

Tri Valley Grief Support Resources

Hope Hospice

6500 Dublin Blvd #100, Dublin CA 94568

(925) 829-8770

Cost: Free

Clinicians offer up to 10 individual counseling sessions, workshops throughout the year (November & December getting through the holidays), children's group (6-12 yo) and teen group (13+ yo), and adult closed groups that run 6 weeks long with parent groups happening at the same time. Also offers a drop-in pet loss support group on the 2nd and 4th Mondays of the month. Willing to start groups whenever there is a need. Intake process to determine if the need is greater than what they can offer, and can refer out when necessary. Willing to come in and do drop-in individual and group counseling for the day when crises happen as long as can cover consent.

Referral process: Parents needs to call directly to schedule 45-minute intake appointment.

Crisis Support Services - Grief Support Services

24 hour Crisis Line: 1-800-309-2131

Individual, Group & Family Grief Counseling services are provided by counselors in training supervised by licensed therapists. There is a sliding scale fee based on income; no one is turned away for inability to pay.

Alameda County Behavioral Health Care Services- Access Program

(800) 491-9099

Cost: Free

Call this line to refer people from Alameda County that have Medi-Cal to appropriate services. If someone doesn't have insurance, this line can give instructions on how to obtain benefits. Can also provide low-fee counseling option names and numbers. Must now call Access first before making any adult referrals. Need to be able to provide the following for the identified patient: SSN, DOB, address, clinical info, functional impairment.

Christian Counseling Center

111 Deerwood Rd. Suite 360, San Ramon, CA 94538

(925) 621-0719

Cost: \$100-190/hr for licensed therapists, \$50-90/hr for interns, \$20-50/hr for trainees. Insurance can be accepted if you are seeing a licensed therapist, and they are either (1) in the network of providers your plan allows you to see, or (2) you are allowed to see someone out of network.

Services are provided to all people, regardless of faith background. For those who do not follow the Christian faith, the explicitly Christian approach to counseling would not be included in the course of treatment, however it is available to those that are interested in receiving this form of counseling. Individual, couple, and family therapy is available for adults, adolescents and children, as well as psychodiagnostic testing and disability evaluations.

The Catholic Community of Pleasanton

Grief Stepping Stones

St. Elizabeth Seton Church

4001 Stoneridge Drive

Pleasanton, CA 94566

During each Summer and Winter the Grief workshops are bi-monthly 'drop-in' workshops on 2nd and 4th Thursdays. (June 8 & 22, July 13 & 27, August 10 & 24). No pre-registration necessary. Contact Eleanor for more information, (925) 846-8708.

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Crosswinds Church

Crosswinds Counseling Center provides a safe and confidential setting to enable you to cope and heal emotionally, relationally, and spiritually. Our center serves individuals, couples, children and families. We are staffed by professional counselors and psychotherapists with masters or doctoral degrees. To schedule an appointment, please call (925) 560-3880.

Discovery Counseling Center

115 Town and Country Drive, Danville, CA 94526
(925) 837-0505

Cost: \$90-120/hour, but sliding scale available with the lowest being \$25/hr. Take very little insurance, but will accept Medi-Cal and won't turn anyone away.

Provides counseling for adolescent issues, divorce, family disharmony, parenting issues, codependency, drug recovery and many other areas. Staffed with interns, MFTs, and psychologists.

Horizons Family Counseling

1110 South Livermore Ave, Livermore, CA 94550
Lynn Gardner (925) 371-4747 [lgardner@cityoflivermore.net]

Cost: First 5 sessions are free, and then based on sliding scale of \$2-30.

Provides family counseling for Tri-Valley area and individual counseling for clients who are on probation or victims of a crime. To get services as a victim of a crime, you must have a crime authorization number. If you don't have this authorization number, they can assist you in obtaining one. There is typically a long waiting list, but if the student was referred by the SARB board, they have priority.

The Hume Center

5776 Stoneridge Mall Rd, Suite 340, Pleasanton CA 94588
(925) 223-8047

Cost: Medi-Cal, or pay out of pocket with sliding scale from \$40-175/hr.

Provides neurobiological evaluations to assess for things such as ADHD, learning disabilities, cognitive deficits, dementia, etc. Hume also provides therapy for relationship issues, adjustment, grief, trauma, anxiety, mood disorders, attention and behavioral problems, emotional disturbances, psychotic disorder. If a student is receiving Medi-Cal, Hume can come see them at school, in the home, or a public place.

La Familia Counseling Services

1401 Almond Avenue, Livermore CA 94550
Martha Hernandez (510) 862-3423

Cost: Free

Provides bilingual, bi-cultural mental health counseling to students, parents and families without insurance. Mental Health counselor can come to PUSD schools to meet with students for 6 sessions (combination of individual and family work). Underlying causes will be evaluated and treatment plan developed, meeting every 2-3 weeks. After 6 sessions, the student will be referred out to something that can be more long-term and fits their financial situation. To refer a student or family for services, email Martha [mhernandez@lafamiliacounseling.org] and request a referral form.

Missing Man Ministry

2843 Hopyard Road, #141, Pleasanton
(925) 399-5473

Provides transitional assistance to families following the loss of a husband or father, and connect survivors to its network of proven care and service providers for long-term solutions. Missing Man Ministry can assist

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with: home/auto repair and maintenance, financial planning and counseling, grief care and recovery, transitional services, and emergency support.

Support Groups

- Saturdays, 11:00 AM at St. Raymond Catholic Church, 11555 Shannon Ave., Dublin. Many facilitators are Spanish speaking. Contact Matt & Denise Troiano at matt_troiano2001@yahoo.com or (925) 828-2460.
- Wednesdays, October 21 - December 16, 7:00 - 8:30 PM, Grief Journeys Support Groups at Hope Hospice, 6377 Clark Ave., Dublin. Meeting with Grief Support Provider required before joining a group. Call (925) 829-8770 for appointment.
- Sundays, 1:00 - 3:00 PM at Valley Christian Center, 7500 Inspiration Drive, Dublin. 13-week course beginning September 13 (ends December 6). Contact Tawni Garcia at tgarcia@comediscovervcc.org or (925) 560-6215

Pathways to Wellness

5674 Stoneridge Drive, Suite 207
(800) 975-7284

Cost: Downstairs clinic: takes almost all insurances (United Behavior Healthcare, Aetna, MHN, Magellan), except Cigna and Kaiser. Also takes out of pocket private pay for an adult \$330/hr for adult and \$400/hr for child to see an MD and \$202/hr for adult and child for nurse practitioner. Upstairs clinic: only takes Medi-Cal. Must go through Access to get Medi-Cal services.

Provides psychiatric evaluation and assessment, medication management and support services, individual, group and family therapy, as well as intensive case management services. Individual counseling not available at Pleasanton office.

Referral Process:

HMO or PPO insurance: Call directly 925-460-0500 and talk to Nadia (manager)

Medi-Cal insurance: Need to call Access at 1-800-491-9099. Referral will be faxed to Pleasanton Pathways office and then they will call the family to let them know they can schedule an appointment.

Alameda County Medi-Cal: they can go to their family practitioner or pediatrician. They can also do a phone assessment for a referral for Pathways to Wellness. Typically a licensed therapist is able to provide some kind of diagnosis and then pediatrician can provide psychotropic medication.

Pleasanton Community Counseling Center

4444 Black Ave, Pleasanton CA 94588
(925) 600-9762

Cost: Sliding scale \$15-90/hr but won't turn anyone away.

Provide a full range of counseling services, including addressing marital problems, addictions, depression, parenting, grief, abuse, stress and more.

Sequoiah Counseling Center

21168 Redwood Road, St 100A, Castro Valley 94546
(510) 886-3300

Cost: \$90-150/hr

Offers services for children, teens, adults, couples, families, or corporate grief and loss by 4 licensed therapists.

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Trinity Life Counseling

4625 First Street, Suite 235, Pleasanton
(925) 262-1155

Cost: Services may be covered in full or in part by your insurance (Blue Cross, Blue Shield, Etna, Magellan, Value Options). Interns charge \$50-75/hr and licensed therapists charge \$80-150/hr. Reduced fee services available on a limited basis.

Counseling center with experts who specialize in adjustments, adoption, anger, anxiety, children's issues, crisis counseling, depression, EMDR, foster parenting, grief, infertility, life transitions, pre-marital, marital issues, parenting, sexual and physical abuse, step-family issues, teen issues, terminal illness and trauma.

Tri-Valley YMCA

5000 Pleasanton Ave, Pleasanton
Main Office: (925) 263-4444

Susan Mancino direct confidential intake line: (925) 354-1392 smancino@ymcaeastbay.org

Cost: Sliding scale \$20-125, but does not accept insurance.

Case management to connect families to community resources, as well as parent education and support for all ages. This can look like one-on-one consultation for parents, as well as workshops. Behavioral health care services include behavior management, parent education, and individual play therapy. Referrals will be assessed by mental health staff. Mental health team evaluates and develops behavioral plans, consults with teachers and works with parents to come up with treatment plans. Call Susan Mancino to schedule an intake session.

Voice Outside the Wall (Prison Ministry)

Sheila Turbinton voiceoutsidethewall@gmail.com

(925) 452-8276

Valley Christian Center Office 7500 Inspiration Drive, Dublin, CA

Support group for families that have been devastated by the incarceration of a loved one. Helps families to understand what to expect after someone they care about has been arrested, and how to cope before, during and after their sentence.

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HOW TO ACCESS MENTAL HEALTH BENEFITS FROM YOUR MEDICAL INSURANCE PROVIDER (non-Kaiser)

1. Call your medical insurance provider. The phone number is usually found on the back of your ID card.
2. Ask about Mental Health Counseling benefits available through your medical insurance policy.
3. Ask about the number of counseling sessions covered through your policy per calendar.
4. Ask about any co-pay amounts due in connection with each counseling session you attend.
5. Ask for a referral to Mental Health providers in your area.
6. Review the list and select your top 3-5 picks
7. Complete an internet search on each pick and narrow it down to your top 2 picks.
8. Contact your top choices to ask about current openings (for new clients) and schedule an appointment with them.

Aetna - To speak to someone about your Aetna coverage, please call the Member Services phone number on your ID card.

- <https://www.aetna.com/individuals-families/mental-emotional-health.html>

Alameda Alliance

Member Services (Monday-Friday 8am-5pm) Toll Free (877) 932-2738

Contact Beacon Health Strategies at (855) 856-0577 for a referral to behavioral health services.

Anthem Blue Cross

Confidential Help Line (1-866-621-0043) When you call our confidential help line, a behavioral health care professional will review your plan's coverage and help you access your benefits to the fullest extent. Before seeking mental health or substance abuse services, you may call the help line to:

- Get information about mental health and substance abuse services, providers and hospitals
- Speak with a clinical care manager to determine an appropriate level of care.

Blue Shield of California - Member Services (855) 256-9404

- <https://www.blueshieldca.com/sites/csac/find-a-provider.sp>
- Mental Health Clinician - Choose "Mental Health Caregivers" as the doctor type and then select "Search Blue Shield of California Network"

Cigna Healthcare - To speak to someone about your Cigna coverage, please call the number on the back of your ID card.

Contact Cigna Behavioral at (800) 926-2273 for a referral to behavioral health services or visit, <https://apps.cignabehavioral.com/web/consumer.do#/findAtherapist> for an online directory of providers.

Health Net - Check the back of your ID card for your phone contact information.

- <https://www.healthnet.com/> Click on Provider Search - Find a Doctor to locate a mental health provider in your area.

United Healthcare

California Customer Service

- Member - HMO (800) 624-8822
- Member - PPO (866) 414-1959
- <https://www.liveandworkwell.com/public/content/clinician.asp?lang=1>

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HOW TO ACCESS MENTAL HEALTH BENEFITS USING YOUR KAISER BENEFITS

If you are a Kaiser member and are interested in mental health counseling for anyone in your family including yourself:

1. Call Kaiser Member services at 1-800-464-4000 to ask about Mental Health Counseling benefits available through your plan.
2. Ask about the number of counseling sessions covered through your plan (individual, group and family).
3. Ask about any co-pay amounts due in connection with each counseling session you attend.

Once you have this information, you can call the Psychiatry Department for Kaiser in the Tri Valley:

Pleasanton – Appointments/Advice 925-847-5051

They are located at 3825 Hopyard Road Suite 140 Pleasanton, CA 94588.

Their hours are: Monday – Friday 8:30am-5:30pm,

After Hours: Monday – Friday 5:30am-8:00am. By appointment only.

Other locations outside of the Tri-Valley include: Richmond, Oakland, Walnut Creek, Antioch, Fremont, and Union City.