



*Changing Lives ...
Connecting Communities*

Center Point's Mission

Our mission is to provide comprehensive social, educational, vocational, medical, psychological, housing, and rehabilitation services to combat social problems such as substance abuse, poverty, unemployment and homelessness.

For over forty years, Center Point has offered rehabilitation and treatment services that interrupt the abusive cycles of psychological, social and economic dislocation by providing critical training and support so that individuals and families can claim self-worth and dignity.

Hours of Operation:

Monday – Friday 8:00am-9:00pm

**(After Hours calls are directed to:
Crisis Support Services of Alameda County)**

Toll Free #:

1-844-682-7215

Facsimile #:

1-510-771-9910

Visit us on the web at:

www.cpinc.org

A project funded by:



**ALAMEDA COUNTY
SUBSTANCE USE
RESIDENTIAL
HELPLINE**

1-844-682-7215



*"Changing Lives...
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Alameda County Substance Use Residential Helpline

What is the SURH?



The Alameda County Substance Use Residential Helpline is operated by Center Point, Inc. under contract with Alameda County Behavioral Health Care Services. The Helpline provides Substance Use Disorder screenings, assessments, referrals to treatment, and coordinated care management.



Who can call?

Adults (18 and older).

Alameda County residents seeking Substance Use Residential Treatment or Recovery Residence with Outpatient Treatment can access services by calling the Helpline.

What happens when I call?

Participate in a 15 minute phone screening, where certified counselors assess service needs and make appropriate referral placements into Residential Treatment and/or Recovery Residence's with Outpatient Treatment. If additional screening is needed in order to make an appropriate placement, an in-person screening appointment is scheduled within two business days, so as to conduct a more thorough screening and assessment. For easy access, scheduled in-person assessments can be conducted in both North and South County Helpline Offices located in Oakland or Fremont.

Helpline staff will connect callers to SUD Residential Treatment or Recovery Residence with Outpatient Treatment providers for an intake appointment and provide ongoing coordinated care management to those who are admitted into treatment. Any calls received after operating hours (between 9pm-8am, holidays and weekends) will be forwarded to Crisis Support Services of Alameda County, to ensure callers are not in imminent danger or need of emergency services. Helpline staff will then return afterhours calls the following business day.

