

Here to answer questions
about COVID-19, health,
and social services.

Let's get connected to:

- + COVID-19 Support Resources
- + Urban Indian Health Programs
- + Tribal Health Programs
- + Substance Use Services
- + Educational Resources
- + Housing and Utilities Referrals
- + Disability Services
- + Social Services
- + LGBTQIA+ Programs
- + Youth Services
- + Veteran's Assistance Programs
- + Financial Resources
- + Food and Nutrition Resources
- + Spiritual Support
- + Anti-Domestic Violence
& Sexual Assault Resources
- + ICWA/Tribal Courts Referrals/Information

Let's chat about:

- + COVID-19 Questions or Concerns
- + Emotional Challenges
- + Parenting and Caregiving
- + Elder Care

How can we
support you?

We are here
for you.



About the Redline

CCUIH's CalHOPE Redline is funded by the Substance Abuse & Mental Health Services Authority (SAMHSA) and Federal Emergency Management Agency (FEMA). The Red Line is also affiliated with the California Department of Health Care Services' (DHCS) primary CalHOPE program.



Live Chat:
ccuih.org/redline

CalHOPE RedLine

Providing national, state, and county resource referrals and trauma-informed support for Urban Indian, Tribal, and rural populations in California affected by COVID-19.



Call, text, or chat with us.
We're here to help.

Call: 1-888-368-4090
Text: 916-252-5002

Available Mon-Fri, 8am-7pm PST

Frequently Asked Questions

What is the CalHOPE Redline?

CalHOPE Redline is a phone, text, live and video chat warmline service that is a part of the statewide CalHOPE project. CalHOPE Redline focuses on providing State, County, Tribal and National resources, referrals and trauma-informed support for Urban Indian and Tribal/Rural populations in California. Available Mon-Fri, 8am-7pm PST by calling **1-888-368-4090**, **texting 916-252-5002** and online by visiting ccuih.org/redline.

Who Can Call the CalHOPE Redline?

Anyone! The CalHOPE Redline is available to anyone residing in California. Redline Navigators are dedicated to providing support to those who need it during these difficult times. We also serve out-of-state family members seeking information or referrals for their California-based relatives.

Who Will I be Talking To?

The CalHOPE Redline is **staffed by a culturally responsive, trained team of Navigators** who come from a diverse set of backgrounds. While **Redline Navigators are not certified behavioral health counselors**, they are prepared to provide peer-based support and guidance during these uncertain times.

How Do I know if I or Someone I know Should Call?

If you're experiencing stress, uncertainty, or are in need of resources or assistance related to difficulties due to COVID-19 but do not know where to find them, the Redline is here for you!

What Types of Resources Can the Redline Direct You To?

Redline Navigators can direct community members in need of assistance to resources that address a variety of needs, including housing, financial, youth, and disability services, as well as live emotional support for individuals. Health, housing, and government assistance programs can be confusing, **Navigators are here to help guide you through the process!**

Can I Receive Cultural Resources From the Redline?

Yes. The CalHOPE Redline was developed and **designed with American Indian and Alaska Native communities in the state of California as the primary beneficiaries** of its services.

What Accessibility and Language Accommodations Are Available?

The CalHOPE Redline does not provide services in languages other than English at this time. Text-based services are available to those who are Deaf and Hard of Hearing.

Is My Call Confidential?

Absolutely. Redline Navigators will not request identifying information apart from your first name and phone number (in case follow up is needed) and calls are never recorded. You will be given an opportunity to offer answers to basic demographic questions that are meant to inform the services we provide.

Are Redline Navigators Mandated Reporters?

Yes. This means that Redline Navigators have a responsibility to report known or suspected abuse or neglect relating to children, elders or dependent adults, or individuals who disclose an intent to harm themselves or others.

Why was the Redline Created?

The CalHOPE Redline was established in direct response to an increased need for access to health and social service resources by American Indian and Alaska Native communities as a result of COVID19.

Can I Call if My Issue is Not COVID-19 Related?

Yes. While we support community members with COVID-19 related issues, we are also prepared to connect individuals to resources related to a variety of other challenges, including those related to health and social services.

