

NAMI CONTRA COSTA ANNUAL REPORT

The Year of Making It Happen by Pivoting and Adapting to
Continue Meeting the Needs of Those We Serve

REPORTING PERIOD: July 1 – June 30

FISCAL YEAR: 2020 – 2021



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On-Call Volunteer Coordinator

Mercedes Marquez

De Familia a Familia Coordinator

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Sean Kleen

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Alfonzo Edwards

Outreach for the Unsheltered

Family Volunteer Support Network

As a charitable mental health non-profit organization, NAMI Contra Costa has been assisting individuals, and their families affected by mental illness in Contra Costa for over 36 years through providing outreach, education, support and advocacy to families and individuals in need of non-clinical supports. Fiscal year 2020 was a challenging year for everyone because of the unprecedented pandemic. NAMI Contra Costa is doing all it can to leverage existing resources to continue its' work using innovative hybrid and virtual tools.

Highlights and Achievements for this fiscal year

- Being on the frontlines of the pandemic for mental health support calls for Spanish and Chinese Languages through our warmer line and in February 2021 received a state contract to specifically provide critical support to the African American Community through Cal Hope.
- Being a multicultural provider for mental health services during social protest movements.
- Creating a Public Service Announcement and developing a Mental Health Resource Law Enforcement Brochure and facilitating and participating in multicultural CIT mental health trainings to promote non-police and appropriate responses, whenever possible, for those experiencing mental health emergencies.
- Continuing despite the pandemic to recruit, train and provide meaningful volunteer tasks for a diverse group of volunteers.

Mission Statement

To provide support, outreach, education and advocacy for individuals living with and families impacted by mental illness.

In alignment with our Mission Statement, we respond to the needs of the those most impacted and will continue to do so as indicated below:

- a. We are continuing to extend our support to the families in need through signature education programs, advocacy and various family, peer and youth support group activities. Because of the pandemic, all education programs and support group activities were moved online and we are now reaching more ethnically and linguistically diverse groups.
- b. As mentioned above we have had great success with volunteer recruitment even under the challenges of the pandemic and the "shelter-in place," policy. We are continuing to build a strong, culturally diverse team of volunteers through our online 5 module training and other education programs, outreach events, general meetings, and other appropriate family and peer support interactions. In this year, we held three online volunteer training module sessions and further polished the training materials to provide the most updated information.
- c. Online volunteer application portal was launched this year on our website to better attract applicants and make the application process much easier. All trained volunteers working directly with families carry the needed skills to offer meaningful and effective support.

- d. Our Volunteers reflect the diversity of the communities they serve. Utilizing our newly purchased database, we collected volunteer demographic information and analyze it to inform recruitment efforts for all county regions, communities, age groups, cultures, sexual preferences and race/ethnicities. All training materials are available in English, Chinese and Spanish.
- e. All volunteers received a self-care planning kit and completed a personalized self-care plan and received support and mentoring from more seasoned and certified volunteer mentors. We also provided additional opportunities for growth in skills and understanding through trainings, networking and technical assistance.
- f. Two signature education programs - Family-to-Family and NAMI Basics are provided in three languages: English, Chinese and Spanish. This year we also conducted volunteer training, and the Crash Course in Chinese. Similar Spanish trainings are also in the works.
- g. We further expanded our services by collaborating with multiple communities to extend our care and supports to senior, homeless, veteran, diverse communities, and also actively advocate for a 24-hour non-police response program for those experiencing a mental health crisis. And through school-based wellness program "Ending the Silence" in Contra Costa County, we can provide mental wellness resources to students, parents and school staff.

Partnerships and Collaborations

Contra Costa County

NAMI CC continues to partner with CCBHS to assist families and their loved ones in accessing timely and appropriate behavioral health care. The following indicators are established to determine the impact of the Family Support Network Program:

- Increased the number of families successfully connected to the appropriate behavioral health service as a result of the Family Support Network Program's involvement.
- The average length of time it took to make this connection.

Putnam Clubhouse

- Developed a team of liasons to facilitate and support the community partners efforts led by Putnum Clubhouse. This includes staff, board members and other volunteers assisting with Holidays Parties, Stigma Reduction Campaign and the Community Partners Annual BBQ.

Collaboration with Family Relations Office

- Robert Thigpen, Adult Mental Health Family Services Coordinator, partners with NAMI Contra Costa to support families to better navigate the County system by attending our Crash Course.

Behavioral Healthcare Partnership

- Gigi Crowder, Executive Director and Cochair of the Behavioal Healthcare Partnership, and Jennifer Tuipoloto, Coordinator for the Office for Consumer Empowerment, work together to identify areas for improvement of the continuum of care and promotion of stakeholder input.

We are also proud of the strong collaborative relationships we have built with other agencies:

Recovery Innovations, Rainbow Center, Discovery Counseling Center, Telecare, BACS, MHS, Behavioral Health Court, the Hume Center, Office for Consumer Empowerment, culturally and ethnically diverse Faith Communities, California Mental Health & Spirituality Initiative, Lifelong Medical Care, County and City police departments. We have also built a strong partnership with Diablo Valley College.

In this year, we build a close collaboration with Miles Hall Foundation and many other likeminded social justice organizations to advocate for a 24-hour non-police response program for those experiencing a mental health crisis and have made a great progress.

Our presence in the different regions of the County is visible and has positioned us to be an important resource as a health organization



Non-Police Response Design Team Effort

Training Adaptations

Training Volunteers:

In order to meet our deliverables during this tumultuous year, it was necessary to redefine and implement our comprehensive volunteer training program. All volunteers are required to complete the FVSN volunteer orientation training before accessing the rest of the training curriculum. Before the pandemic, we provided Module training to our volunteers at least five times a year in our training center located in Concord, and at satellite offices in other parts of Contra Costa County. During COVID-19 pandemic period, we moved all our training to online platform. Since the training changed from on site to online, we did further modification to our training content and interaction methods to ensure the volunteers receiving the same quality training.

Module I volunteer orientation:

- Learn NAMI Contra Costa's History and Structure
- Learn about Volunteer Opportunities within the NAMI Contra Costa Organization (Including Each Signature Program)
- Learn about the New Family Support Network
- Understand the Role of the Volunteer
- Understand Self-Care, Boundaries, and Upcoming Training Modules

Module II, Mental Health 101:

- Familiarize the 5 Most Common Mental Illness Diagnosis
- Familiarize common symptoms and early warning signs
- Find ways to help you understand and support families

Module III Crash Course:

- Learn information regarding the Behavioral Health Care System in Contra Costa
- Receive an overview of the Crash Course

In Module IV, Beyond the Clinic Level of Care in Contra Costa County:

- Community Care, LPS Conservatorships & Criminal Justice Concerns
- HIPAA laws Laura's Law
- LPS CONSERVATORSHIPS
- Criminal Justice Mental Health — Behavioral Health Court (BHC)

In Module V Cultural Responsiveness, Ethics and Self-Care:

- Communication
- Ethics
- Cultural Responsiveness
- Self-Care

Volunteer Assignments

Volunteer assignments are based on volunteer lived experience, knowledge and skills, time contribution, language and cultural consideration and regional needs.

Before COVID-19, duties included but were not limited to:

- Staffing the NAMI CC Warm Line
- Direct support to families who have contacted NAMI CC due to a loved one experiencing mental health issues
- Facilitating Support Groups
- Outreach to recruit more volunteers
- Facilitating Educational Programs designed to expand the understanding of mental illness and navigating through the County system.
- Training materials translation and fliers design
- Event live interpretation
- Story sharing to facilitate the awareness of mental illness and proper solutions

In light of COVID-19, we adjusted and identified additional avenues to remain connected to our volunteers. This year, we launched the Volunteer Connection Program and met the volunteers each Thursday by Zoom. This check-in allows us to demonstrate our concern, love and care for the volunteers and keeps them connected to our agency with highlights of current activities, attendees share self-care tips with each other as well as the progress of NAMI CC programs through Newsletters, E-news, social medias and regular meetings. On site volunteer assignments were cancelled, but the volunteers can still support on:

- Contributing mental health related articles
- Writing your lived experience or health advice on our blog
- Facilitating online Support Groups
- Training materials translation and fliers design
- Participate in the monthly mailing of our print newsletter
- Contribute your photography
- Be interviewed for your involvement at NAMI CC
- Share information and stay connected with other NAMI CC volunteers
- Attending online Module Training
- Helping with the volunteer campaign
- Helping input data into the database
- Homeless mask and food outreach
- Social Media education
- Participate online general meetings and the County public meetings



NAMI

CONTRA COSTA

VOLUNTEER



Opportunities

available

Be a part of the growing NAMI Family Network and learn how to help support loved ones with a mental illness. Just 4 hours or more a month of your dedication will help someone in need. Your effort is valued helping families, in the office and as a member of any of our direct committess.



Visit **NAMICONTRACOSTA.ORG** for more information.

Warm Line Support

Due to the COVID-19 pandemic, there is a growing psychological toll, and people around the region are reporting increasing anxiety and depression. As an organization that is on the frontlines of the pandemic for mental health support, NAMI Contra Costa warm line is available to all families in need. In this year, we received **893 new calls** from the residents in the regions, and each call has at least 1 following-up call, some may need more than 10 calls to identify the appropriate referral and stability. We also provided more one on one support through phone call or Zoom meeting. In addition to the hundreds of calls, Our Crash Course is still available online on every Wednesday to support the families in this hard situation.

Phone Call Intake:

Volunteer Coordinators are usually the first point of contact using the following procedures. During the special period of COVID-19, due to the limit of shelter in place, our main contact change to our volunteer coordinators with the support of the volunteers:

1. After establishing that the call is not a crisis (911 is given for crisis and 211 for suicide ideation).
2. The nature of the call is provided.
3. Appropriate resources are offered.

Crash Course is the first resource offered as it explains how to navigate the Behavioral Health Care System in Contra Costa County. All NAMI signature courses are offered as determined necessary. Information regarding other pertinent community services, programs, hospital information and support group referrals are made available and our lists are updated monthly. All calls/emails received were entered into the database and were assigned to specific coordinators to do following-up and data updating.



Walk-Ins and Online One-On-One Support

Walk-ins and online one on one support:

Before the pandemic, Walk-ins are welcome and families are taken to the Warm Room to discuss the situation and are provided with resources and the tools needed to move forward.

During the pandemic, we provide most one on one support through phone call or Zoom meeting. For some special cases that require on-site meeting, with pre-appointment, we follow the CDC Guidelines and meet in the open-air place in front of the office. Although the approach to offered support changed, our staff members continued demonstrate their desire and commitment to ensure the support never waivered. Always remembering our motto and sharing with those in need, "*You are not alone.*"

Groups:

To augment our original support groups established in all four regions of the County, this year we implemented online support groups. There were 13 groups per month. Each support group met the needs of diverse community members in ethnicity and language reflected throughout the community.

- Consumer Support Groups: we have Peer Dual Diagnosis Support Group, NAMI Connection, East County NAMI Connection, Transitional Age Youth Support Group. All the groups hold weekly meeting, and support the teenage, pre-adult and adult consumers respectively.
- Family Support Groups: we have API Mandarin Support Group, Spanish Support Group, English Family Support Group, Men's Support Group, African-American Support Group, Men of Wellness & Men of Faith Support Group, The Parent Connection. The groups in this category focus on family members support by considering the diversity in ethnicity, culture and language.
- Mixed Support Groups: we have Writers Support Group and Art Support Group. This is for consumers and family members to exploring health hobbies and take good self-care.
- The "Leave No One Behind" project: this is a new project started during the COVID-19. We recognize after the closing of the shelters due to COVID-19, individuals, many who live with mental health challenges, needed our support. Our project has made a lot of progress toward connecting individuals with life-saving resources. This is a project NAMI CC collaborated with Antioch Church 4 Me.
- Monthly Mental Healthy Speaker series: we have English monthly presentation and API Chinese monthly presentation. Experts, including doctors, healers, lawyers, and non-profit organization leaders were invited to present mental health related topics, and provide the knowledge and resources of mental health to the community, and advocate to remove the stigma of mental illness.



Online Support Group Community

MULTILINGUAL SUPPORT GROUPS FACILITATED ON ZOOM FOR INDIVIDUALS AND CAREGIVERS OF LOVED ONES LIVING WITH OR AFFECTED BY MENTAL ILLNESS.

Zoom Meeting - NAMI Connection Support group:

Time: Every Wednesday, 7:00 pm – 8:30 pm
Contact: Nancy Bolcerek, Phone: 925-826-8433 or
Email: nancybolcerek@namicontracosta.org

Zoom Meeting - API / Mandarin Support Group

Time: Every 2nd Sunday, 1:30 pm - 3:00 pm
Contact: Shelly Ji, Phone: 925-765-8232 or
Email: shelly@namicontracosta.org

Zoom Meeting - Peer Dual Diagnosis Support Group

Time: Every Monday, 5:30-7:00 p.m.
Contact: Ashley Ciullo, Phone: 925-765-9406 or
Email: ashley@namicontracosta.org

Zoom Meeting - Family Support Group

Time: 1st & 3rd Monday, 7:00 - 8:30 pm
Contact: Michele O'Keefe, Phone: 925-639-4447 or
Email: michele@namicontracosta.org

Zoom Meeting - TAY Support group:

Time: Every Tuesday, 6:00 pm – 7:30 pm
Contact: Jesse Robbins, Phone: 925-708-8018 or
Email: jesse.robbins@namicontracosta.org

Zoom Meeting - Spanish Support Group

Time: Every Monday, 2:00 pm
Contact: Mariela at (925) 765-8206 or Alejandra Escobedo 510-837-4077
Email: mariela@namicontracosta.org or
alejandraescobedo2@gmail.com

Zoom Meeting - Men's Support Group

Time: 2nd & 4th Saturday, 1:00-2:00 pm
Contact: Eddie, Phone: 925-765-8045 or
Email: eddie.m@namicontracosta.org

Zoom Meeting - Writer's Group

Time: 2nd Saturday of the month, 10:30-12 p.m.
Contact: Margaret Netherby, Phone: 925-370-7282 or
Email: mlnetherby@yahoo.com

Zoom Meeting - African American Family Support Group

Time: 4th Wednesday of the month, 6:30-8:00 p.m.
Contact: Gigi R. Crowder, L.E. Phone: 510-990-2670
or Email: gigi@namicontracosta.org



Contra Costa
County

Men of WELLNESS

&

Men of FAITH

Support Group

Facilitated by:
NAMI CONTRA COSTA COORDINATORS



Eddie Morris
West County
B.A. MHRS
925-765-8045
eddie.m@namicontracosta.org

&



Alfonzo Edwards, East County
Director of Operations at The
Church 4 Me, Antioch campus
925-435-8874
alfonzoedwards@namicontracosta.org

Date: 2nd & 4th Wednesday
Time: 7 p.m.
Location: Via ZOOM

Join Zoom Meeting:
Meeting ID: 943 7093 8335

Passcode: 133509

This is a Men's Support group where we will be discussing Faith and Mental Health Awareness, open to all with a specific focus on African American Men.

Visit NAMICONTRACOSTA.ORG



The Parent Connection
CONNECT, SHARE, SUPPORT
Safe Haven for Parents



Support Group

MEETS EVERY MONDAY NIGHT FROM 8-9 PM.

A Zoom support group for parents of school aged children with mental health challenges.

Join us to connect with other parents, share stories, practice problem solving strategies and find resources to help with your most pressing school and parenting dilemmas.

Facilitated by:

Susan Norwick Horrocks
and Mark M Cohen

Email: susanh@namicontracosta.org
for the Zoom link

visit WWW.NAMICONTRACOSTA.ORG for more information.



Contra Costa County

CONEXIONES

GRUPO DE APOYO:

NAMI Conexiones es un grupo de apoyo semanal dirigido por individuos que tienen experiencia vivida con salud mental. Con demasiada frecuencia, la enfermedad mental es una experiencia aislante, acompañada de una profunda ansiedad. Este grupo es para personas que luchan con enfermedades mentales. Los participantes aprenden de las experiencias de los demás, comparten estrategias de afrontamiento y se ofrecen mutuamente aliento y comprensión. Al compartir sus experiencias en un entorno seguro y confidencial, puede ganar esperanza y sentir una sensación de conexión. El grupo fomenta la empatía, la discusión productiva y un sentido de comunidad. Te beneficiarás de las experiencias de los demás, descubrirás tu fuerza interior y te empoderarás compartiendo tus propias experiencias en un espacio sin prejuicios.

- Se reúne semanalmente
- Se ofrece de forma gratuita y confidencial
- Hablar con alguien que te entiende emocionalmente puede ser muy importante en su camino hacia la recuperación.
- Enfoque especial en trastornos del estado de ánimo: depresión, ansiedad, TEPT, diagnóstico dual, trastorno bipolar y esquizofrenia

SERVICIOS:

Se llevará a cabo:

- Todos los jueves de 6:00-7:30pm
- Por la aplicación Zoom



NO ESTAS
SOLO/A!

PARA MAS
INFORMACIÓN:

Tel: 925-765-9980

Correo Electrónico :

latinx@namicontra.org

Sitio Web:

www.namicontracosta.org



精神心理健康关乎你我

2020年爆发的 COVID 19 不仅给健康和经济带来严峻挑战，也给人们带来沉重的精神压力。精神心理健康已成为社区、组织和家庭普遍关注的话题。我们该怎么做才能恢复和保持良好的身心健康？NAMI Contra Costa 的 API 部门邀请您参加我们于 4 月 25 日举办的公益线上讲座，与专家探讨以下主题：

- 焦虑有哪些症状？
- 人体荷尔蒙会对情绪有影响吗？
- 如果孩子没有学习动力，沉迷于网络，也属于心理问题吗？家长该怎么做？
- 大脑是如何发育的？大脑可以被改变并重新链接我们的生活吗？
- 除了药物治疗，还有哪些改善精神心理问题的有效方法？
- 精神心理疾病有哪些征兆？可以被提早发现并得到预防吗？
- 如果发现症状，何时，何地以及如何获得帮助？

更多资讯请联系 Shelly Ji
shelly@namicontracosta.org, (925)765-8232

亚太族裔 在疫情中的精神心理健康

2021年4月25日（周日）

下午 1:30 - 4:00（美西）

<https://zoom.us/j/94086447096?pwd=YjBGNFVsenF0M0RUBkg1RjRQMEppdz09>

ZOOM MEETING ID: 94086447096
PASSCODE: 201961



Dr. Phillip Lowe 刘医生
精神病学博士
Kaiser 临床心理医生
多年来一直为成年人和亚洲家庭提供咨询服务，热心公益



Dr. Yang Sun 孙医生
美国家庭医学委员会认证医生
Kaiser 临床家庭医生
有丰富的临床经验，为湾区居民做过多次公益讲座

关于 NAMI CC

NAMI Contra Costa 是一家慈善的精神心理健康非营利组织，隶属于 NAMI--全国最大的基层精神心理健康组织。NAMI CC 为需要帮助的家庭和个人提供宣传，教育，支持和倡导。35 年来，我们一直在 Contra Costa 协助受精神心理问题影响的个人和家庭。



NAMI

National Alliance on Mental Illness

**Contra Costa
County**

Suicide Prevention Month

**Mental Health Speaker Series, Free and Open to
the Public - Ask the Experts: Suicide Prevention and Crisis
Intervention Strategies**

VIA ZOOM

**Scott Chavez, CC Crisis Center Training Lead
& Stephanie Lewis, LMFT, Division Director of
Crisis Services, AC Behavioral Health**

To Join Zoom Meeting: Click the link below
<https://zoom.us/j/98328917770>

Scott Chavez is the Outreach and Training Lead at the Contra Costa Crisis Center, founded in 1963, where each day, volunteers and staff provide support, counseling and resource information - helping people in emotional or psychological distress. The month of September is National Suicide Awareness Month. Therefore, the topic for NAMI Contra Costa's General Meeting in September focuses on suicide prevention. The Contra Costa Crisis Center is well-aware that COVID-19 and the continuing social distancing protocols are creating sustained stress in many people's lives. Scott will discuss the Contra Costa Crisis Center's recommendations related to COVID-19 stress, self-care, and safety planning for anyone at any level of risk for suicidal behavior. In addition, Scott will share the effects of COVID-19 on the calls, caller and the team of staff and volunteers who answer the crisis calls.



Stephanie Lewis, LMFT is currently the Division Director, Crisis Services, Alameda County Behavioral Health (ACBH), providing oversight, direction, planning, and development of the full spectrum of crisis services and multidisciplinary teams within the ACBH Crisis Division. Over 21 years of experience working in collaboration with law enforcement and emergency medical services providing crisis mental health services to individuals throughout Alameda County. More than 16 years of expert experience providing various trainings to consumers, clinicians, community providers, and law enforcement on topics related to mental health crisis assessment, intervention, and de-escalation.



**THURSDAY, September 17, 2020
7:00 - 8:30 PM**

**| 7:00pm NAMI Announcements 7:15pm
Presentation Begins**

Time will be allowed for individuals to ask questions. Submit questions by September 16 to ashley@namicontracosta.org.

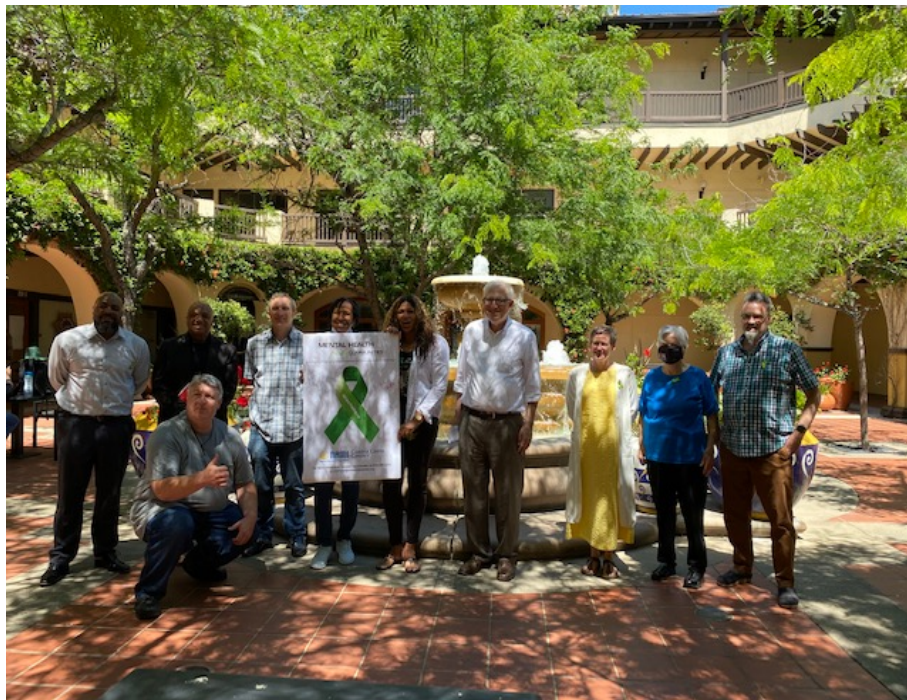
Activities:

- **Social Justice Advocacy:** NAMI CC Executive Director Gigi Crowder, L.E led the team actively advocate for ending disparities and creating fairness in our criminal justice system on various meetings and medias. Started from this fiscal year, NAMI CC collaborate with Miles Hall Foundation, together with many other social justice champions to advocate for a 24-hour non-police response program for those experiencing a mental health crisis. NAMI CC and Miles Hall Foundation, is sponsoring AB 988-the Miles Hall Lifeline Act. The Bill's purpose is to transfer 9-1-1 Mental Health Crisis Calls to 9-8-8 and persons with Suicide Prevention and Mental Health Crisis training and corresponding "lived experience." Gigi R. Crowder, L.E received "Making a Difference" Awards by Interfaith Council of Contra Costa County for recognizing her efforts and contribution in social justice advocacy for the community.
- **"Leave No One Behand" Project:** this is a new project that NAMI CC collaborates with Antioch Church 4 Me for Homeless Outreach. We recognize after the closing of the shelters due to COVID-19, individuals, many who live with mental health challenges, needed our support. Our project has made a lot of progress toward connecting individuals with life-saving resources. Currently, the team feed three times per week to the homeless in Antioch and also provide holiday dinners. In April 2021, NAMI Contra Costa and the Church 4 Me collaboration Free COVID-19 Vaccination Clinic with a special focus on vaccinations for the unsheltered. NAMI CC was nominated as an Outstanding Initiative Project/Program recognized by the Council on Homelessness for the great work.
- **Multicultural Outreach:** in this year, the team of NAMI CC participated numerous meetings held by the County and various City Halls regarding how to remove disparity, how to better support those living with or impacted by mental illness. And voiced out on social medias for minorities that were mistreated, ignored or attacked. We voiced out for African-American's social justice, for stopping AAPI hate, for multicultural resources support. We have training materials translated into Chinese and Spanish, offer Mental Health Resource Brochure in multiple languages, and being involved in multicultural mental health training, the API group also held the 2nd Mental Health Awareness annual presentation online. NAMI Contra Costa has been selected by the NAMI Board of Directors as the recipient of the 2021 Multicultural Outreach Award to recognize our effective efforts and achievements in ensuring diversity and inclusiveness in mental illness.
- **NAMI CC Letter Campaign:** due to the COVID-19, we cancelled our annual NAMI in Motion and Crab Feed fundraising events. Instead, we mailed to our family members and also promoted online for fundraising. The letter campaign was successful and we received generous donation from the family members. With their strong support, we have confidence to continue with our ongoing efforts in providing NAMI's free programs and services to the community through the ZOOM format.
- **COVID-19 Public Announcement:** NAMI CC group leaders took videos and advocated online for the community of African American, API and Latinx to stay safe and free from the very deadly COVID-19. The videos are uploaded to YouTube and Facebook for more audience access.
- **Ribbon Campaign and Minority Mental Health Awareness:** partnering with the Miles Hall


Foundation, NAMI CC launched the 2nd Annual Ribbon Campaign acknowledging May as Mental Health Awareness month and July as Minority Mental Health Month. The ribbons were assembled by NAMI CC volunteers at their homes. To be visible, they are tied around trees, in front yards, on mailboxes, and hung on doors throughout Contra Costa County. From this year, all families that join the campaign or join NAMI CC as a member receive one ribbon from us. In the fiscal year of 2020, total 488 ribbon were delivered out. This beautiful tradition also offered an opportunity to civic leaders, national and local media and community residents to spotlight mental health issues affecting African American, Asian American and Pacific Islander, Latino and Native American communities.

- **Holiday Greeting and Delivery:** in this Christmas holiday, NAMI CC in collaboration with the Miles Hall Foundation and the Church 4 Me in Antioch assembled and distributed socks, hats, gloves, sleeping bags, scarves, hand sanitizers and face masks to Contra Costa County partnering agencies. We delivered socks and face masks to Psychiatric Emergency Services as allowed, Crestwood Healing Center, homeless shelters and to others unsheltered and in need of glimmers of hope throughout encampments in Antioch.
- **Annual Holiday Family Sing-A-Long Party:** Normally, we would have an annual karaoke party at the Concord office and share our favorite desserts to thank our volunteers and family members for their support and services. This year, we held a virtual party to show our appreciation for all of our wonderful volunteers. The warm familiar faces of NAMI CC showed up in Christmas sweaters and hats and danced the evening away during musical performances from our community.
- **In Our Own Voice:** NAMI CC's In Our Own Voice (IOOV), an interactive presentation from the voices of lived experience led by Coordinator Deborah Fruchey, has been making monthly Zoom presentations with several agencies who have the equipment and availability. IOOV finds strength in sharing stories and finds purpose in helping people knowing they are shedding some light at the end of the tunnel. This program helps the community to recover.
- **Ending the Silence:** Ending the Silence is a 50-minute NAMI program designed for middle and high school audiences. This transformational program is devoted to giving students an opportunity to learn about mental illness through an informative presentation with short videos and personal testimony. Through the presentation, students learn symptoms and indicators of mental illness, and are given ideas about how to help themselves, friends, or family members who may be in need of support. In the winter months, NAMI CC has presented to four schools, including Olympic and Alliance, Prospects Continuation and Diablo Day Community High School. The presentations have been online via Zoom during their curriculum in an assembly with hundreds of students and focused on high-risk youth with the teachers involved. More schools in east region will be outreached in the next step.
- **Transitional Age Youth Support:** because of the COVID-19, the schools were closed and the students can only study through online classes. The shelter policy and lots of uncertainty caused the increase of anxiety and depression symptoms among the students. NAMI CC provides TAY (age 16-24) community support weekly. Topics discussed include suicide prevention, college, anxiety and depression, substance use, forming friendships, independence, preparing for the future and peer recovery.

- **NAMI CC FaithNet support:** NAMI CC FaithNet team collaborates with Antioch Fellowship Church holding online Faith-based Support every Wednesday. It creates a safe environment to share, listen and pray for those who are struggling with their mental wellbeing. Mental health experts are invited to discuss resources for those interested and who are in need.
- **CIT (crisis intervention team) training:** it is a specialized training for police and aims to reduce the risk of serious injury or death during an emergency interaction between persons with mental illness and police officers. October 2020, NAMI CC conducted CIT training to San Ramon Policy Department, and the training was highly appreciated by the Police officers as they can better assist to the families encountered while responding to mental health crisis calls. In the same month, with the effort of NAMI CC and Miles Hall Foundation, Walnut Creek Police announced at the city council meeting that they will allocate \$100,000 toward expanding their crisis intervention team and agreed to partner with us.
- **NAMI CC 2nd Annual Community Change Agent Awards:** May 20 NAMI CC held its 2nd Annual Community Change Agent Awards and Appreciation Event. Total 12 award categories set this year and the awards gave to sixteen (16) community members/organizations who have made an extraordinary difference and improved the quality of lives by supporting people and/or their families with mental health challenges. The award categories are: 1) Agency, 2) Peer/Consumer, 3) Educator, 4) Elected Official, 5) Faith-Based, 6) Family Member, 7) Media, 8) Mover and Shaker, 9) Young Mover and Shaker, 10) Reducing Disparities Change Agent, 11) Program, 12) Volunteer.



NAMI FaithNet Day of Prayer Event



THE MILES HALL FOUNDATION
& NAMI CONTRA COSTA
present

FROM PAIN TO PURPOSE

CREATING COMMUNITIES
OF SAFETY
AND BELONGING

SATURDAY, FEBRUARY 27, 2021
1-3 pm




Celebrating Black History Month
all month every month

In celebration of Black History Month, please join
The Miles Hall Foundation and NAMI Contra Costa
for an afternoon of connection, healing and envisioning.

FROM PAIN TO PURPOSE:
*CREATING COMMUNITIES OF
SAFETY & BELONGING*

SATURDAY, FEBRUARY 27TH, 2021, 1-3 PM

REGISTER for this FREE COMMUNITY EVENT
lnktr.cc/justiceformilehall

Keynote Speaker: Kevin Washington, PhD
hosts:
Taun Hall, The Miles Hall Foundation
Gigi Crowder, NAMI Contra Costa

Inspiration & guidance from faith and community leaders
Spoken word performance
Breakout discussions for participants

With appreciation for our gracious co-sponsors:
Interfaith Council of Contra Costa County, Black Minds Matter 21,
SURJ Contra Costa County, Mt. Diablo Peace & Justice Center,
The Black Lives Matter Committee of the African American and Friends of
Rossmore, Moms Demand Action for Gun Sense in America,
Women's March Contra Costa County, Together We Will Contra Costa County



NAMI Contra Costa County
National Alliance on Mental Illness

THE CHURCH 4 Me

"Leave No One Behind"

Unsheltered Outreach Project

Join Us!
Every Week

NAMI Contra Costa in collaboration with the Church 4 Me in Antioch, as part of the Leave No One Behind Unsheltered Outreach Project meets twice a week to serve food and other essential items to those unsheltered and living underneath the stars.

This project has made a lot of progress toward connecting individuals with life-saving resources. Throughout his work, Pastor and Volunteer Coordinator Alfondo Edwards quotes the Parable of the Lost Sheep: "Then Jesus told them this parable: Suppose one of you has a hundred sheep and loses one of them. Doesn't he leave the ninety-nine in the open country and go after the lost sheep until he finds it? And when he finds it, he joyfully puts it on his shoulders." - Matthew 18: 10-14. This is an ongoing effort.

Address: 1700 A St, Antioch, CA 94509
Contact: Alfondo Edwards, 925-435-8874 or alfondo.edwards@namicontracosta.org

Viewing Contra Costa CoC's application

CERTIFICATE OF RECOGNITION

This certificate is hereby presented to the
Church4Me/NAMI Collaboration

for being an **Innovative Program** in Contra Costa that enriches the lives of people facing homelessness in Contra Costa County by addressing the additional COVID-19 related challenges for unsheltered people in East County living with mental illness and substance abuse.

Lindy Lavender
Lindy Lavender, Chair, Contra Costa Council on Homelessness

Lynni Perrella
Lynni Perrella, Vice Chair, Contra Costa Council on Homelessness

Presented on
November 19, 2020

Recognized by
The Contra Costa Council on Homelessness

Zoom Meeting Participants:
Lindy Lavender
Contra Costa ... (Host)
Jeff Rothberg
Agueda Gomez
Alisha Jackson
Angela Sanchez

Contra Costa County
Supervisor Karen Mitchoff

honors

NAMI Contra Costa County

2021 Multicultural Outreach Award

as recognized by NAMI National's Board of Directors.

I applaud your dedication towards inclusion and improving mental health
in our community.

Karen Mitchoff

Supervisor Karen Mitchoff, District 4
Board of Supervisors
Tuesday, May 25, 2021





Contra Costa
County

Mental Health Speaker Series, Free and Open to the Public The NAMI Family Holiday Sing-A-Long

You Are Invited!

VIA ZOOM

To Join Zoom Meeting: Join the link below
<https://zoom.us/j/97742031160> Meeting
ID: 977 4203 1160

Although NAMI Contra Costa can't be with you physically during the holidays for karaoke and desserts as we will be honoring COVID-19 protocol, we can be there virtually this year. For our December General Meeting, we will be hosting a Virtual Family Holiday Sing-A-Long party with novice and professional singers. As is our tradition, gather your family in front of your computer and have your favorite dessert handy. Wear your favorite holiday sweater as we celebrate the 2020 holiday season! We can sing a joyful noise together.

We will also be discussing our Holiday Outreach in collaboration with the Miles Hall Foundation to distribute socks and face masks and other PPE to the unsheltered on Christmas morning.



noise.

THURSDAY, December 17, 2020
7:00 - 8:30 PM

| 7:00pm NAMI Announcements **7:15pm**
Presentation Begins





Contra Costa
County

April 27th

10:30 a.m. to 12:00 p.m.

Zoom

Meeting ID: 972 9870 3628

You are Invited...

to Our

NAMI CC

FaithNet

Meeting

Contact Gigi R. Crowder, L.E. at 510-990-2670
or Gregory Beckner at 925-765-8586
for more information.



NAMI CC invites you to a meeting of faith and collaboration with our leaders of NAMI Contra Costa Faithnet, led by Gigi R. Crowder, L.E.

We invite persons of all faith types to join us in celebration of planning, prayer, faith, and diversity.



STOP AAPI HATE

At NAMI Contra Costa we embrace ALL! Our hearts go out to the victims of the attacks on our Asian Brothers and Sisters. After the news of Atlanta spa shooting, this Wednesday an elderly Asian woman was attacked in San Francisco. Crimes targeting Asian Americans have risen dramatically since the beginning of the coronavirus pandemic. Besides the health and economic challenges caused by the pandemic, we

understand many Asian American and Pacific Islanders (AAPI) are also under a lot of mental distress as a result of the recent racism attacks. Hate is a virus, racism is a virus, we must stop it.

NAMI Contra Costa 拥抱所有人！我们向近期遭受袭击的亚洲兄弟姐妹的受害者表示关心。在上周亚特兰大的亚裔按摩店枪击事件后，这个星期三一名亚裔老妇在旧金山又遭到袭击。自从冠状病毒大流行开始以来，针对亚裔美国人的犯罪急剧增加。除了流行疾病带来的健康和经济挑战外，由于最近的种族主义袭击，我们了解到许多亚裔美国人和太平洋岛民（AAPI）也承受了极大的精神困扰。仇恨是病毒，种族主义是病毒，我们必须制止它。

NAMI CC (National Alliance on Mental Illness, Contra Costa) is here to support those having a difficult emotionally. We offer non clinical emotional supports with culturally and linguistically astute staff and Volunteers. NAMI CC has a number of resources specifically designed for Asian Americans. Our API Support Group meets every 2nd Sunday at 1:30 p.m.-3:00 p.m. and additional support will be added based on the needs of the community at this time. The "Warm Line" of NAMI CC is available at (925) 942-0767 if you need help finding support or guidance. Our signature training programs are also available in Chinese. We will be holding an online webinar to invite Asian Americans experts in various industries to share their views and extend their support to the community. Welcome to join us on Zoom on Mar 28 3pm:

<https://zoom.us/j/92916364159?pwd=SFBoeFI2dHFxdmxBaGFrcQ3FJY3Aydz09>
Meeting ID: 929 1636 4159, Passcode: 054731

NAMI CC (全国心理疾病联盟, Contra Costa) 为有情绪困扰的人提供支持。我们有精通各类文化和语言的员工及志愿者提供非临床的情感支持，并有许多专门为亚裔美国人设计的资源。我们的API互助小组会在每月的第二个星期日的下午1:30 - 3:00 进行互助，并会根据社区的需求增加额外的互助活动。如果您需要寻求支持或指导的帮助，请致电NAMI CC的“暖线”(925) 942-0767。我们还提供中文的心理健康方面的培训课程。近期我们将举行在线网络研讨会，邀请各行各业的亚裔专家分享他们的观点，并向社区提供支持。欢迎3月28日下午3点加入我们，Zoom 会议链接：<https://zoom.us/j/92916364159?pwd=SFBoeFI2dHFxdmxBaGFrcQ3FJY3Aydz09>，会议 ID: 929 1636 4159，密码: 054731

We can deal with crisis best when we get the support we need. You are not alone.
当我们获得所需的支持时，我们可以更好地应对危机。你并不孤单。



**Contra Costa
County**

VIA ZOOM

To Join Zoom Meeting: Join the link below

<https://zoom.us/j/97742031160>

Meeting ID: 977 4203 1160

Mental Health Speaker Series, Free and Open to the Public

Mental Health Awareness Annual Awards and Recognition Nomination Dinner

NAMI CC will be holding a Virtual Nominations Awards Dinner for our monthly General Meeting on May 20, 2021 from 7:00 p.m. – 8:30 p.m.

Over the last two months, NAMI CC has asked members to submit their nominees for Community Change Agent Awards, with the intent to recognize twelve (12) community members/organizations who have made an extraordinary difference and improved the quality of lives by supporting people and/or their families with mental health challenges.



The award categories are

1. Agency
2. Peer/Consumer
3. Educator
4. Elected Official
5. Faith-Based
6. Family Member
7. Media
8. Mover and Shaker
9. Young Mover and Shaker
10. Reducing Disparities Change Agent
11. Program
12. Volunteer



The nomination period will close on May 7, 2021.

**THURSDAY, May 20, 2021
7:00 - 8:30 PM**

Submit nominations to
gigi@namicontracosta.org.

**7:00pm NAMI CC Announcements
7:15pm Presentation Begins**

OUTCOMES, MEASURES OF SUCCESS, DEMOGRAPHIC DATA:

Total Volunteer Trained During Fiscal Year

Please provide your organization's usual definition of Active. If there has been a change due to COVID-19, please also include the updated definition of Active.

In this fiscal year, we recruited **237 volunteers**, **44 volunteers** completed the volunteer module training and were certified as NAMI CC Volunteers. Our definition to ACTIVE of volunteers is: Volunteers who have completed our 5-module training and have at least 4 hours volunteer services per month in NAMI Contra Costa.

The details of Active volunteer of this fiscal year is as below:

In addition to below there are 13 Active Board Members, over 40 active Volunteer Signature Program Teachers and Liaisons and many more individuals we can call on when needed.

East County

- Unduplicated:
- Active (Average): 6

Central County

- Unduplicated:
- Active (Average): 20

West County

- Unduplicated:
- Active (Average): 2

South County

- Unduplicated:
- Active (Average): 9

Out of County

- Unduplicated:
- Active (Average): 7

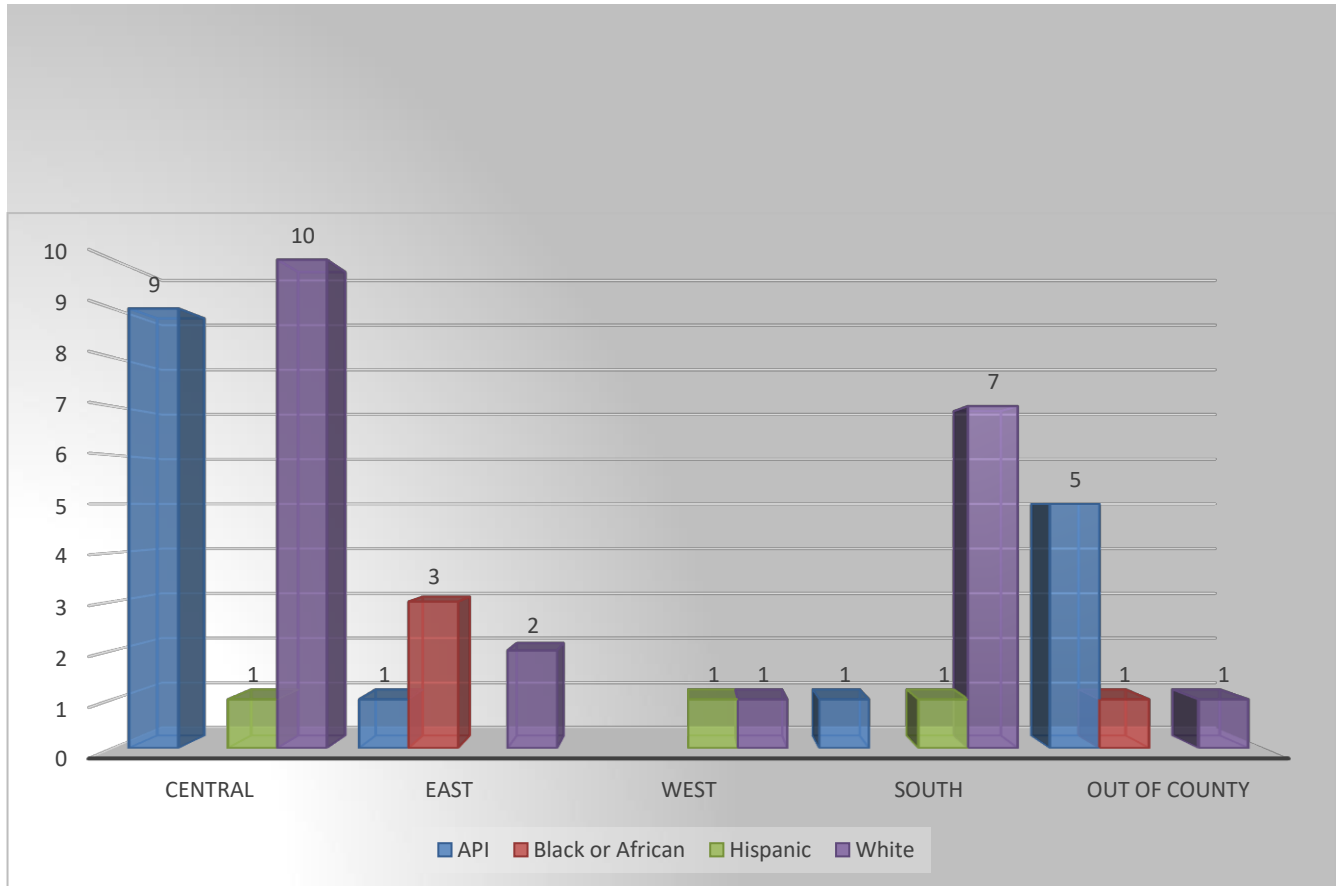
Total

Unduplicated:

Total Active: 44

NAMI Family Network Volunteer Demographics

July 2020 - Jun 2021: 44



CULTURAL HUMILITY AND LANGUAGE ACCESS

All supports of NAMI CC are delivered in a manner consistent with the cultural values of the families we serve. There is an acknowledgement that there are glaring health disparities in the mental health field. At NAMI CC we utilize cultural honoring and community defined approaches to compliment promising and evidence based programs.

Our staffing pattern is reflective of the community we serve. We recruited and made hiring decisions recognizing that language and ethnic familiarity shouldn't create barriers when seeking services. Our staff and volunteers are recruited and developed based on diversity and inclusiveness. We collected volunteer demographic information and analyzed it to inform recruitment efforts for all county regions, communities, age groups, cultures, sexual preferences and race/ethnicities.

All staff and volunteers are made aware of the need to be sensitive to cultural differences and honoring of diversity, life situations, and other various factors that shape a person's identity such as geography, culture, social economic status, gender, spirituality, homelessness, sexual orientation, language, etc.

An entire training module to the volunteers is dedicated to cultural competency. This training complies with National CLAS standards and was designed to inspire, engage and provoke thoughtful serious discussion around diversity and barriers to receiving or seeking out treatment mental health care.

We now have the materials of our signature education courses and volunteer module training translated into Chinese and Spanish. Besides Chinese volunteer training, Chinese Family to Family course, Chinese Crash Course, we are also the first organization of NAMI to launch the Chinese NAMI Basic course. This year we provide the courses through Zoom and can reach more audiences in other regions. Similar Spanish training is also conducting successfully.

Materials and activities information from the County are also translated into Chinese and delivered to the families in need.

Support groups of NAMI CC offered also reflect the consideration of diversity. In addition to our original support groups established in all four regions of the County, this year we further strength our online support groups. Total 13 groups are divided into three categories. Each group tends to meet the needs of the diversity in ethnicity and language reflected throughout the community.

In the Consumer Support Groups, we have Peer Dual Diagnosis Support Group, NAMI Connection, East County NAMI Connection, Transitional Age Youth Support Group. All the groups hold weekly meeting, and support the teenage, pre-adult and adult consumers respectively; In the Family Support Groups, we have API Mandarin Support Group, Spanish Support Group, English Family Support Group, Men's Support Group, African-American Support Group, Men of Wellness & Men of Faith

Support Group, The Parent Connection. The groups in this category focus on family members support by considering the diversity in ethnicity, culture and language; In the Mixed Support Groups, we have Writers Support Group and Art Support Group. This is for consumers and family members to exploring health hobbies and take good self-care.

We also advocate to draw attention to BIPOC Mental Health Awareness. We launched Social Justice Ribbon Campaign in May for BIPOC Mental Health Awareness, and the activity successfully offering an opportunity to civic leaders and national and local media to spotlight mental health issues affecting African American, Asian American and Pacific Islander, Latino and Native American communities and other historically marginalized communities.

This year we launched a new project "Leave No One Behind". This is a project that NAMI CC collaborates with Antioch Church 4 Me for Homeless Outreach. We recognize after the closing of the shelters due to COVID-19, individuals, many who live with mental health challenges, needed our support. Our project has made a lot of progress toward connecting individuals with life-saving resources.

NAMI CC takes all opportunities to speak out to support BIPOC communities that are often poorly represented. We spoke up for African-American's social justice, for stopping AAPI hate, and for multicultural resources support. We offer Mental Health Resource Brochure in multiple languages, and being involved in multicultural mental health training. NAMI Contra Costa has been selected by the NAMI Board of Directors as the recipient of the 2021 Multicultural Outreach Award to recognize our efforts and achievements.

<p>Communication Skills & Culture Awareness 沟通技巧&文化意识 Habilidades de Comunicación y Conciencia Cultural</p>			
			
<p>Active Listening 积极地倾听 Escuchar Activamente</p>	<p>Ask Open Questions 提出开放性的问题 Hacer Preguntas Abiertas</p>	<p>Summarizing 总结听到的倾诉 Resumiendo</p>	<p>Reflecting 复述听到的话 Reflejando</p>
			
<p>Clarifying 澄清细节 Clarificar (No judgement 不做评判 Sin Juicio)</p>	<p>Reacting 做出同理回应 Reaccionar (No Promise 不做承诺 Sin Promesas)</p>	<p>Cultural Responsiveness 文化响应 Respuesta Cultural (Respect and Understanding 尊重和理解多种文化) Respeto y Comprensión</p>	

Primeros Pasos

24-horas Línea de Acceso de Salud Mental
Recursos de salud mental y de apoyo a la recuperación:
(888) 678-7277

**Centro de Crisis/
Suicidio/ Personas
sin hogar**
211

NAMI Mandarin
Shelly Ji
(925) 765-8232
shelly@namicontracosta.org

NAMI Español
Mariela Acosta
(510) 326-0366
mariela@namicontracosta.org

NAMI Contra Costa
2151 Salvio St., Ste. V
Concord, CA 94520
(925) 942-0767
www.namicontracosta.org

Lista de Recursos

Incluye grupos de apoyo,
programas educacionales, y
otros servicios:

[https://www.namicontracosta.org/
resources.html](https://www.namicontracosta.org/resources.html)

Servicios de Salud Mental

**Servicios de Emergencia
Psiquiátrica**
Centro Médico Regional de Contra
Costa (área Norte)
2500 Alhambra Ave, Martínez, CA
94553
(925) 646-2800
Horario: Lun- Vie: 7:45 a.m. - 8:45 p.m.

**Centro de Bienestar George &
Cynthia Miller**
25 Allen St., Martínez, CA 94553
(925) 313-7940
Citas para el mismo día o a corto
plazo.
Horario: Lu - Vie 12 - 8:15 p.m.
Sábados: 8 a.m. - 4:15 p.m.

Servicios de Ayuda

**Oficina de Empoderamiento del
Consumidor**
1340 Arnold Dr. Suite 200
Martínez, CA 94553
(925) 957-5105
Horario: Lun - Vie: 8 a.m. - 5 p.m.

NAMI Contra Costa
(925) 942-0767 2151
Salvio St. Ste. V Concord, CA 94520
Horario: Lun - Jue 8:30 - 7:00 Viernes
8:30 - 5:00 Sábados 10:00 - 2:00.

La Red Familiar de NAMI Qué hacemos?

Entrenar voluntarios en la Red
Familiar de NAMI para dar apoyo a
personas que padecen problemas serios de
salud mental. Escuchando, educando y
guiando para obtener recursos útiles.
Los servicios se proveen cuando hay
o no una crisis inmediata.

Contactos:

Centro del Condado:
Gigi Crowder: (510) 990-2670

Este del Condado:
* Mariela Acosta: (510) 326-0366

Oeste del Condado:
Eddie Morris: (925) 765-8045

Sur del Condado:
** Shelly Ji: (925) 765-8232

* Ayuda en Español
** 中文使用者

www.thefamilynet.org
www.namicontracosta.org

La Red Familiar de Voluntarios está
financiada por la Ley de Servicios de
Salud Mental en unión con los Servicios
de Salud Mental del condado de Contra
Costa.

Servicios de Crisis / Condado de Contra Costa

Policia o Ambulancia
911

Centro de Crisis/Suicidio/
Personas sin hogar
211

Equipo de Respuesta Móvil
Provee ayuda profesional en
el momento para personas
que estén experimentando
una crisis de salud mental.
Adultos: (833) 443-2672
Niños o Adolescentes:
(877) 441-1089

Emergencia Psiquiátrica
Citas de salud mental
(925) 646-2800

**Ayuda urgente, pero no
emergencias:**

NAMI Línea de ayuda
Asesoría y referencias.
Regreso de llamadas en
24 horas. (925) 465-3864

**Línea de Acceso de Salud
Mental**
Recursos de salud mental
(888) 678-7277

Aviso sobre Detenciones

Esta información es útil solo si cumple
con los requisitos para un 5150.

El agente de policía del condado de
Contra Costa te está enviando a un
centro de salud mental para que seas
examinado por profesionales de salud
mental.

Los trabajadores de salud mental te
explicarán tus derechos.

El oficial te dirá, si él/ella puede, si
estarás o no bajo arresto criminal. Si el
oficial no te pudo decir, pregunta al
personal de salud mental que revise
los documentos del oficial donde debe
indicar si estás o no bajo arresto
criminal.

Lo siguiente es válido si has sido
detenido en tu propia residencia y te
puedes comunicar con el oficial:

Puedes llevar contigo algunas cosas
personales que el oficial tendrá que
aprobar.

Puedes llamar a alguien y/o dejar una
nota para avisar a dónde te han
llevado.

Por favor, avisa al oficial si necesitas
ayuda para apagar algún aparato o
para cerrar alguna toma de agua.

Officer name & Serial #



Folleto de Salud Mental

Este folleto de recursos de
Salud Mental te lo facilita
NAMI Contra Costa, para
conectarte a ti, a tu familia,
y a tus cuidadores con los
recursos de salud mental
que provee el Condado de
Contra Costa.



First Steps to Receiving Services

24-hour Mental Health Access Line

Mental health and supportive recovery resources.
(888) 678-7277

Crisis Center/Suicide/Homelessness 211

NAMI Mandarin Outreach
Shelly Ji
(925) 765-8232
shelly@namicontracosta.org

NAMI Spanish Outreach
Mariela Acosta
(510) 326-0366
mariela@namicontracosta.org

NAMI Contra Costa
2151 Salvio St., Ste. V
Concord, CA 94520
(925) 942-0767
www.namicontracosta.org

Resource List

Includes support groups, educational programs, and other services:

<https://www.namicontracosta.org/resources.html>

Mental Health Facilities

Psychiatric Emergency Services
Contra Costa Regional Medical Center (north side)
2500 Alhambra Ave, Martinez, CA 94553
925-646-2800
Hours: Mon- Fri: 7:45 a.m. - 8:45 p.m.

George & Cynthia Miller Wellness Center - Behavioral Health
25 Allen St., Martinez, CA 94553
925-313-7940
Short-notice/same-day behavioral health appointments.
Hours: Mon - Fri: 12 - 8:15 p.m.
Saturday: 8 a.m. - 4:15 p.m.

Advocacy Services

Office for Consumer Empowerment
(925) 957-5105
1340 Arnold Dr, Suite 200
Martinez, CA 94553
Hours: Mon-Fri: 8 a.m. - 5 p.m.

NAMI Contra Costa
(925) 942-0767 2151
Salvio St. Ste. V Concord, CA 94520
Hours: Mon - Thurs 8:30 - 7:00; Fridays 8:30 - 5:00, Saturdays 10:00 - 2:00.

The NAMI Family Network What We Do

Trained volunteers in the NAMI Family Network provide support to loved ones of individuals with serious mental health challenges by listening, educating and guiding them toward helpful resources. Services are provided whether or not there is an immediate crisis.

Contacts:

Central County:

Gigi Crowder: (510) 990-2670

East County:

*Mariela Acosta: (510) 326-0366

West County:

Eddie Morris: (925) 765-8045

South County:

**Shelly Ji: (925) 765-8232

- * Spanish language speaker
 - ** Chinese language speaker
- www.thefamilynet.org
www.namicontracosta.org

The Family Volunteer Support Network is funded by The Mental Health Services Act in Partnership with Contra Costa Mental Health.

Crisis Services in Contra Costa County

Police or Ambulance 911

Crisis Center/Suicide/Homelessness
211

Mobile Response Team
Provides professional, same day intervention for adults experiencing a mental health crisis.

(833) 443-2672

Children and Adolescents:
(877) 441-1089

Psychiatric Emergency
Behavioral health appointments
(925) 646-2800

For urgent, but not emergency interventions:

NAMI Warm Line
Advice and referral. Calls returned within 24 hours.
(925) 465-3864

Mental Health Access Line
Mental health and supportive recovery resources.
(888) 678-7277

Detainment Advisement

This information is useful if you meet the criteria for a 5150.

The Contra Costa County police officer below is sending you to a mental health facility for an examination by mental health professionals.

You will be told your rights by the mental health staff.

The officer will tell you, if he/she is able, whether or not you are under criminal arrest. If the officer is not able to tell you, ask the mental health staff to look at the officer's paperwork which will indicate whether or not you are under criminal arrest.

The following is allowable if you have been detained at your own residence and you are able to communicate with the officer:

You may bring a few personal items with you which the officer will have to approve.

You may make a phone call and/or leave a note to tell someone where you have been taken.

Please let the officer know if you need assistance turning off any appliance or water.

Officer Name & Serial #



Mental Health Resource Brochure

This resource brochure is being given to you by NAMI Contra Costa County in an effort to connect you, your family, and/or caregivers to the resources available for mental health care in Contra Costa County.



Contra Costa County

得到帮助的起始步骤

24 小时精神心理健康连线
心理健康与支持性康复资源。
(888)678-7277

危机中心/自杀/无家可归
211

NAMI 普通话分部

Shelly Ji
(925)765-8232
shelly@namicontracosta.org

NAMI 西班牙语分部

Mariela Acosta
(510)326-0366
mariela@namicontracosta.org

康郡 NAMI

2151 Salvio St., Ste. V
Concord, CA 94520
(925)942-0767
www.namicontracosta.org

资源清单

包括支持小组、教育计划, 以及其他帮助:
<https://www.namicontracosta.org/resources.html>

精神心理健康设施

精神科急诊服务

康郡地区医疗中心 (北侧)
2500 Alhambra Ave, Martinez, CA
94553
925-646-2800
时间: 周一至周五: 上午 7:45-下午 8:45

George & Cynthia Miller 健康中心- 行为健康

25 Allen St., Martinez, CA 94553
925-313-7940
临时通知/当天的行为健康预约。
时间: 周一至周五: 下午 12-8:15
周六: 上午 8 点-下午 4:15

维权帮助

消费者增权办公室

(925)957-5105
1340 Arnold Dr. Suite 200
Martinez, CA 94553
时间: 周一至周五: 上午 8 点至下午 5 点

康郡 NAMI

(925)942-0767
2151 Salvio St., Ste. V
Concord, CA 94520
时间: 周一至周四 8:30-7:00; 星期五
8:30-5:00, 周六 10:00-2:00。

NAMI 家庭网络

我们做什么

通过倾听, 教育和有效资源指引, NAMI 家庭网络中受过训练的志愿者向有严重精神心理健康挑战个人的家人提供支持。无论当下是否有危机情况, 我们都提供帮助。

联系人:

郡中:
Gigi Crowder: (510)990-2670

郡东:
*Mariela Acosta: (510)326-0366

郡西:
Eddie Morris: (925)765-8045

郡南:
**Shelly Ji: (925)765-8232

* 西班牙语使用者
** 中文使用者
www.thefamilynet.org
www.namicontracosta.org

家庭志愿者支持网络由精神心理健康服务法和康郡精神心理健康组织合作提供资金支持。

康郡的危机服务

警察或救护车
911

危机中心/自杀/无家可归
211

移动式响应团队(MCRT)
为经历精神心理健康危机的成年人
提供专业当日干预
(833)443-2672
青少年和儿童:
(877)441-1089

精神科急诊
行为健康预约
(925)646-2800

重要但不紧急的干预:

NAMI 暖线
咨询和转介。24 小时内回电。
(925)465-3864

精神心理健康服务专线
精神心理健康恢复资源。
(888)678-7277

关于拘留的忠告

如果您的情况符合 5150 的标准,
此信息对您有帮助。

康郡警察会将您送到
精神心理健康机构,
进行由精神心理健康专家负责的检查。

精神心理健康人员会将
您所拥有的权利予以告知。

在警官力所能及的情况下, 他/她会将
您是否被刑事逮捕的事实告诉您。
如果警官无法告知, 请精神心理健康人
员查看警官显示逮捕情况的文书。

如果您被拘留在自己的住所,
且能和警官交流:

您可以携带一些警官批准的个人物品。

您可以通过电话和/或便签
告知他人您的去向。

请让警官知道
您是否需要协助关闭任何水电设备。

警官姓名和序列号#



精神心理 健康资源手册

该资源手册
由康郡 NAMI 为您提供,
旨在使您、您的家人和/或照顾者
得到康郡可用的
精神心理健康资源。



NAMI advocates for access to services, treatments, support and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need.

Evidence-based:

For years, NAMI keeps on providing a series of signature education programs to support the community and extends support and hope to the families in need. The programs include: Family to Family, Peer to Peer, NAMI Basics, Ending the Silence, and In Our Own Voices. Each program is designed to meet different needs. For example, Family to Family Education Course is a free, 8-week course that assists family members through education of the symptoms and treatment of major mental illnesses, as well as skills to help family members and friends communicate with, and advocate for, their loved one more effectively. NAMI Basics Education Course is a free, six-session program designed for parents and other family caregivers of children and adolescents with emotional and behavioral difficulties. The course helps class participants understand the illnesses that could be causing those behavioral difficulties as well as the critical role families play in the treatment of those illnesses. Peer to Peer Education Course is a free, 8 week- Session educational program that taught by trained persons with lived experience. The course is focus on recovery, means to empower, teach people about their illness and their journey. In Our Own Voices is a program that those with live experience trained to share their stories of recovery to reduce stigma and promote mental health awareness. All courses are teaching multiple times through the year based on the needs received.

Community-based:

To meet the diverse culture and language needs, all above programs are provided in Chinese and Spanish and honor the cultural values and practices of the African American Community and other historically marginalized communities. To advance our efforts and honor inclusion we identify and respectfully partner with the Cultural Brokers and Leaders of Communities. Rather than make assumption we utilize culturally responsive and community defined practices that carry meaning for those we work with.

In addition to our culturally honoring education programs, NAMI CC also has diverse support groups - weekly or monthly support group for family members, partners and friends of individuals living with a mental illness. The support groups also offered in Spanish, Mandarin, Cantonese, and a Support Group to address the needs of the African American Community. NAMI CC pays attention to the needs of unserved, underserved and inappropriately served communities noting, such communities often have to contend with: language barrier, culturally insensitive system, racism, bias and discrimination in treatment settings, lower chance of health care coverage, stigma from several angles. Through connecting and collaborating with diverse faith communities, health organizations and agents, and through continuously recruiting volunteers from diverse communities, NAMI can optimize the support to each community and to be culturally diverse and responsive.

OUR VALUES

We at NAMI Contra Costa County focus on strength instead of weaknesses, with a goal of empowering both family members and peers. We embrace our advocacy work with a social justice framework that is inclusive of all in need, recognizing those we serve have not always had their voices heard. We have been successful in achieving our goal of demonstrating the needs for more inclusive services, especially to communities that have traditionally been unserved, underserved and inappropriately served.

Crash Course continues to be one of the important methods used in disseminating information to our families. We are now implementing Crash Course in Spanish and Chinese languages. Our Signature courses and peer classes offer the much-needed education that individuals need to help support their loved one.

Our staff members participate in community stakeholder processes offered through CCBHC. The Executive Director and other staff are active members of CPAW and System of Care meetings. In addition, all staff begun attending the reducing health disparities meetings. We are also collaborating other organization to advocate mental health and draw attention to minority mental health awareness.

TESTIMONIALS

Testimonial from NAMI Volunteer and Family Member Nadine

NAMI Contra Costa has been a second family to me. A family is someone one can rely on in time of need and in time of celebration. There have been many times in the last few years when I was scared, confused, grieving, lost, feeling utterly alone and terrified because I did not how to help my loved one who was spiraling into psychosis, and I would turn to NAMI CC, and they were always there. They would provide me with UNCONDITIONAL support (and strong hugs – pre-COVID), encouragement, direction, guidance, education, presence, advocacy, understanding, compassion and endless generosity. I can fill an entire page of all the ways that NAMI CC has been not only for my family and me but for countless families, and I know because I have met countless families through NAMI CC. The dedication of the staff, combined with decades of personal and professional experience, makes NAMI, in general, an essential organization for any city and town in the U.S. However, NAMI CC has gone beyond anything I have seen anywhere else in the Bay Area. The people in and around that office on Salvio Street in Concord have created a hub where people, out of gratitude, are eager to donate their time, resources, experience and expertise. That's because NAMI CC is also hub where we come in search of a solid ground when we are thrown into a mental health crisis, or are exhausted from mental, physical, emotional and financial depletion that is often the result of caring for a loved one with mental illness in a world where mental illness is still so poorly understood and attended to, be it on familial, societal, institutional, educational, medical, judicial and governmental levels. Rain or shine, a holiday or not, I have personally witnessed how NAMI CC has been an invaluable and essential resource, how the folks in NAMI CC reach out to, connect with, represent and advocate for all of Contra Costa County diverse communities and languages. It has educated me on how to walk in health the lifelong journey of caring for our loved one who has mental illness. Finally, NAMI CC also knows the importance of celebration, positivity and hope, so the folks at NAMI CC have made sure to incorporate celebrating life and each other into everything they do, and they do so with upbeat activities that bring smiles to our tired hearts.

Testimonial from NAMI Volunteer and Family Member Kathy

I was not familiar with mental illness until beautiful son had a psychotic break right after graduation at the age of 17. He was already seeing a therapist for depression and I thought that was it, you see a doctor, you take the medicine, and you are better. $1 + 1 = 2$, right? Sadly. No. When I was introduced to NAMI by the nurse at the ER department, I was in denial. With time and how the illness took over my son's mental health, it took me down a path of depression, shock and I felt so isolated. I couldn't count on family or friends for support and only a few understood but didn't really, since they were not exposed. As time passed, I needed support, guidance, and answers. That is where NAMI came in.

I took the Family 2 Family course, I went to the Crash course several times and I met some wonderful people who understood. I didn't have to explain, defend, or even talk into detail, they understood the pain, challenges and struggles and was there to whole heartily to give love and support.

NAMI was there for me when I needed them with the resources from the monthly meetings, the many support groups for parents that are caring for their adult children and peer support groups for our love ones when they are ready and able to seek help. I am now a volunteer at NAMI Contra Costa and don't want any parent to feel isolated, they don't have to walk this journey alone.

Testimonial from NAMI Volunteer and Family Member Lydia

No one comes to NAMI because things are going well. I joined NAMI in 2015 at my lowest point when my daughter was struggling with mental illness. I was saved by the NAMI Basics class and the NAMI Family to Family class. I also found my new passion in life which is to teach the classes to other families.

Shelly Ji and I have been teaching the NAMI Basics class and the NAMI Family to Family class in Mandarin for five years now. We, along with other Chinese volunteers, have touched the lives of over one hundred Chinese families.

On behalf of all the volunteers of the Mandarin program, I accept this NAMI CC Community Change Agent Volunteer award. I feel honored and am enthusiastic about doing more to help other families. I'd like to leave you with a quote by Robert Ingersoll "We rise by lifting others."

Interview to NAMI Coordinator Alfonzo

Pastor Alfonzo Edwards joined team NAMI CC as a Coordinator and has been feeding the unsheltered with approximately 12 volunteers three days a week. Alfonzo also co-facilitates the "Men of Wellness, Men of Faith" support group on Wednesdays.

Alfonzo said NAMI CC came into his life at a time when he was starting to feel depressed after his wife was diagnosed with COVID-19. He said that NAMI CC helped him learn how to get more self-care to better help himself and his family. At his weekly support group, he has an hour-long discussion with several other men who help each other get through tough times.

"We all need a little help, whether it be spiritual, physical or mental," Alfonzo said, adding "Don't be ashamed to reach out for help." Through his outreach with the unsheltered, he said he connects with real people in need and the sincerity of appreciation received shows how effective the ministry is.

"The last few years have been hard, but this has given us the opportunity to find hope again, find life again, find love again, and find liberty again," he said.