nai Aubry—(510) 473-8643: [info@everyonehome.org](mailto:info@everyonehome.org). Alternate contact: Riley Wilkerson—(510) 670-9797: [riley.wilkerson@acgov.org](mailto:riley.wilkerson@acgov.org). This housing service can be utilized by individuals through their social workers/case managers at Alameda County Social Services.~~

**\*note: Project Roomkey is currently winding down the programs at their hotel properties in East Oakland although Lake Merritt Lodge is still taking cases, with priority going to senior citizens. There is a waiting list and current spots are taken. They are in the process of acquiring new properties for the NEW Project Home Key which will be medically assisted housing.**

***Bridge Housing through City Team*** – Men Only : (510) 452-3758 ext. 2323 (screening). Women Only : (510) 766-2420. Have community member call for eligibility and availability.

***Casa Maria (BOSS Housing)*** - Homeless Disabled Adults only. 17 unit transitional housing. Must be referred through ACBH. 2280 San Pablo Ave Oakland 94612. (510) 350-3974. Safe Haven Program. Residents stay up to 6 months (with extensions as needed while people are seeking permanent housing) and have access to housing navigation, benefits eligibility, employment, health, wellness, and peer support services. \*(currently has a wait list)\*

***CalWORKS – Housing Support Program – PLEASE SEE “FAMILY SERVICES” as this is a family housing support resource.***

## **Clothing**

***St. Vincent De Paul*** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). Clothing Closet: **Tuesdays through Saturdays** - 9am-3pm w/lunch break 12-12:30. (510) 638-7600.

***(North Oakland area) Please see Manna From Heaven under “FOOD” Category***



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## **Job Resources**

***Downtown Streets Team*** – 3100 Fruitvale Ave. Oakland 94602 (@ School St.). Volunteer work experience program that leads to paid full-time positions across Oakland, Berkeley, & Hayward. (510) 295-5076

***Kitchen of Champions : St. Vincent De Paul*** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). (510) 638-7600

## **East Oakland/Fruitvale**

### **Medical**

***Alameda County Health Care Services Agency : health care provider navigation assistance - call ACHCH at (510) 891-8950***

***Lifelong Medical Respite Center*** – MEDI-CAL ONLY. SEE ATTACHED REQUIREMENT SHEET(last page) – PLEASE DO NOT CALL UNTIL EMT HAS ASSESSED THE INDIVIDUAL AND YOU HAVE CHECKED THE REQUIREMENTS – DO NOT TRANSPORT WITHOUT CALLING - 2730 Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.

***La Clínica*** - 3451 East 12th Street Oakland, CA 94601(E. 12<sup>th</sup> ST & 35<sup>th</sup> Ave). For new patients seeking medical services, contact: Gloria Rivera - (510) 434-5656. Registration – **Monday through Friday** 8:30am-5:30pm : (510) 535-3650 To become a patient of La Clínica, please call the health center you would like to be seen at. Typically, you will need to come to register in person, so you can make an appointment or drop in. In some cases registration can be done by phone. Urgent Care – **Monday through Friday** 8:30am-5pm : (510) 535-3500 ext 3 or internal transfer 3050.

- Serves anyone, with focus on Latino community (including monolingual Spanish speaking); uninsured, Medi-cal (straight, Alameda Alliance, Blue Cross, Blue Shield), Medi-Care, HealthPAC.
- ADAP enrollment, case management, social work, monthly peer support groups, medical nutrition therapy, on-site interpretation, housing and other emergency assistance funding.

**Department Phone Numbers:**



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- Dental – 510-535-3302
- Family Medicine – 510-535-3319
- Immunization – 510-535-3500
- Pediatrics – 510-535-3500
- Pharmacy – 510-535-3375
- Preventive Medicine / Integrated Behavioral Health – 510-535-3700
- Radiology – 510-535-3345
- Registration – 510-535-3650
- Urgent Care – 510-535-3500 ext 3
- Women's Health – 510-535-3317

**Roots Community Clinic** – 9925 International Blvd. (99<sup>th</sup> & Int'l). **Wednesdays** STOMP provides medical services from **9am-12pm** in suite #5. Welcome **Wednesdays 1pm-3pm**. Services: same as STOMP below with the addition of food, possible showers depending on the need & capacity.

**STOMP: Roots Mobile Medical Clinic** – **Tuesdays 6pm-8pm** on 23<sup>rd</sup> Ave & East 12<sup>th</sup> St. **Wednesdays**(non-mobile team) – Roots main clinic Suite #5 **9am-12pm** at 9925 International Blvd. (99<sup>th</sup> Ave & Int'l Blvd.). **Thursdays 6pm-8pm** at 100<sup>th</sup> Ave & Pearmain St. STOMP also goes to different locations throughout West, East, & Downtown Oakland each day to provide services, call **(510) 809-5212** (this is the Stomp Mobile Clinic **direct** phone line). STOMP provides prescription refills, physical exams, overdose kits, family planning(birth control), health screenings(blood pressure, diabetes), linkage to full time care, connections to different services, I.D., Medical signups, self-care/hygiene kits, benefits enrollment/renewal.

**Lifelong East Oakland Health Center** – 10700 MacArthur Blvd. (106<sup>th</sup> Ave between MacArthur & Foothill). (510) 981-4100 - Clinic hours: **Monday through Friday 8am-5pm, Saturday 8am-12pm**. Services: Acupuncture, Addiction Medicine, Adult/Internal Medicine, Behavioral Health, Chiropractic, Family Medicine, HIV Treatment and Prevention, Pediatrics, Podiatry, Psychiatry. *Enrollment Services:* CalFresh, Covered CA, HealthPAC, Medi-Cal.

**Lifelong Howard Daniel Health Center** – 9933 MacArthur Blvd. Oakland 94605 (99<sup>th</sup> Ave & MacArthur Blvd). Phone: (510) 981-4100 . **Mon, Wed, Thurs:** 8am-4pm, **Tues:** 1pm-5pm, **Fri:** 8:30am-12:30pm. Services: Adult/Internal Medicine, Behavioral



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

Health, Family Medicine, Pediatrics, Psychiatry, Counseling, Social Services Resources.

## **Mental Health**

### **ACCESS PROGRAM - Acute Crisis Care and Evaluation for Systemwide Services 1-800-491-9099 – Monday through Friday - 8:30am-5:00pm**

Alameda County Behavioral Health Care Services' (ACBHCS) **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents. ACCESS is a telephone service staffed from 8:30-5:00 M-F by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services. After hours calls are answered by Crisis Support Services of Alameda County.

ACCESS serves all ages. In order to qualify for Specialty Mental Health Services (SMHS) an individual must meet Medi-Cal's medical necessity criteria for specialty mental health services and have an ACBHCS insurance plan. ACBHCS insurance plans/programs include Alameda County Medi-Cal, Children and Family Services (per MOU with CFS), Health Program of Alameda County (HealthPAC), CalWorks, Medically Indigent Child (MIC) and Medicare/Medi-Cal (for services not covered by Medicare).

**NOTE: ACCESS can refer people to Bonita Houses' Supported Independent Living Program(see "Housing" section).**

**CASA UBUNTU CREATIVE WELLNESS CENTER** - Eastmont Town Center 7200 Bancroft Ave., Suite 267 Oakland CA 94605. Phone: (510) 735-0864. Center Hours: Monday – Friday 8:30 am – 5:00pm. Every Other Saturday from 9:00am -1:00pm

#### **Services Provided:**

- Mental Health Services Act (MHSA) Outreach and Engagement/Client & Program Support (step-down service transitioning from specialty MHS)
- Peer driven support, Individual (one-on-one) peer support, peer led weekly wellness groups, field-trips, social/recreational activities, educational support, spiritual support, physical health support, housing support, resource referrals, peer leadership activities & family friendly
- Individual Placement and Support (IPS) Supported Employment, referrals from Casa Ubuntu (CU) mental health treatment team
- Outpatient Services are provided by Peer Support Specialists who lead groups, clinicians, case management specialists, an IPS (Supported Employment) specialist and a Psychiatric Nurse Practitioner who provides medication support.

#### **Program Eligibility:**

- Alameda County Adults 25 and above who are experiencing mental health issues
- Need additional support beyond assigned specialty programs
- Are transitioning from their specialty programs



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- With an emphasis on outreach to African American and Latino families

**Main Public Library** – 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – **EVERY WEDNESDAY 12:30pm-2pm** – Mental health specialists from the Alameda County Behavioral Health Care Services office offer outreach and support for unhoused individuals with a mental health need. **No appointment needed.**

**West Oakland Health Center** - 700 Adeline St. Oakland, Ca 94607 (Adeline @ 7<sup>th</sup> St.) must be referred through Alameda County Behavioral Health Care Services. Therapy hours: 9am-5pm Mon through Fri.

**Lifelong East Oakland Health Center** – 10700 MacArthur Blvd. (106<sup>th</sup> Ave between MacArthur & Foothill). (510) 981-4100 - Clinic hours: **Monday through Friday 8am-5pm, Saturday 8am-12pm.** Services: Behavioral Health, recovery services, psychiatry, social services referrals.

**Lifelong Howard Daniel Health Center** – 9933 MacArthur Blvd. Oakland 94605 (99<sup>th</sup> Ave & MacArthur Blvd). Phone: (510) 981-4100 . **Mon, Wed, Thurs:** 8am-4pm, **Tues:** 1pm-5pm, **Fri:** 8:30am-12:30pm. Services: Counseling, Psychiatry, Social Services Resources, Behavioral Health.

**ACBH Mobile Crisis Unit** - (510) 891-5600 – Monday through Friday 8:30am – 6pm. Free regardless of insurance status, Available to all ages – birth to older adults

- Emergency crisis assessment/intervention services conducted in the field
- Early intervention before situation escalates to critical crisis point
- Consultation services provided to consumers, housing/support systems, mental health providers, and other concerned parties
- Assistance with linkage to outpatient mental health services
- 5150 evaluation capacity and determination of appropriate level of care

**NOTE: ACBH can refer people to Bonita Houses' Supported Independent Living Program(see "Housing" section).**

## **Shelter**

Call 211 for available shelter resources

## **Harm Reduction & Substance Use**



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**Bridge Clinic: Substance Use Clinic at Highland Hospital** - 1411 E 31st St, OA-1, Oakland, CA 94602. *Substance Use Navigator* – Call or Text (510) 545-2765 : **Monday through Friday 8am-5pm** or simply check into the *Emergency Department* at:

- Highland Hospital
- San Leandro Hospital
- Alameda Hospital

Same-day services with Bridge Clinic via Substance Use Navigators are available to everyone, regardless of insurance status. English and Spanish-speaking staff are available, and interpreter services are available for other languages. Some intensive treatment services require insurance authorization, but people can receive other services while getting insurance eligibility in place.

**Detox & Withdrawal Support – Cherry Hill Detox** (866) 866-7496. 2035 Fairmont Dr. San Leandro, Ca 94578 (Fairmont @ Foothill Blvd.) Outpatient, Recovery Residence, Withdrawal Support, Opioid Treatment, Alcohol Treatment & Counseling.

*\*Have community member call for screening process – If MACRO is transporting, have MACRO EMT take vitals/assess medical condition before to ensure they are not in need of urgent medical care. If an individual wishes to go to Cherry Hill but needs a hospital first, make sure to let them know to tell hospital staff/social worker.\**

**-Sobering Center** – This is for community members needing a safe environment to sober up – visit is for 23 hours or less. Potential clients may access sobering services by calling the Cherry Hill Sobering directly at (866) 866-7496. Or, by calling Alameda County Behavioral Health Care Services (ACBHCS) CenterPoint hotline at (844) 682-7215. Cherry Hill Sobering also accepts referrals from many Alameda County providers and law enforcement agencies. Walk-in clients are also accepted at the Sobering Center located at 15480 Foothill Blvd., San Leandro, CA 94578. First come, first served. NOT a medical center.

**-Detox Center** - The Detox Unit is a social model 32-bed residential program serving men and women who are withdrawing from the effects of alcohol or drug use. Clients are constantly monitored by trained staff and are referred for medical or psychiatric services as needed. About 50% of Cherry Hill's clients have co-occurring mental illness. In addition to ensuring the client's safe withdrawal, our staff will work with each client to assess the clients needs and goals. The client is then referred to the appropriate level of treatment and supportive services, which may include housing, medical or psychiatric services, and job training. The average stay is from three to five days. Med-Tech on staff, Nurse in the evenings.

**Heppac** – Exchange & Supplies - **Tuesdays** 6pm-8pm Fruitvale area : E. 12<sup>th</sup> & 23<sup>rd</sup> Ave 94606. **Thursdays** 6pm-8pm Deep East Oakland Ave. 100<sup>th</sup> Ave. & Pearmain St. 94603.

**Alameda County Substance Use & Referral Line** – Mon thru Fri 8am-7pm (844) 682-7215.

A wide range of evidence-based treatments is available, which includes the following types of programs and services: Medication Assisted Treatment, Withdrawal Management, Residential and Sober Living



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

Homes, Outpatient & Intensive Outpatient, Opioid Treatment Programs, Recovery Support Services, Drug and Alcohol Prevention Services.

Limited after hours support is available nights and weekends. A trained substance use counselor will ask them some questions about their experience with drugs and alcohol, and then make a referral to the most appropriate program. The process takes about 20 minutes.

## **Food/Groceries**

*\*these are all walk-up services, no registration or eligibility required(some have a sign-in sheet). Suggest that community member gets to these early, as lines form fairly quickly.\**

**East Oakland Homies Empowerment FREEdom Store – Tuesdays** 10am-4pm. 7631 MacArthur Blvd. Oakland, Ca 94605 (MacArthur between 76<sup>th</sup> & 77<sup>th</sup> Ave). Food, toiletries, diapers, baby formula. All Bay Area residents welcome.

**Allen Temple Baptist Church** – 8501 International Blvd. Oakland, Ca 94621(86<sup>th</sup> Ave & Int'l Blvd). Lunch served from 12:00pm – 2:00pm every **Tuesday, Wednesday and Thursday** in back lot of church.

**East Oakland Switchboard – Monday through Friday** 10am-4pm. 1909 73<sup>rd</sup> Ave. Oakland, Ca 94621 (73<sup>rd</sup> Ave & Holly St). No ID required, Alco Residents, can pick up food once a week.

**City of Refuge Tabernacle** – 12pm on the **1<sup>st</sup>, 3<sup>rd</sup>, & 5<sup>th</sup> Mondays & every Friday**. First come, first served. There are clothes as well. 8637 International Blvd Oakland, CA 94621. Corner of 87th on International.

**Alameda County Food Bank** – 1<sup>st</sup> & 3<sup>rd</sup> **Wednesdays** – 6pm-7pm : Vive Church 2744 E. 11<sup>th</sup> St. 94601 (near 27<sup>th</sup> Ave). 2<sup>nd</sup> & 4<sup>th</sup> **Saturdays** – Regeneration Church 238 E. 15<sup>th</sup> St. 94606 (near 3<sup>rd</sup> Ave, Lake Merritt).

**East Oakland Health Center** – 7450 International Blvd. Oakland, Ca 94621 (Int'l @ 75<sup>th</sup> Ave.). **Every 3<sup>rd</sup> Wednesday** – 10am-12pm.

**East Oakland Collective** – Phone or Text : 510-990-0775 . 7800 MacArthur Blvd. Oakland, Ca 94605 **Mon & Wed & Fri** - 12PM First come, first served: Catered Meals. **Tues & Thurs** – 11am First come, first served: Groceries.



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**Food Not Bombs** – They are randomly around East & West Oakland and are available to drop off multiple meals or large amounts of food, depending on availability. Call Joe for availability: (510) 542-3112, he's a sweet fella.

## **Hygiene(Showers, Supplies)**

**\*these are all walk-up services with some minor demographics/registration required. Suggest that community member gets to these early as spots fill up quickly and showers have limited capacity.\***

**Dignity on Wheels** – Showers & Laundry (*laundry is super limited, each community member can wash about 5 items, they must get there early to make it onto the laundry list*) – **Sundays** : 9am-1:30pm – Hegenberger Rd and Leet Dr. 2pm-6:30pm 77<sup>th</sup> Ave & Hawley Ave. **Mondays** – 4pm-8:30pm : 98<sup>th</sup> Ave. & B St. **Tuesdays** – 8am-12:30 pm : E. 12<sup>th</sup> St. & 19<sup>th</sup> Ave. 94606. 4pm-8:30pm : East 8<sup>th</sup> & Alameda Ave. (Near High St). **Wednesdays** – 9am-1:30pm : 4700 E. 12<sup>th</sup> St. (between 47<sup>th</sup> Ave & 48<sup>th</sup> Ave.). 9am-1:30pm : E. 12<sup>th</sup> & 19<sup>th</sup> Ave. **Thursdays** 4pm-8:30pm : 71<sup>st</sup> St. & San Leandro St. 94621 (across from Coliseum Bart). Fridays 9am-1:30pm 84<sup>th</sup> Ave & International Blvd. 94621. 4pm-8:30pm : E. 12<sup>th</sup> St. & 17<sup>th</sup> Ave. 4pm-8:30pm : 19<sup>th</sup> Ave & E. 12<sup>th</sup> St. **Saturdays** 9am-1:30pm : 692 Baldwin St. 94621. 9am-1:30pm : East 8th Street & Alameda Avenue 94601 (near High St.). 3pm-7:30pm : 71<sup>st</sup> St. & San Leandro St. 94621 (across from Coliseum Bart).

## **Family Services/Children/Child Care**

**Family Front Door** - Family Front Door (North County) 250 Frank Ogawa Plaza, Oakland, CA 94612. Phone: 510-808-HOME / 808-7421. For families experiencing homelessness, this is a coordinated system connected to many services and housing opportunities/programs.

**CalWorks** - <https://benefitscal.com/>

Individuals need to have a social worker through Alco Social Services. For a referral to this program please contact assigned social worker at Alameda County Social Services.

If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.





CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**East Oakland Homies Empowerment FREEdom Store – Tuesdays** 10am-4pm. 7631 MacArthur Blvd. Oakland, Ca 94605 (MacArthur between 76<sup>th</sup> & 77<sup>th</sup> Ave). Food, toiletries, diapers, baby formula. All Bay Area residents welcome.

**Bananas** - BANANAS remote office in East Oakland provides resources and early care and Kinder Readiness programs for families and child care providers of children 0-5 years old.

**BANANAS East Oakland Office** is at the Lion Creek Crossings Family Resource Center, located in the [Lion Creek Crossings Housing Community](#) in the Havenscourt Neighborhood. [6818 Lion Creek Way Suite #105 Oakland, CA 94621](#). 510-636-9975

## Housing

Have community member **Call 211** - and use coordinated entry links for housing, phone prompt system will walk individual through this process. Abode Services can be accessed through 211.

Email [JHayes2@oaklandca.gov](mailto:JHayes2@oaklandca.gov) for **HOUSING RESOURCE CENTER DROP-IN Graphic Document**

**City of Oakland Housing Resource Center** - 250 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612. **Phone:** (510) 238-6182 **Hours:** Monday through Friday from 8:30 am to 5pm

-Referral to City, nonprofit, private, and other public resources, Housing advocacy to help Center customers navigate access to housing services, Streamlined information to City-funded housing services including(1) Foreclosure prevention and mitigation assistance for homeowners(2) Loans and grants for residential rehabilitation, home repair and energy retrofits for eligible residents(3) Information about first-time homebuyers' assistance and workshops(4) Tenant petitions and landlord/tenant mediation through the Rent Adjustment Program

- Listings for shelters, transitional and affordable housing, County programs for healthy housing services, Home repair, weatherization, and energy efficiency services, Financial resources for homeowners and tenants, Counseling and legal services for tenants, Landlord support resources, Housing counseling for predatory or subprime lending, Understanding the Relocation Ordinance, Homelessness and dealing with criminal records, Resources for paying utilities, back rent and help with deposits.

~~Priority & scarce housing available for individuals at "high" risk of health complications and/or Covid infected. **PROJECT ROOMKEY**—run through California Department of Social Services "Homeless Continuum of Care"—Alameda County Contacts (these CAN be given to community members)—Ja'Nai Aubry - (510) 473-8643 : [info@everyonehome.org](mailto:info@everyonehome.org). Alternate contact: Riley Wilkerson—(510) 670-9797 :~~



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

~~[riley.wilkerson@acgov.org](mailto:riley.wilkerson@acgov.org). This housing service can be utilized by individuals through their social workers/case managers at Alameda County Social Services.~~

**\*note: Project Roomkey is currently winding down the programs at their hotel properties in East Oakland although Lake Merritt Lodge is still taking cases, with priority going to senior citizens. There is a waiting list and current spots are taken. They are in the process of acquiring new properties for the NEW Project Home Key which will be medically assisted housing.**

**Bridge Housing through City Team** – Men Only : (510) 452-3758 ext. 2323 (screening). Women Only : (510) 766-2420

## **Clothes**

**City of Refuge Tabernacle** – 12pm on the 1<sup>st</sup>, 3<sup>rd</sup>, & 5<sup>th</sup> Mondays & every Friday. First come, first served. There is food, as well. 8637 International Blvd Oakland, CA 94621. Corner of 87th on International.

## **Other Services**

**East Oakland Community Recovery Project** - 2577 San Pablo Avenue Oakland, CA 94612 : (510) 446-7180

- Program services include comprehensive case management, services for individuals experiencing homelessness, tobacco cessation support, and mental health and substance use counseling.
- Our Oakland outpatient programs are located on San Pablo Avenue. All of the programs are housed on a ground floor level with ADA accessibility to our services.

## **Housing/Imminent Displacement Assistance(Rent, Utilities, Bills, Etc.)**

**Aids Project of the East Bay** – *Individuals/Families living with HIV/Aids only. Programs & assistance available for low-income persons/families at risk of becoming homeless.*(510) 663-7979 : 8400 Enterprise Way, Suite 118 Oakland, CA 94621

- Rent; back rent and late fees (Mobile homes are eligible)



CITY OF  
OAKLAND

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- Mortgage; mortgage in arrears; late fees; taxes, insurance and other fees if escrow
- Basic utilities (as noted above)
- Emergency Rental Assistance
- First month's rent and deposit may be available in certain cases for people in need.

Persons interested in the housing programs should contact Housing Case Manager Rita Wantings at (510) 663-7979 ext 187 during the hours 9:30 am-6:30 pm.

## **Job Resources**

***Downtown Streets Team*** – 3100 Fruitvale Ave. Oakland 94602 (@ School St.). (510) 295-5076. Volunteer work experience program that leads to paid full-time positions across Oakland, Berkeley, & Hayward.

***West Oakland Job Resource Center*** – 1801 Adeline St. 2<sup>nd</sup> Floor Oakland, Ca 94607 : (510) 419-0509. **Orientation is every Tuesday from 9:30am-11am.** They have regular job fairs with different job offerings and guidance. Serves low- and moderate income job seekers in the greater Bay Area, with priority for West Oakland residents. We offer employment training, and operate a “Staffing Agency” to assist job seekers in securing employment, and advancing in the construction and TDL industry. In addition, we couple our employment services with financial coaching services to help build long-term financial security for low- and moderate income job seekers.

***Kitchen of Champions : St. Vincent De Paul*** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). (510) 638-7600

*Supported employment for people recovering from mental health and substance use disorders. **Bonita House - Individual Placement and Support** – must have a case manager through **Bonita House (510) 923-1099.***

- **A Career Profile** (over the first 30 days we will highlight your employment goals, work, education, volunteer history and job search plan)
- **Skill Building** (Organization, Time Management, Communication, Goal Setting, Problem Solving, Interpersonal Skills, Coping Skills, Presentation Skills, Conflict Resolution Skills, Workability Skills, Resume Building, Soft Skills Coaching, Interview Training and Job Applications Skills)
- **Rapid Job-search/Placement Support** (identifying and acquiring a part-time or full-time job of your choice in the community)
- **Benefits Counseling** (for you to acquire accurate information to make informed decisions about your financial future and employment goals)



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## **Safe Parking**

The Alameda County Safe Parking program offers local community members who are experiencing homelessness with a safe place to park at night and a place to park during the day that isn't in local neighborhoods, opportunities to engage with resources and services, and a stable community where they can begin to reconnect with their informal support network. To participate in the 24 hour safe parking program participants must register by calling 510-593-4660 or visiting [alcosafeparking.org](http://alcosafeparking.org).

## **Veteran Services**

***Swords to Plowshares*** – 330 Franklin St. Suite 100 Oakland, Ca 94607 : **Monday through Friday 8:30am – 4:30pm**. Phone number for vets to call and inquire about services : (415) 727-8387. Individual must enroll and can do so online <https://www.swords-to-plowshares.org/services/health-and-wellness> or in person at service center. StP provides:

- Housing: emergency housing, temporary housing, transitional housing, permanent supportive housing, rent support, eviction prevention.

- Vet-Centered Support: case management, counseling, support groups, assessment & access to emergency or critical care/needs, VA support/assistance, healthcare enrollment.

- Jobs & Legal: legal self-help guides on website, free one-time attorney consultation, VA benefits issues, jobs for vets depending on assessment outcome.

***Main Public Library*** - 125 14<sup>th</sup> St. Oakland, Ca 94612 (14<sup>th</sup> St. near Lake Merritt) – ***Veterans Connect*** – Veterans resource center in the lobby – Individuals can find books and information for veterans and their families about benefits for education, health, employment, housing, and more. Trained staff and volunteers are also available to help during scheduled hours (these hours can vary, individual should be directed to the library to confirm that weeks/months hours).

***Oakland Vet Center*** (this is an extension of the VA)– 7700 Edgewater Dr. Suite 125 Oakland, Ca 94621. (510) 562-7906. **Monday through Friday 8am-4:30pm**.

Individual/group counseling, Marital & family counseling, medical referrals, assistance in applying for VA benefits, employment counseling/guidance & referral, alcohol/drug treatment referrals, info & referral to community resources, sexual trauma counseling & referral services, community education, bereavement counseling.



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## Operation Dignity PENDING INFO

### Legal

**Homeless Action Center** – 2601 San Pablo Ave. Oakland, Ca 94612 – Drop-in hours : **Monday through Thursday 1pm-5pm** : (510) 695-2260. (HAC) provides free legal assistance with a range of public benefits programs, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medi-Cal, CalWorks, Cal-Fresh (food stamps) General Assistance (GA) and Cash Assistance Programs for Immigrants (CAPI). They help with form fill-outs for housing and provide housing search assistance. HAC also provides informal advice and referrals for non-benefits related legal issues. They also provide harm reduction services/resources. Benefits helpline: (510) 775-0035.

**Bay Area Legal Aid** – Free Legal Advice Phone Line (Toll Free): 1(800) 551-5554 – **Monday & Thursday 9:30am-3pm, Tuesday & Wednesday 9:30am-1pm**. Problems with health care access and coverage: 1(855) 693-7285 – **Monday through Thursday 9am-5pm, Friday 9am-1pm**.

LONG DISTANCE RIDES - **Homeward Bound Program through Greyhound** San Francisco 1<sup>st</sup> St & Mission in SOMA. Can be used by any Bay Area person experiencing homelessness and can get a ride anywhere that Greyhound services in the contiguous 48 United States. Community Member has to have a contact person at destination. Phone: (415) 558-1217

Need Bart/AC Transit vouchers , Clipper cards loaded w/”cash” that way they can be used on both Bart & AC transit & the ferries.

**Crisis Support Services of Alameda County** – Grief Counseling - 24 Hour Toll-Free Line 1(800) 273-8255. Individual can call this main number (510) 420-2460 , hit extension #7 and leave a voicemail. They will receive a call back and be eligible for more personal attention and resource connections.

**DV Crisis Line** – Toll Free: (866) 292-9688 (24 Hours)

**I.D. Replacements** – As of 2015, AB 1733 Law was enacted : State recorders must provide state issued I.D.’s for free to those experiencing homelessness. Individuals may need to prove they are homeless - any official homeless service provider can vouch for this status. Individuals need a birth certificate or a copy obtained from the county of their birth, this can be obtained through social services, social worker/case manager. See top of resource guide for contact info and office locations of Social Services offices. Many of



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

our resource providers can offer help with ID replacement, as well – HAC, LIFELONG, St. Vincent De Paul shelter, ROOTS Clinic, and more (yet to be verified).

## **FAMILIES/CHILDREN/CHILD CARE/MINORS**

***Family Violence Law Center*** - 24 hours - Counselors available Mon through Fri 9am-5pm, Mobile Crisis Counselors 5pm-9am. Counseling services, help finding shelter, restraining orders, victims of sex trafficking). ALSO: Lyft's can be provided: Call 510-267-8800 to reach a navigator at the Family Justice Center.

***Alameda County Family Justice Center*** – Works with minors in crisis

No drop in – call for appointment. Phone: (510) 267-8800 :

Address: 470 27<sup>th</sup> St. Oakland, Ca 94612.

***Families facing crisis but are housed*** – BACS Keep Oakland Housed Program (510) 613-0330 ext.2, have community member leave a message with call back number if no one answers or after hours.

***Bananas Child Care*** – Assistance with child care costs & reimbursement for child care costs, must meet eligibility requirements – Referral Phone: (510) 658-0381 - [referrals@bananasbunch.org](mailto:referrals@bananasbunch.org) - 5232 CLAREMONT AVE., OAKLAND, CA 94618 | MAIN: (510) 658-7353

## **SENIORS**

***St. Mary's Center*** – (People 55 and older) - has satellite buildings for housing and different programs but the main headquarters are: 925 Brockhurst St. Oakland, Ca 94608(Brockhurst and San Pablo Ave near 32<sup>nd</sup> St.). Seniors can talk to an intake specialist about their options. Phone: (510) 923-9600.

Services include, amongst other things:

- 41 units of transitional housing support senior men and women in their journey from homelessness to permanent housing
- Counseling, case management, and housing navigation prepare seniors for housing
- Money management and advocacy helps seniors remain housed



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

- Full-day Preschool helps families prepare 3- and 4-year-olds for kindergarten and a lifelong love of learning

## **Pet Care**

**West Oakland Punks with Lunch** – FREE Dog Food – **Sundays 3:30pm – 5:30pm** : 35<sup>th</sup> St and Peralta St.

**The Pet Food Pantry - East Bay SPCA** holds a drive-thru Pet Food Pantry that offers cat and dog food to pet parents needing support feeding their pets. Held every other Friday from 11:00 AM to 1:00 PM (or while supplies last) - 410 Hegenberger Rd. Oakland, Ca 94621. July 22<sup>nd</sup>, Aug 5<sup>th</sup>, Aug 19<sup>th</sup>, and so on...

**PALS East Bay** – *This is a dedicated service for pet parents experiencing homelessness.* Free vaccination clinics **9am** until supplies run out. 1 Sunday a month - JULY 31st, MARCH 13th, AUG 28th, APRIL 10th, SEP 25th, MAY 8th, OCT 23rd, JUNE 5th, NOV 20th, DEC 18<sup>th</sup>. **9175 Edes Ave, Oakland, CA 94603** (on Edes between 85<sup>th</sup> & 98<sup>th</sup> Ave.). PALS provides free basic vaccines and microchips to East Bay pet guardians on a monthly basis. No proof of income is required but, because demand is high, the group asks that you come only if you cannot afford basic vet care. Spay and neuter assistance is also available! Puppies and kittens/cats must be in crates or held and dogs must be on a leash. Sick animals should not come.

**Oakland Animal Services** – 1101 29<sup>th</sup> Ave. Oakland, Ca 94601. Every day : 11am-5pm BUT Thursdays : 11am- 7pm. \$10 Microchipping available as a walk-in during these hours. *This is not a clinic and has no vet services for the public. This is the shelter where stray animals and others can be dropped off.*

**Animal Fix Clinic – Non-Profit Surgical Clinic** – Cats & Dogs welcome. Spay & Neuter as well as other essential surgical care at sliding-scale pricing. (Microchip and most vaccinations are \$10!). They are often booked months out for care but still call if it's urgent and get on the waiting list. (510) 215-9300. 12226 San Pablo Ave. Richmond, Ca 94805. This is NOT a drop-in, appointment must be made.

**East Bay SPCA** – Lots of different services. Here is the main CLINIC info: 8323 Baldwin Street Oakland, CA 94621 : Phone: (510) 569-1606. **Monday – Friday By appointment only (8:00 AM – 5:00 PM)**. They will have to fill out a New Client form but they should be able to talk to someone and explain their situation and get referred to the best process.



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

## Seasonal

Cooling Centers/Water Access – note that certain temperatures or “smoke season” conditions will trigger these locations to become “Cooling/Respite” centers – they are not always available as such.

**\*note: Call library branch to confirm “Cooling/Heating/Safe Smoke Center” status before referring/transporting**

### East Oakland/Fruitvale

**Eastmont Library** – 7200 Bancroft Ave. Oakland, Ca 94605 (73<sup>rd</sup> Ave & Bancroft) – **Mondays** 11:30am-7pm, **Tuesdays through Thursdays** 10am-5:30pm, **Fridays** 12pm-5:30pm. Closed Saturdays & Sundays.

**Brookfield Branch Library** – 9255 Edes Ave Oakland, Ca 94603 (On Edes near Jones St. largely in the vicinity of 98<sup>th</sup> Ave. **Monday through Friday** : 8:30am – 5pm.

**81<sup>st</sup> Ave Branch** – 1021 81<sup>st</sup> Ave Oakland, Ca 94621 : **Mon, Thurs, Sat, Sun** 10am-5:30pm. **Tues, Wed** 10am-8pm. **Fri** 12pm-5:30pm.

**Cesar Chavez Branch Library** - 3301 E. 12<sup>th</sup> St. Oakland, Ca 94601 (on E.12<sup>th</sup> between 33<sup>rd</sup> & 34<sup>th</sup> Ave.) **Sun, Mon, Thurs, Sat** 10am-5:30pm, **Tues & Wed** 10am-8pm.

**Dimond Branch Library** – 3565 Fruitvale Ave. Oakland, Ca 94602 (on Fruitvale near MacArthur Blvd) – Sun 24hrs(?), **Mon, Thurs, Sat** 10am-5:30pm, **Tue & Wed** 10am-8pm.

### West Oakland/Downtown/Chinatown/North Oakland

*West Oakland Adeline St. Library Branch is NOT a cooling/respice center due to poor ventilation, lack of space, etc.*

**St. Vincent De Paul** – 2280 San Pablo Ave. Oakland, Ca 94612 (San Pablo @ West Grand). **Tuesday through Saturday** : 9:30am – 3pm. Not air conditioned but water and shade is provided.

**Asian Branch Library**- 388 9<sup>th</sup> St. Oakland, Ca 94607 (Chinatown/Old Oakland area on 9<sup>th</sup> between Webster & Franklin) – **Mondays, Thursdays, & Saturdays** 10am-5:30pm, **Tuesdays & Wednesdays** 10am-8pm, **Fridays** 12pm-5:30pm.





CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**Rockridge Branch** – 5366 College Ave Oakland, Ca 94618 (Near Hudson St.) **Mon, Thurs, Sat** 10am-5:30pm, **Tues, Wed** 10am-8pm, **Fri** 12pm-5:30pm.

Free Masks during “smoke season” available at many of the above locations.

## ***Lifelong Medical Respite Center – Referral Process***

***MEDI-CAL ONLY. PLEASE DO NOT CALL UNTIL EMT HAS ASSESSED THE INDIVIDUAL AND YOU HAVE CHECKED THE REQUIREMENTS – DO NOT TRANSPORT WITHOUT CALLING -***

**2730 Adeline St. Oakland, Ca 94607 : Nursing Intake Referral Line (510) 421-3215.**

### **What is the Adeline Street Recuperative Care Program?**

Recuperative care provides an immediate placement option for persons with an acute medical need requiring recovery indoors, who are homeless or marginally housed, have complex medical and behavioral health conditions, and require shelter and care that prevents admission to emergency and acute care settings.

The Adeline Street Recuperative Care Program is a medical respite that provides safety for recovery, medical services, and behavioral health support.

- The facility is open 7 days a week, accepting residents from 8am until 5pm Monday through Friday and by appointment only on Saturdays and Sundays.
- The program maintains 27 beds (6 first floor ADA accessible beds and the rest of the beds on the second floor with no elevator – and accessible by staircase only).
- Staffing includes RNs, case managers, and medical providers but we are NOT a skilled nursing facility. Patients must be cognitively intact and take care of their own ADL's.
- Length of stay is based on how long it takes for the individual patient's admitting medical condition to be resolved. The average length of stay is 30-35 days and is not to exceed 90 days.



CITY OF  
**OAKLAND**

**MACRO**

EMPATHY | SERVICE | COMMUNITY

**Who can make a referral?** Any Hospital or Emergency room in Alameda County, Street Health Teams and Nursing Homes.

Once the referral form is received, LifeLong staff will determine if the patient meets the recuperative care admission criteria. After approval of the patient is finalized, the referring agency will work with LifeLong to arrange a date and time for recuperative care admission.

**What are the admission criteria?**

- 18 or older
- Homeless without options for housing.
- Ability to do ADL's. pt can not be at SNF level of care.
- Must have Medi-cal. If medi-cal is out of county, process for alameda county insurance switch should be started in the hospital or referring agency
- Patient can not be detoxing from etoh or benzos. What does the referring agency need to do provide?
  - minimum 10-day supply of prescribed pharmaceuticals etc
  - Provide the patient with assistive device for ambulation if needed (eg, wheelchair/walker/DME equipment)
  - Complete and communicate equipment and supply orders for health needs (wound care, diabetes teaching, home health, etc.).