

FERC is a program of the Mental Health Association of Alameda County and operated under contract with Alameda County Behavioral Health Care Services. FERC is funded by the Mental Health Services Act.



Alameda County
Behavioral Health Care Service
MENTAL HEALTH & SUBSTANCE USE SERVICES

FERC Main Office

OAKLAND

OFFICE: 7677 Oakport Street, Suite 100 Oakland, CA 94621

PHONE: 510.746.1700

FAX: 510.567.3608

HOURS: Monday-Friday, 9:00am-5:00pm

FERC Satellite Offices

FREMONT

OFFICE: 39155 Liberty Street, Suite F600 Fremont, CA

PHONE: 510.746.1722

FAX: 510.567.3608

Located within the Fremont Family Resource Center.

Please call as hours may vary.

FREMONT

OFFICE: 39155 Liberty Street Suite D400 Fremont, CA

PHONE: 510.790.1010

FAX: 510.567.3608

Located within the Fremont Family Resource Center.

Please call as hours may vary.

NEW TRI-VALLEY LOCATION - COMING SOON!

All Services Offered and Provided are Free.

WE'VE BEEN THERE, WE CAN HELP.



CALL OUR WARMLINE (888) 896-3372

SCAN THE QR CODE TO VISIT OUR WEBSITE



FOLLOW US ON SOCIAL MEDIA



@ASKFERC



@ASKFERC



WWW.FACEBOOK.COM
/FERCPROGRAM

FERC is one of six programs the Mental Health Association of Alameda County (MHAAC) has to offer our community.



mentalhealth
ASSOCIATION OF ALAMEDA COUNTY

Visit WWW.MHAAC.ORG to learn more about our nonprofit organization and additional services provided.



WWW.FERC.ORG

MAIN OFFICE (510) 746-1700

FAMILIES HELPING FAMILIES

ARE YOU CARING FOR A LOVED ONE WHO HAS A MENTAL HEALTH CONDITION? DO YOU NEED SUPPORT TO ENSURE YOUR LOVED ONE IS GETTING THE BEST CARE?

WE'VE BEEN THERE. WE CAN HELP.

THE FAMILY EDUCATION & RESOURCE CENTER (FERC) PROVIDES FREE EDUCATION, ADVOCACY, AND RESOURCES TO HELP YOU BETTER UNDERSTAND YOUR LOVED ONES DIAGNOSIS AND TREATMENT OPTIONS, AS WELL AS SUPPORT IN MANEUVERING THE MENTAL HEALTH CARE SYSTEM OF ALAMEDA COUNTY. WHEN YOU CALL OUR WARMLINE, YOU WILL BE CONNECTED TO A FAMILY ADVOCATE WHO KNOWS WHAT YOU ARE GOING THROUGH. WHETHER YOU NEED ACCESS TO RESOURCES, SUPPORT IN YOUR OWN SELF-CARE, OR ADVOCACY - WE ARE HERE FOR YOU.

CALL OUR WARMLINE TODAY (888) 896-3372

HOLDING HOPE.

FAMILY EDUCATION AND RESOURCE CENTER F E R C

Our mission is to educate, advocate, and encourage self-care for Family Members navigating complex behavioral health systems to ensure their Loved Ones with mental health challenges are provided the best care. We are a team of Family Caregivers who believe that Families know their Loved Ones best, and therefore should be involved in their care. We help amplify the voices of Family Members and bridge the communication gap between providers and Families.

FERC provides feedback and input to Alameda County Behavioral Health Care Services to represent the importance of the Family Members/Caregivers' role in supporting their Loved One, and advocate for the needs of Family/Caregivers.

FERC works closely with Alameda County and County Contract agencies to further promote a Family/ Caregiver perspective and work toward the goal of creating a more Family/Caregiver and Loved One driven system of care.

OUR SERVICES ARE OFFERED IN ENGLISH, SPANISH, AND TAGALOG. ADDITIONAL LANGUAGES ARE AVAILABLE UPON REQUEST THROUGH INTERPRETATION SERVICES.



WE'VE BEEN THERE.

WE CAN HELP.

EDUCATION

Our team of Family Advocates provide education for Family Members about the nature of their Loved Ones mental health diagnoses, current treatment options, and research. We have reading materials and a Lending Library available for in-office or at-home use. We provide detailed information about the mental health service system of Alameda County.

SUPPORT

FERC offers multiple monthly occurring Support Groups facilitated by our Family Advocates. Support Groups are a safe space to share, listen, learn, and receive support for your current situation. FERC can also connect you with other local Support Groups and Self-Care activities that fits your needs. **YOU ARE NOT ALONE:** we will help you find community. To see FERC's Support Groups, visit our website.

ADVICE, ASSISTANCE, AND ADVOCACY

Our Family Advocates offer practical advice and encouragement as you navigate the complex service systems and cope with mental illness in your family. Family Advocates offer an empathetic ear and help in sorting out options and decision making.

RESOURCES

We will help you find the agency or service(s) you need. Our Family Advocates can refer and/or contact services for you, aid in making appointments, and assist you in dealing with a mental health or other service agency.

"I DON'T KNOW WHERE WE
WOULD BE AS A FAMILY
WITHOUT FERC."

-CAREGIVER

"THANK YOU FOR TELLING
ME THAT I MATTER TOO."

-CAREGIVER

