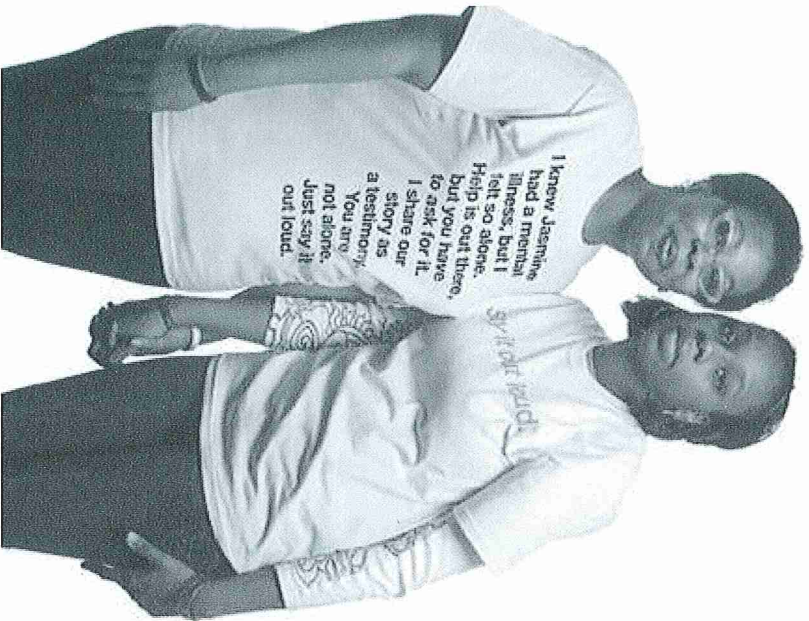


for a brighter  
**FUTURE**



**We've Been There  
We Can Help**

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.



**FERC Main Office**

**Oakland**  
440 Grand Avenue, Suite 360  
Oakland, CA 94610  
Phone: 510.746.1700 Fax:510.746.1701  
Monday-Thursday 9:00am-5:00pm  
Friday 9:00am-1:00pm

**FERC Satellite Office Locations**

**San Leandro**  
525 Estudillo Ave. Suite. J  
San Leandro, CA 94577  
Phone: 510.895.8710  
Fax: 510.895.8731  
Please call as our hours may vary

**Fremont**  
(Located within the Fremont Family Resources Center)  
39155 Liberty Street, Suite D400  
Fremont, CA 94538  
Phone: 510.790.1010  
Fax: 510.790.1011  
Please call as our hours may vary

**Livermore**  
202A South L. Street  
Livermore, CA 94550  
Phone: 925.583.3772  
Fax: 925.583.3771  
Please call as our hours may vary

**ALL SERVICES ARE FREE OF CHARGE**

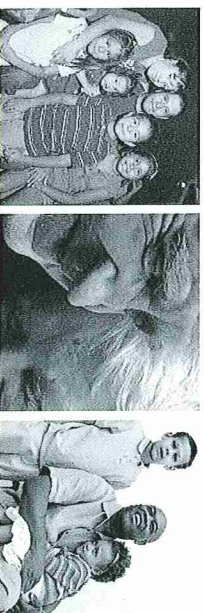
**FERC**  
FAMILY EDUCATION  
AND RESOURCE CENTER

**Families Helping Families...**

Are you caring for a child, adolescent,  
adult or older adult who has a  
**Mental Health Issue?**

We provide information about the  
diagnosis, available treatment and  
Assistance in getting help from the  
**Mental Health Service System.**

Call us. Talk to someone who **knows**  
what you are going through.



**1-888-896-FERC (3372)**  
**www.askferc.org**

# providing HOPE

## The Family Education and Resource Center

(FERC)

FERC is an innovative family/caregiver centered program. Its primary function is to provide information, education, hope and support to family/caregivers of children, adolescents, transitional age youth, adults and older adults with a mental health issue that live in all regions of Alameda County. These services are provided in a culturally responsive manner, reaching out to people of all ethnicities.

All FERC staff, including the Family Advocate Team, have personal experience as a family member/caregiver of a loved one with a mental health issue.

FERC provides feedback and input to Alameda County Behavioral Health Care Services decision makers at all levels about the important role family member/caregivers play in supporting their loved one and about the needs and experiences 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 consumer driven system of care.

## How We Can Help

### Information

We can provide you with detailed information about the mental health service system; how it works and the services available to people with mental health issues in Alameda County.

### Resources

We can help you find the agency or service you need. If you need more than a referral, we can contact services for you, aid you in making appointments, and assist you if you are having difficulties in dealing with a mental health or other service agency.

### Advice and Assistance

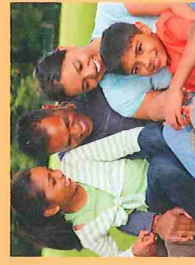
Our Family Advocates can offer you practical advice and encouragement as you learn to navigate the complex service systems and cope with mental illness in your family. We offer a sympathetic ear and help in sorting out options and making decisions.

### Caregiver Support

We will help you locate self-help support groups and learn self-care techniques.

### Education

We can aid you in educating yourself on the nature of mental health diagnoses, current treatment options, and research. We have a variety of pamphlets, articles, and reading lists. Our lending library has a wide variety of books, CDs, and DVDs available for families to check out for home use.



*“Don't wait for the storm to pass.  
Learn how to dance in the rain.”*

Fred Frese  
NAMI National Conference 2009

