



Connecting you to Alameda County's  
Substance Use Disorder System of Care

Alameda County's Substance Use Disorder System of Care provides the following treatment levels of care. Assessments by the Substance Use Access and Referral Helpline will determine what service is best for you:

**Outpatient Treatment:** Up to 9 hours of services per week, including group and individual counseling

**Intensive Outpatient:** 9 to 19 hours per week, including group and individual counseling

**Recovery Residence** (aka: Sober Living Environments): Room and board while participating in outpatient treatment services provided off-site.

**Residential Treatment:** Low and high intensity SUD residential treatment services

**Withdrawal management:** 24/7 clinically managed detoxification and sobering support

**Opioid Treatment Program (OTP) / Medication Assisted Treatment (MAT)**

## Substance Use Access and Referral Helpline ("Helpline") Toll Free #:

**1-844-682-7215**

Hours of Operation:

**Monday – Friday 8:00am-9:00pm**

Calls made after hours will be answered by Crisis Support Services (CSS). Any messages left with CSS will be answered by the Substance Use Access and Referral Helpline on the next business day

For urgent withdrawal management support, contact

Cherry Hill Detox  
and Sobering Center:

1-866-866-7496

acdeto@hsimail.org

A service funded by:



**ALAMEDA COUNTY**

**SUBSTANCE USE  
ACCESS AND REFERRAL  
HELPLINE**

**1-844-682-7215**

A program operated by:



"Changing Lives...  
Connecting Communities"

# Alameda County Substance Use Access and Referral Helpline (“Helpline”)



The Helpline is the gateway for Alameda County residents to get access to publicly-funded\*\* Substance Use Disorder screenings, assessments, and referrals for treatment.

## Who can call?

Adults 18 and older who reside in Alameda County can call the Helpline at 1-844-682-7215

For urgent withdrawal management help, call Cherry Hill Detox and Sobering Center at 1-866-866-7496 or visit their site at 2035 Fairmont Drive, San Leandro CA 94578 or email Cherry Hill Detox at

[acdetoxt@hsmail.org](mailto:acdetoxt@hsmail.org)

\*\* Publicly funded SUD services are available for Medi-Cal beneficiaries, HealthPAC, those eligible for Medi-Cal, and indigent clients without other forms of insurance

## What happens when I call?

Here is a brief description of what may occur when you call the Helpline:

- You will participate in a **15 minute phone screening**, during which a clinical staff member will learn more about your concerns. The staff member will ask a series of questions to assess your needs in order to determine which level of treatment to refer you within the Substance Use Disorder system of care.
- If additional screening is needed in order to make an appropriate treatment referral, an **in-person screening appointment** is scheduled within two business days. In-person screenings can be conducted at the South County Helpline Offices located in Fremont.
- If Residential Treatment or Recovery Residence services are needed, the Helpline staff will provide ongoing **coordinated care navigation** to those who are admitted into treatment.

