

San Francisco Department of Child Support Services

Resource and Information Guide

2009-2010



Quick Reference/Emergency Numbers 2008 DCSS Resource Guide

Emergency/Help.....	911
San Francisco County Information.....	311

Alcohol/Drug Treatment:

National Council on Alcoholism and Other Drug Addictions.....	415-296-9900
Alcohol Anonymous.....	415-674-1821
Cocaine Anonymous.....	415-821-6155
Narcotics Anonymous.....	415-621-8600

Benefits:

Department of Human Services.....	415-558-1000
Social Security.....	800-772-1213

Domestic Violence:

Cooperative Restraining Order Clinic.....	415-255-0165
District Attorney's Office Family Violence Project.....	415-553-9044
La Casa De las Madres (24 Hour crisis line).....	877-503-1850
Services for Battered Women (Riley Center).....	415-255-0165
Brandon or Rosalie House for Battered Women.....	415-255-2894
Community Office for Battered Women.....	415-552-2943

Hotlines:

Customer Services for the City and County of San Francisco.....	311
2-1-1 San Francisco.....	211
Adult Protective Services.....	800-814-0009
California Youth Crisis Line.....	800-843-5200
Child Protective Services.....	800-856-5553
San Francisco Child Abuse Prevention Center.....	415-441-KIDS
San Francisco Suicide Prevention Center (Crisis Line).....	415-781-0500
HIV Nightline.....	800-273-AIDS
Drug Information Line.....	415-362-3400
Relapse Line.....	415-834-1144
TTY:.....	415-227-0245

Table of Contents

Banking Services.....	Page 4
Children, Young Adult, & Family Services.....	Page 6
Domestic Violence/Sexual Assault.....	Page 26
Emergency Funds/Rental Assistance.....	Page 31
Employment Assistance/Job Training.....	Page 39
Free and Discount Food.....	Page 59
Gay/Lesbian/Transgender Services.....	Page 65
HIV/AIDS.....	Page 69
Payee Services.....	Page 91
Prison-Related Services/Criminal Justice.....	Page 97
Public Benefits: Description of Advocacy.....	Page 104
Senior Services.....	Page 116
Substance Abuse/Methadone Maintenance/Dual Diagnosis.....	Page 130
Taxes.....	Page 144
Transportation Services.....	Page 147
Utilities.....	Page 151
Veterans.....	Page 153
California Department of Child Support Services Offices by County	Page 158
Housing – General.....	Page 160
Housing – Shelters/Transitional Housing.....	Page 167
Shelters.....	Page 168
Housing Opportunities.....	Page 184
Single Room Occupancy (SRO).....	Page 196
Family Law Facilitators by County.....	Page 211

Banking Services

Bank of America

www.bankofamerica.com

650-615-4700
24 hour telephone service

Any San Francisco branch will cash checks issued by the Controller of the City and County of San Francisco for \$5. This includes mot GA, CalWORKs/TANF and Child Support checks. Must have 1) CA Driver's License; 2) CA State Identification Card; 3) US Passport. Fingerprint will be taken when check is cashed. For checks greater than \$2500 must be cashed at the 345 Montgomery Street branch. For emergency GA checks, see Wells Fargo Bank.

California Check Cashing Services

www.99payday.com

1098 B Market Street, 94102
415-863-6755
415-863-8703 (FAX)
7:00 A.M. – Midnight, 7 days/week

Cashes all checks, GA and SSI etc. Must have California ID. Western Union Available. Fee Charged.

Money Mart

www.moneymart.com

281 Ellis Street, 94102	415-441-5539
1399 Haight Street, 94117	415-431-0844
1101 Market Street, 94103	415-861-2751 >>>>Open 24 Hours

One of the few options for people who do not have a picture ID or something similar. General Assistance recipients who do not have ID and have not used Money Mart before will need a temporary ID from their GA Worker

Northeast Community Federal Credit Union

www.nefcu.com

683 Clay Street, 94111
415-434-0738
415-434-0715 (FAX)

You can have any regular paycheck or government check transferred electronically to your account at any credit union.

Banking Services

Wells Fargo Bank www.wellsfargo.com

800-869-3557>>>24 hour service line

Some emergency GA checks are written on checks from this branch and the bank will cash these for free. Also, Wells Fargo offer free checking to anyone with direct deposit.

Children, Young Adult, & Family Services

•Most services listed in this manual are available to families. The following programs are specifically designed to assist families•

Alternative Family Services www.alternativefamilyservices.org

250 Executive Park Blvd, #4900, 94134
415-626-2700
415-626-2760 (FAX)
Monday – Friday: 9:00 A.M. – 5:00 P.M.

San Francisco Extended Program

Long-term placement of children 0 – 18 years of age in certified foster homes. Specialized staff is available for in-home support and ongoing care needs.

Family Alternatives Children with Developmental Disabilities

Provides homes for children with special needs who are not able to live with their birth families.

Alternative Family Services Shelter Program

Short-term emergency shelter for children entering the foster care system.

Casas con Coraxon

All Alternative Family Services programs available and conducted in the Spanish language.

APA Family Support Services 657 Jackson Street, 94133 415-617-0061

415-617-0064 (FAX) www.apasfgh.org
Monday – Friday: 9:30 A.M. – 5:00 P.M.
Sliding Scale Cost

APA Mission is to promote healthy Asian/Pacific islander children and families by providing family support services to prevent child abuse and domestic violence. APA also advocates for culturally competent services for Asians and Pacific Islanders through education, community building and leadership development. APA is the only hospital-based agency offering in-home family support services specifically for Asian Pacific Islander families and children 0-14 years of age.

Services offered: Clothing, Food/Meals, Employment Training, Employment Placement, Counseling, Victim Services, Child Care, and Family Reunification.

Bay Area Women's and Children's Center (BAWCC) www.bawcc.org

318 Leavenworth Street, 94102

415-474-2400

415-474-5525

Tuesdays and Thursdays 8:30 A.M. – 12:30 P.M. Drop-in

Call Monday – Friday for appointment

Provides information and referral services information for women, children and families. Offers referrals for counseling, child care, and medical, dental, legal, substance abuse and other social services. Provides advocacy around issues affecting low-income women, children and families. Drop-in services include jobs listings, assistance in resume writing and referrals for all services listed above. Does not provide case management. Provides free clothing for women and children, including professional clothing for women interviewing for a job. Provides a weekly food pantry. All services are free.

Boys and Girls Club of San Francisco www.bgcsf.org

88 Kearny Street, 12th Floor, 94108 (Administrative Office)

415-445-KIDS (5437)

415-386-2964 (FAX)

Provides creative leisure-time activities for boys and girls 7 to 18 years of age. Activities include sports, swimming, game room, computer lab, homework assistance, arts and crafts, and personal and educational development.

Clubhouse locations:

Columbia Park site:

450 Guerrero Street

415-864-2727

Ernest Ingold site:

1950 Page Street

415-221-6100

Excelsior site:

163 London Street

415-334-2582

Mission site:

901 Alabama Street

415-531-2670

Treasure Island site:

401 13th Avenue

415-362-1383

Tenderloin site

115 Jones Street

415-351-3125

Visitacion Valley site:

1099 Sunnydale Ave.

415-239-0146, 415- 239-0241

CalWORKs (San Francisco Department of Human Service)

www.sfgov.org/dhs

170 Otis Street, 94103
415-557-5723 (Central Intake)
Monday – Friday: 8:00 A.M. – 5:00 P.M.

Serves adults with dependent children. Participants receive financial support and a full array of services for 18 – 24 months as they work with an Employment Specialist to follow an independent Employment Plan. The plan may include job preparation, assessment, training, counseling, and treatment, education and job search activities which lead to a job and self-sufficiency.

Child care is paid for CalWORKS participants. Clients receive Food Stamps, Medi-Cal, and Fast Pass or tokens, and may qualify for a housing subsidy.

Homeless Assistance Program

Homeless CalWORKS/TANF families can receive temporary and permanent homeless assistance.

Immediate Need

For CalWORKS/TANF applicants with an immediate financial need (not food, clothing, utilities or other related emergencies that is detrimental to the health and safety of the family). CalWORKS/TANF can provide immediate financial assistance and process the CalWORKS/TANF can also provide immediate financial resources to applicants who have received an eviction notice.

Children’s Council of San Francisco

445 Church Street, 94114
415-276-2900 (Office)
415-343-3300 (Resource and Referral)
415-392-2399 (Fax)
Monday – Friday: 8:30 a.m. – 5:00 p.m. (Office Hours)
Monday – Friday: 9:00 a.m. – 4:00 p.m. (Child Care Referral and Drop-in Hours)

Provide free resource and referral listings to parents seeking child care, child care subsidy assistance to low-income families in training or in the workforce, license preparation, training and professional support to child care providers, health and nutritional services and food subsidies to children receiving child care, child mental health and development consultation to child care centers and families, child care subsidy support, resources and options for children with special needs, and advocacy, public education and support to the child care community.

Child Protective Services (CPS) (San Francisco Department of Human Services- Family & Children's Services)

P.O. Box 7988, 94120
415-557-5000
800-856-5553 (CPS Hotline)
415-558-2211 (Fax)
24 Hours Daily

Social Workers assess concerns about San Francisco children at risk for abuse, neglect or exploitation by their families. Services are provided to families to address their concerns and to keep families together. Children may be removed from their home when safety requires and placed with a relative or in foster care, petitions may be filed with the Juvenile court when necessary for the protection of a child. Services are provided to reunify families. When reunification is not possible, a permanent plan is developed for the child.

Chinatown Child Development Center (CCDC)

720 Sacramento Street, 94108
415-392-4453
415-433-0953 (Fax)
Monday – Friday: 8:30 a.m. – 5:00 p.m.

Provides outpatient mental health services to children (age 0-18) and their families, offers parenting education and consultation services for the Chinatown community. Mental health services include individual and group psychotherapy, psychological and medication evaluations, treatment groups for preschool age and elementary school age children, mental health education and an infant development program. Parenting services include workshops, parent support groups and an early intervention program for parents and children. Provides consultation services to community agencies about children's mental health and parenting issues. Cantonese, Mandarin, Shanghais, Taiwanese, Cambodian, Spanish.

City College of San Francisco – Child Development and Family Studies Department

John Adams Campus, 1860 Hayes Street, Room 139, 94117
415-561-1921
415-561-1997 (Fax)
Monday – Friday: 8:00 a.m. – 5:00 p.m.

Offers classes in Child Development, Foster Care, Positive Parenting, and Independent Living Skills Program. Child Observation classes to be taken Non-Credit are free. Classes to be taken for college credit require a registration fee. To register for classes, you must register with the school.

Children, Young Adult & Family Services

City College of San Francisco

Phelan Campus – Louise & Claude Rosenberg Jr. Library, 50 Phelan Ave.,
Room 323 Rosenberg Library, 94112

415-452-5451 (DSPS)

415-452-5451 (TTD)

415-452-5565, DSPS (Fax)

Monday – Friday: 8:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.
(Phelan Campus)

Monday – Thursday: 8:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.
(John Adams Campus)

John Adams- De Avila Campus

1250 Waller Street, Room 206

Mailing Address-1860 Hayes Street, 94117

415-561-1001 (DSPS)

415-561-1007 (TDD)

415-928-3890 (Fax)

Provides services, accommodations and some classes to students with disabilities on all campuses of City College of San Francisco. They serve all students with functional limitations due to psychological or physical disability, learning disability, or prior substance abuse. Students need to provide verification of their disability. Educational assistance for disabled City College students. Sign Language, Mandarin, & Spanish.

Community Youth Center (CYC)

1237 Van Ness Avenue, Suite 200, 94109

415-775-2636 (Van Ness Avenue)

319 6th Avenue, #201, 94118 (Richmond Branch)

415-752-9675 (Richmond Branch)

Monday – Friday: 9:00 a.m. – 5:00 p.m. (Polk Street)

Monday – Friday: 10:00 a.m. – 6:00 p.m.

Founded in 1970, the mission of CYC is to empower and strengthen high need Asian youth by providing for comprehensive youth development through education, employment training, advocacy, and other supportive services to San Francisco youth and their families.

Compass Children Center – Tenderloin Child Care Center

144 Leavenworth Street, 94102

415-776-4010

415-776-0276 (Fax)

Monday – Friday: 8:30 a.m. – 4:00 p.m. (Intake)

Extended hours from 7:45 a.m. – 5:30 p.m. – limited availability for eligible families.

Child care for low-income Tenderloin families. Full-time infant through preschool program. Ages 3 months – 5 years. Five spaces reserved for homeless children. Two nutritional meals a day (plus snacks). Individualized therapy and family consultation with interagency support. Sliding scale fee over a certain income level. English/Spanish/Chinese bilingual speaking staff.

Comprehensive Child Crisis Service

3801 – 3rd Street, Suite 400, 94124

415-970-3800 (24-hour hotline)

415-970-3855 (Fax)

24 hours crisis evaluation and intervention

Provides a 24-hour, multilingual, crisis intervention and short-term stabilization program for families and children who are experiencing emotional distress related to family violence, physical or emotional illness, school truancy, behavioral problems and other crises. When a troubled family member or concerned observer contacts the program, the family may either arrange to come to the clinic or a crisis team may travel to the home, school or other San Francisco location to evaluate the problem. Evaluation includes assessment for inpatient hospitalization. Provides services for victims of community violence (no fee). Services include debriefings and 10week PTSD treatment. Provides Dialectical Behavior Therapy (DBT) (no fee) for youth and their family. DBT is for youth experiencing chronic suicidal feelings, self-injurious behavior, substance use and truancy. DBT is offered for adolescents between the ages 13 – 17.5 (at the initiation of treatment).

Children, Young Adult & Family Services**Cross Cultural Family Center**

1347 Pierce Street, 94117
 415-921-7019 (Administrative Offices)
 415-921-7032 (Fax)
 Monday – Friday: 8:30 a.m. – 5:30 p.m.

Center-Based Child care for children ages two to kindergarten. Also, provider home based infant care for newborn – 3 years. After school program for kindergarten to 5th grade. Sliding Scale. Low income persons, who are referred by DHS and are either in training or school, are eligible. Several locations (see below). Cantonese, Mandarin, Ibo, Nigerian, Spanish, Urdu, Vietnamese.

Locations:

1347 Pierce Street (Main), 94115
 415-921-7019

259 Turk Street, 94109
 415-928-5178

1901 O'Farrell Street, 94115
 415-567-4992

750 – 31st Avenue, 94121
 415-668-7863

741 – 30th Avenue, 94121
 415-668-6539

1672 Eddy Street, 94115
 415-567-9126

Easter Seals Child Development Center

75 Hawthorne Street, 94105
 415-744-8754
 415-744-8717 (Fax)
 Monday – Friday: 7:30 a.m. – 6:00 p.m.

Places children (6 months – 5 years) of all physical, emotional and academic abilities in the same learning environment. Emphasis is placed on ongoing training for care givers; above-average adult-to-child ratios to ensure small group and individualized attention; developmentally-appropriate learning activities to meet the unique needs of each child; and superior facilities that meet or exceed industry health and safety standards. Offers high quality service at an affordable cost.

Economic Opportunity Council (EOC) – Child Care Program

1426 Fillmore Street, Suite 301, 94115 (Administrative Office)
 Office 415-749-5600, Fax 415-749-3956, M-F: 8:30am – 5:00 pm

Operates child care program for 325 children on a year round basis, allowing parents to be gainfully employed or participate in job training.

Edgewood Center for Children and Families

1801 Zicente
415-681-3211
415-664-7094 (Fax)
Monday – Friday: 8:30 A.M. – 5:00 p.m.

A support and advocacy group for grandparents who are raising their grandchildren. Offers support services for grandparents and other relatives caring for children whose parents have drug or alcohol problems or are mentally ill, incarcerated or deceased. In addition to providing emotional support, program members and staff serve as advocates for relative caregivers before city agencies, the educational system, the justice system and policy makers. Offers biweekly support groups in the Bayview Hunters Point and Western Addition communities and other minority neighborhoods.

Epiphany Center for Families

100 Masonic Avenue, 94118
415-567-8370 x4289 (Residential)
415-567-8370 x4212 (In- Take Manager)
415-346-2356 (Fax)
Monday – Friday: 8:30 a.m. – 5:00 p.m. (Office)

Outpatient drug treatment services for women over 18, with or without children. Services include drug treatment groups, parenting groups, case management, health assessments and referrals, life skills groups, therapeutic child care for children less than 2 years, and inpatient drug treatment for women and their children between the ages of infant to 2 years.

Family Caregiver Alliance (FCA)

180 Montgomery Street, Suite 1100, 94104
415-434-3388
415-445-8106 (Fax) info@caregiver.org www.caregiver.org
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Offers a comprehensive range of services for partners, spouses and other family members and friends who are caregivers of individuals with adult-onset brain impairing illnesses. Offers information and referrals, family consultation, caregiver skills classes, support groups, respite programs, on-line services, counseling, education and training.

Languages Spoken: Spanish, Mandarin, Cantonese.

Family Service Agency of San Francisco

1010 Gough Street, 94109
415-474-7310
415-931-3773 (Fax)
Monday – Friday: 8:30 a.m. – 5:00 p.m.

A multi-service agency providing social services to individuals and families in crisis or transition.

The Children’s Mental Health Assessment Program provides assessment, counseling, case management and outreach for children and families referred through the Office of Special Education of the San Francisco Unified School District.

The Early Childhood Mental Health Program provides services to preschoolers in five child care facilities within San Francisco. Offers counseling to children and staff and consultation support and training to child care staff.

Adult Care Management is an intensive care management program for adults with a major mental illness.

The HIV Mental Health Services provides specialized mental health services for severely disturbed adults who are HIV positive.

The Tender Loin Family Program is open Monday – Friday from 9:00 a.m. – 5:00 p.m. and evenings by appointment only. Provides outpatient mental health counseling and assessment for families with children. Services are targeted towards low-income, multicultural families in the Tenderloin, Western Addition, and South of Market districts.

Eligibility: Family with child 21 years of age or younger; San Francisco resident. Free to clients; Medi-Cal, healthy Families accepted. Also accepts uninsured families. Call for an intake interview. Also accepts referrals from school personnel other mental health services agencies.

Children, Young Adult & Family Services

Glide Memorial Church

www.glide.org

Janice Mirikitani Family, Youth and Child Care Building

434 Ellis Street, 94102
415-674-6200
415-674-5570 (Fax)
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Children' Center serves preschoolers ages 1 ½ to 5 years Monday – Friday 9:00 a.m. – 12:00 p.m. has an after school program for children ages 6 – 17 years, Monday – Friday 1:30 p.m. – 6:00 p.m. (tutoring, computer classes, cooking, arts, music, etc.). The basement has a creative and performing arts center. No Fees.

Golden Gate Regional Center

www.GGRC.com

875 Stevenson St, 6rd Floor, 94103
415-546-9222 (San Francisco)
415-546-9203 (Fax)

5725 Paradise Drive, Building A, 94925 (Marin County)
415-945-1600 (Marin)
415-945-1630 (Fax)

3130 LaSelva Drive, Suite 202, 94403 (San Mateo County)
650-574-9232 (San Mateo)
650-345-2361 (Fax)

Serves individuals with developmental disabilities (due to mental retardation, cerebral palsy, epilepsy, autism or a condition requiring treatment similar to that required by mentally retarded persons) and their families who reside in San Francisco, Marin and San Mateo counties. Also provides early intervention services to infants between birth and three years of age who are developmentally delayed or believed to be at high risk of having a developmental disability, and genetic counseling and testing for individuals at high risk of having a child with a disability.

Health Initiatives for Youth (HIFY)

235 Montgomery Street, Suite 430, 94104
415-274-1970
415-274-1976 (Fax)
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Offers training and education for youth, (12 – 25 years old) and their providers. Trainings are available on a wide range of topics from HIV, mental health, substance use, anti-homophobia, self-esteem, body image and youth empowerment, among others.

Specialized in-service and many publications for youth and adults who work with them are available.

HYFI works to improve the health and well-being of young people, who deserve the respect and power to become their own advocates. Youth and adults must work in partnership to decrease dangers, encourage wellness and celebrate diversity.

Holy Family Day Home

299 Dolores Street, 94103 415-861-5361 (School)
415-565-0504 (Business)
415-487-3753 (Infant Program)
415-861-8926 (Fax at School)
415-703-0125 (Fax for Business)
Monday – Friday: 7:00 a.m. – 5:30 p.m.

Dolores Street Site

Preschool and Kindergarten for children ages 2 – 6 years old. Serves 100 children, reserving 24 spaces for homeless children. Breakfast and lunch served as well as healthy snacks.

Minna Street Site

675 Minna Street @ 8th Street

Houses infant program as part of the new **Canon Baucus Community House**, a low-income housing project. The **Community Housing Facility** contains apartments for families who have a history of homelessness and qualify for rental subsidy. The infant program services nine infants ages three to eighteen months and sixteen toddlers ages eighteen to thirty months. Breakfast and lunch are served, as well as healthy snacks. (Clients of the infant/toddler program do not have to live in the Community House.)

Homeless Children’s Network

www.henkids.org

3265 17th Street, Suite 404, 94110
415-437-3990
415-437-3994 (Fax)
Monday – Friday: 9:00 a.m. – 6:00 p.m.

Family-focused and child-centered therapy to homeless children (ages 0 – 17) and their families through Individual Counseling, Play Therapy, Family Counseling and Group Therapy.

Homeless Family Resources Center addressing the comprehensive needs of parents, children/youth and providers throughout HCN’s 32 member collaborative – located at 2940 16th Street, Suite 301, San Francisco, California 94103.

Literacy and Communications Center: Educational assistance and access to computers and the internet.

Case management: Support for families through referral and resources, client donations, parenting education, support groups. Support for collaborative shelters and community of services providers. Comprehensive referrals and resources for families residing in the BVHP community. Languages; English, Spanish, and Cantonese.

Homeless Prenatal Program

2500 18th Street, 94110
415-546-6756 (Contact Carol Brennan)
415-546-6778 (Fax)
Monday – Thursday: 9:00 a.m. – 12:00 p.m., 1:00 p.m.- 5:00 p.m.
Friday: 1:00 p.m. – 4:00 p.m.
Intake for new clients: Monday, Wednesday & Thursday: 9:00 a.m. – 11:00 a.m.
Monday and Wednesday: 1:00 p.m. – 3:00 p.m.
Closed every first Friday of the month.

Provides support services for homeless and poor families with children up to age 18. Services include prenatal and parenting classes, immigrant services, referrals for substance abuse treatment (outpatient and residential), referrals for domestic violence, technology classes, housing assistance, assistance with childcare. Support groups in Spanish and English. Referral not require for services.

Larkin Street Youth Services (LSYS)www.larkinstreetyouth.org

1138 Sutter Street, 94109

*800-669-6196 (24-Hours) 1148 Sutter Street (Drop in for youth ages 12-19 Monday, Wednesday & Friday). Fax (415) 567-1659 Thursday ages 12-24 Drop in from 2pm-6pm.

415-673-0911 (Administration)

Fax: 415-923-1378 -1154 Sutter Street

mail@larkinstreetyouth.org

LSYS offers an integrated program to address both mental health and substance abuse issues. It is designed to be comprehensive, fulfilling individual needs through any combination of mental health and substance abuse assessments, individual and group counseling, emergency mental health assistance, psychiatric evaluation, and referrals to community providers for longer term care. For youth who also need treatment for substance abuse, LSYS offers assessments and intervention activities designed to encourage engagement in longer term alcohol or drug abuse treatment.

Larkin Street Youth Services (LSYS) – Assisted Care/After Care Program

415-749-6960 (Phone is answered Monday – Friday from 10:00 a.m. – 6:00 p.m.)

415-749-6975 (Fax)

Daily, 24-Hours (415) 749-6976

Serves HIV positive youth between the ages of 18 – 25, who need extra attention and medical treatment. Inside the program's 12 residence building, youth who require special assistance in their everyday lives find transitional or permanent housing supplemented with a spectrum of health care and social services. The treatment philosophy promotes strong peer support, structured activities, on-site supervision, counseling and medical services in a relaxed setting. On the first floor of the 3-story facility an HIV Specialty Clinic provides primary health care. Counselors also assess residents for mental health or substance abuse treatment issues and provide psychiatric as needed.

Lavender Youth Recreation Information Center (LYRIC)www.lyric.org

127 Collingwood Street, 94114

415-703-6150 (Main Office)

415-863-3636 (Talk line)

800-246-7743 (Toll-free Talk Line)

415-431-8812 (TDD)

415-703-6153 (Fax)

Monday – Friday: 10:00 a.m. – 6:00 p.m. (Main Office)

Provides activities, peer counseling and information to lesbian, gay, bisexual, transgender and questioning youth 23 years old or younger.

Legal Services for Children, Inc.

1254 Market Street, 3rd Floor, 94102
415-863-3762
414-863-7708 (Fax)
Monday – Friday: 9:00 a.m – 5:00 p.m.

Provides free legal and social services to children and youth (age 17 and under).

March of Dimes Birth Defects Foundation

www.modimes.org

1050 Sansome Street, 4th Floor, 94111
415-788-2202
888-422-2437
415-788-2802 (Fax)
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Mission is to prevent birth defects, infant mortality, and low birth weight. Provides public health education materials, clinical information, and audiovisuals on topics such as preparing for pregnancy, genetic testing, birth defects, and substance use or battering during pregnancy. Also awards community services grants to fund maternal and child health services. Special trainings are available to health professionals to provide community health education to their clients.

Mount St. Joseph – St. Elizabeth

100 Masonic Avenue, 94118
415-567-8370
415-292-5531 (Fax)
Monday – Friday: 8:30 a.m. – 4:45 p.m.; 24-Hour infant or residential care

Residential care for adolescent girls, some of whom are pregnant or with diagnosed emotional problems; residential care for infants exposed in-utero to drugs and/or alcohol. Offers transitional housing for individuals age 18 and over, with or without children who have been clean and sober for 4 – 6 months.

OMI Family Resource Center (Oceanview, Ingleside, Merced Heights)

156 Broad Street, 94112

415-406-1370

415-406-1371 (Fax)

Monday, Wednesday, & Thursday: 8:30 a.m. – 7:00 p.m.

Tuesday: 8:30 a.m. – 5:00 p.m.

Friday: 8:30 a.m. – 1:00 p.m.

Information and Referral: Linkages to services—direct services, housing needs, employment opportunities. Family Advocacy: Advocacy and referral services for individuals and families through DCYF and HAS. Specialized services for families with children 0 – 6 through Safe Start and First 5.

OMI Family Center (San Francisco Department of Public Health – Community Behavioral Health Services)

1760 Ocean Avenue, 94112

415-452-2200

415-334-5712 (Fax)

Monday – Friday: 8:30 a.m. – 5:00 p.m.

Provides full range outpatient services to families and individuals including individual, group and family counseling, assessment, psychiatric evaluation and involuntary hospitalization when necessary. Also offers psychotherapy and case management to individuals of all ages. Serves as point of entry to adult client entering community mental health services.

Potrero Hill Neighborhood House

953 De Haro Street, 94107

415-826-8080

415-826-5252 (Fax)

Monday – Friday: 9:00 a.m. – 5:00 p.m.

Youth council; juvenile diversion; tutorial program; youth employment and job training; health education. Girl Scouts/Boy Scouts day treatment drug rehab program. Classes in arts and crafts. Cultural enrichment programs and field trips. Recreation; computer video games (limited); Sports: Basketball. Youth programs are for ages 6 – 21. Free drop-in services.

Precita Valley Community Center

534 Precita Avenue
415-206-7756
415-285-7320 (Fax)
Monday – Friday: 10:00 a.m. – 6:00 p.m.

Recreation center for youth including these programs: Summer youth employment, pregnancy prevention program, case management, after school children's program, mini-summer day camp, HeadStart.

Recreation Center for the Handicapped (RCH, Inc.)

207 Skyline Blvd. (at Herbst), 94132
415-665-4100
415-665-4109, x274 (TTY)
415-665-7543 (Fax)
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Provides recreation and leisure services for individuals of all ages and all types of disabilities at the main facility. Activities may include arts, crafts, music, drama, adult education classes, computer skills, adapted sports and swimming and community outings. Transportation and meals are provided for most programs. Social services are offered to any clients who need assistance with placement at the agency, referral, advocacy or coordination of services with other community agencies.

San Francisco Child Abuse Prevention Center

1557 Waller Street, 94117
415-387-3684 (Business)
415-441-KIDS (24-Hour Talk Line)
415-386-0959 (Fax)
Monday – Friday: 9:00 a.m. – 5:00 p.m.

Houses several programs which provide an integrated approach to family support and child abuse prevention. The line itself is staffed by trained volunteers who provide counseling to parents who want help coping with their children. Center services include crisis intervention, long-term counseling and referrals to community services. Offers parenting and support groups, home visits, and individual, family and child counseling. Child care is available on site for parents attending programs in the building.

San Francisco General Hospital (SFGH) – Family Health Center

995 Potrero Street, Ward 81 – 85, 94110
415-206-8000 (General Information)
415-206-5252 (Family Health Center)
415-206-8558 (Sliding Fee Eligibility Line)
415-206-8558 (Fax)
Monday – Friday: 8:00 a.m. – 5:00 p.m. (Family Health Center)
Monday – Friday: 7:30 a.m. – 4:00 p.m. (Sliding Fee Eligibility Line)

Primary health care in a family practice environment. Any family grouping is eligible; self-referral is welcome. Provides well child, sick child, and well adult, sick adult, prenatal and geriatric care. Fees are on a sliding scale. There may be a waiting list. Translator services in Russian, Cambodian, Spanish, Chinese, and Laotian.

San Francisco General Hospital (SFGH)/UCSF-Infant Parenting Program

2550 23rd Street, Building 9, Room 30, 94110
415-206-5270
415-206-4722
Monday – Friday: 8:00 a.m. – 5:00 p.m.

A mental health program designed for families with children aged 0 – 3 who are experiencing difficulties with the child. This includes developmental delays or difficulties on the part of the child, post partum depression or other mental health difficulty on the part of the parent affecting the relationship with the child, or family stress or conflict that makes caring for the child trying. Program provides assessment and treatment, including developmental neuropsychological assessment, guidance around children's needs, support around parents' needs and counseling around difficulties between the parents and the child. Assessment and treatment can take place in the family's home or at the hospital offices. Services provided in English, Spanish, and Cantonese. Program also provides consultation and training to community agencies working with infants and toddlers and their families.

San Francisco Head Start Program

www.sfheadstart.org

205 13th Street, Suite 3280, 94103
415-405-0500
415-522-4354 (Fax)
Monday – Friday: 8:00 a.m. – 5:00 p.m.

Offers free comprehensive child development services for low-income families with children ages three to five years who reside in San Francisco. Provides educational activities for preschool children, free nutritional breakfast, lunch and snack in program centers and opportunities for parent involvement.

Sunset Cooperative Nursery School

4245 Lawton Street, 94122

415-681-7659

Monday – Friday: 8:00 a.m. – 4:00 p.m. (after hours care available)

Preschool for children ages 2 – 5. Heavy parent participation is required: workdays, classes in the evening, fundraising, housekeeping and maintenance. Families who feel they can fill these requirements may visit the school for application. Fee \$180/month for full-time; \$130/month for part-time. Has limited scholarship funds.

UCSF – Langley-Porter Child and Adolescent Psychiatry

401 Parnassus Avenue, 94143

415-476-7500

415-502-6261 (Fax)

Monday – Friday: 8:00 a.m. – 12:00 p.m. & 1:00 p.m. – 5:00 p.m.

Inpatient and outpatient psychiatric services and Partial Day Hospitalization Program. Outpatient services for children and adults. Day treatment for adults over age of 18.

Vietnamese Youth Development Center

150 Eddy Street, 94102

415-771-2600

415-771-3917 (Fax)

Monday – Friday: 10:00 a.m. – 6:00 p.m.

Serves youth, ages 14 – 21 and their parents. Individual and family counseling for family conflict, culture/generation gap, peer pressure, academic tutoring, substance abuse prevention and_ case management (individual and group). Provides job training and part-time employment (during the school year and summer). Also offers language assistance, educational services, and help with filling out financial aid application as well as college application.

Walden House Inc. – Adolescent Services

214 Haight Street, 94102

415-554-1480

415-241-5599 (Fax)

24-Hours daily

Services adolescents from 13 – 18 years old, emotionally disturbed or substance abusers, CalWORKs/TANF foster care home, residential treatment and psychological services, special education, vocational training and recreation. Eligibility: California Department of Social Services or juvenile probation referrals.

West Bay Filipino Multi-Services Center

180 7th Street, 94103
415-431-9336
415-431-7324 (Fax)
Monday – Friday: 9:00 a.m. – 7:00 p.m.

Provides educational programs for high school students. Offers services such as Youth Employment and Immigration for ages 18 – 24. Other prevention programs include gang violence, AIDS, and Homebase intervention programs. Advising in Low Income-Housing. Case management for youth.

Westside CalWORKS Counseling Services

1663 Mission Street, #310, 94103
415-581-0449
415-581-0449 x19 (Intake- Veronika Lara)
Monday – Thursday: 8:30 a.m. – 6:00 p.m. Friday: 8:30 a.m. – 5:00 p.m.

Westside CalWORKs offers individual, family and child therapy free of charge to those who are on CalWORKs. We also offer groups, such as Parenting and Domestic Violence.

Westside Community Services – Westside Integrated Child, Youth, and Family Services

1140 Oak Street, 94117
415-431-8252
415-431-3195 (Fax)
Monday – Friday: 9:00 a.m. – 6:00 p.m.

Provides mental health services to youth ages 12 – 21 with full scope Medi-Cal and an Axis 1 diagnosis. Provides clinical case management, individual, family and group therapy to youth and their families. Medication services are available to youth. Services include substance abuse prevention, education and treatment, vocational resource referrals, educational/literacy support, housing assistance and independent living skills support.

Women Infants and Children (WIC) San Francisco Department of Public Health

30 Van Ness Avenue, Suite 220, 94102
415-575-5788 (WIC information only, no coupons issued at this location)
415-575-5797 (Fax)
Monday – Friday: 8:00 a.m. – 5:00 p.m.

A supplemental nutrition program which provides vouchers for nutritious foods to low-income pregnant or breast-feeding women, infants and children (up to age 5). Approved foods include milk, eggs, cheese, cereal, fruit juice, dry beans, peanut butter and infant formula. Vouchers are negotiable for approved foods at local stores. Offers individual dietary counseling and group and individual discussions on topics such as prenatal nutrition, children's eating habits and consumer awareness, group education on portion size increasing fruit and vegetable induct. The program stresses behavior modification to teach the importance of a balanced diet.

Community pick up sites are located at the following locations:

Silver Avenue Health Center, 1525 Silver Avenue, 94134, 415-715-0324

Chinatown Public Health Center, 1490 Mason Street, 94133, 415-705-8555

Ocean Park Health Center, 1351 24th Street, 94122, 415-682-1928

San Francisco General Hospital, 2550 23rd Street, Building 9, Room 125, 415-206-5494

Southeast Health Center, 2410 Keith Street, 94124, 415-715-4059

St. Luke's Hospital, Monteagle Building, 1580 Valencia Street, 94110, 415-821-0123

Wu Yee Children Services – Golden Gate Site

177 Golden Gate Avenue, 94102
220 Golden Gate Avenue, 94102
415-864-8396 (177 Golden Gate)
415-346-3493 (220 Golden Gate)
415-864-5623 (Fax 177 Golden Gate)
415-345-8793 (Fax 220 Golden Gate)

Child Care services for children ages 2 years to 5 years. Waiting list added in addition to walk-in appointments.

Youth Outreach Recovery Education Services

205 13th Street, Suite 3300, 94103

415-552-4660

415-552-4137 (Fax)

Monday – Friday: 8:30 a.m. – 6:00 p.m.

Educational and counseling programs, mental health, family and group counseling, drug counseling, intensive outpatient drug treatment, youth diversion and intervention program. Can be a serious offender and felony offender, age 11 – 25 or referral from family, friends, or agency.

DOMESTIC VIOLENCE / SEXUAL ASSAULT

Asian Women's Shelter

Mailing: 3543 - 18th Street, #19, 94110 (Shelter Address Confidential)
415-751-7110 (Office)
877-751-0880 (Toll Free Crisis Line)
415-751-0806 (FAX)
Monday – Friday: 9:00 a.m. – 5:00 p.m. (Crisis Line and Shelter)
24 Hours (Shelter)

Comprehensive shelter program for battered women and their children. Special focus on serving non-English speaking Asian population. Services available in Cantonese, Japanese, Korean, Lao, Mandarin, Mein, Tagalong, Thai, Vietnamese, Hindi, Indonesian, Javanese, Spanish, Tamil, Arabic, Taegu, Taiwanese, Kannada, Cambodia, Punjabi.

Brennan house – Riley Center of St. Vincent de Paul Society

3543 – 18th Street, Suite 4, 94110
415-552-2943 (Riley Center Community Office)
415-255-0165 (24 Hour Crisis Line)
415-552-0337 (FAX)
Monday – Friday: 9:00 a.m – 5:00 p.m. (Office)
24 Hours Daily (Crisis Line)

A transitional housing facility for women or women and their children who have left a battering situation. Women must have been in any type of shelter for at least 4 weeks, demonstration an ability and willingness to participate in group living. Individuals and families may stay in transitional housing for 3 months to one year. Also offers employment counseling, support groups, individual peer counseling, and income advocacy, legal advocacy, parenting education/support groups, children's counseling, permanent housing searches and follow-up support.

This comprehensive program addresses both the physical and emotional needs of domestic violence survivors or survivors and their children. A total of 30 beds are available. The location of the facility is confidential.

Domestic Violence/Sexual Assault

District Attorney's Office – Family Violence Project

850 Bryant Street, Room 320. 94103

415-553-9044 (Main)

415-553-1865 (Business)

415-553-1034 (FAX)

districtattorney@sfgov.org

Monday – Thursday: 9:00 a.m. – 4:00 p.m. Friday: 9:00 a.m. – 2:00 p.m.

Serves victims of domestic and victims of violent crime. Crisis intervention, options counseling and referrals.

Donaldina Cameron House

920 Sacramento Street, 94108

415-781-0401 x123

415-781-0605 (FAX)

Monday – Friday: 9:00 a.m. – 5:00 p.m. Closed for lunch, Sat by appointment

Please call for specific program times.

Asian domestic violence assistance is provided to Asian women and children who find themselves victims of batterers. Services include: emergency shelter, translation, escort, supervised visits and mediation. Aftercare for women who have left emergency shelter is ongoing. Children's advocate support also available. Low cost legal support includes: restraining orders, child custody, child support, immigration, and divorce.

La Casa de las Madres

www.lacasadelasmadres.org

Drop-in Center: 1663 Mission Street, Suite 225, 94103

Shelter Address Confidential

415-503-0500 (Business)

415-503-0301 (FAX)

Monday – Friday: 9:00 a.m. – 5:00 p.m.

All services are offered in English and Spanish and are free of charge.

24-Hour Crisis Phone Lines

1-877-503-1850 (24-Hour Adult Crisis Line)

1-877-923-0700 (24-Hour Teen Crisis Line)

Trained staff and volunteers provide callers with support, crisis counseling and information about community resources and services.

Emergency Shelter

24-hour shelter intake services by calling: 1-877-503-1850

Has the capacity to shelter and provide comprehensive advocacy and supportive services throughout the development of a Care plan to 35 women and children per night.

Domestic Violence/Sexual Assault

Drop-in Counseling Center

Hours: Monday – Friday 9:00 a.m.– 5:00 p.m.

For appointment or to attend support groups call: 415-503-0500

Individual counseling and facilitated support groups for women who have left the shelter but wish to continue their counseling sessions and women who are not seeking emergency shelter but who wish to address the impact of domestic violence on their lives.

Man Alive Violence Prevention Program

3338 17th Street, Suite 202, 94102

415-861-8614

415-924-1070 (National Crisis Center Line)

415-249-9121 (Client Information Line)

415-861-8621 (FAX)

Monday – Friday: 8:00 a.m. – 3:00 p.m.

Provides violence prevention program designed to teach men to stop their violence. Also has a Woman alive program for the victims of male batterers. Charges on a sliding scale.

POCOVI pocovi@msn.com

474 Valencia Street, Suite 150, 94103

415-552-1361

415-244-6904 (24-Hours Crisis Line)

415-552-1361 (FAX) Monday – Friday: 1:00 p.m. – 4:30 p.m.

Provides peer support and counseling classes for men (particularly Latinos) who are batterers, to stop the cycle of violence. Men analyze their behavior and attitudes in order to learn to compromise and achieve equality with their partners at home. Cultural and societal perspectives and traditions are explored as contributors of domestic violence. Men interested can come directly to the class on Thursdays at 5pm or 7pm.

Riley Center of St. Vincent de Paul Society

www.rileycenter.org

415-503-4101 (Rosalie House)

415-252-2844 (Restraining Orders)

415-255-0165 (24-Hour Crisis Line)

415-552-0337 (FAX)

Monday – Friday: 9:00 a.m. – 5:00 p.m. (Office)

24-Hours Daily (Crisis Line)

Serves battered women and their children, providing advocacy, case management, individual and group peer counseling, community education and outreach. Provides screening and scheduling for the Cooperative Restraining Order Clinics. Also has a volunteer program. Runs Rosalie House and Brennan house, a transitional Housing Program.

San Francisco General Hospital (SFGH) – Trauma Recovery Center – Rape Treatment Center

2727 Mariposa Street, Suite 100

415-437-3000 (Crisis Line)

415-437-3050 (FAX)

Monday – Friday: 8:00 a.m. – 5:00 p.m.: 24-Hours medical forensic examination

Provides culturally sensitive medical and mental health care for adults who have experienced traumatic events or injuries. Provides free medical care and counseling to male and female victims/survivors of sexual assault. Offers assistance with medical appointments, forensic examinations, STD prevention/testing, pregnancy prevention/testing and HIV prevention/testing. Counseling services include clinical evaluations, individual therapy for victims and survivors of psychological, physical and sexual trauma and crisis intervention. Offers support groups/group therapy focusing on trauma, domestic violence, and sexual assault, depression, anxiety and homicide survivors.

EMERGENCY FUNDS/RENTAL ASSISTANCE

AIDS Emergency Fund and Breast Cancer Emergency Fund

www.aidsemergencyfund.org www.beef-sf.org

965 Mission Street, Suite 630, 94103

415-558-6999 x6 (AIDS Emergency Fund)

415-558-6999 x9 (Breast Cancer Emergency Fund)

415-558-6990 (FAX)

Monday, Wednesday, Friday: 10:00 a.m. – 12:30 p.m., 1:30 p.m. – 4:00 p.m.

Tuesday, Thursday: 1:30 p.m. – 4:00 p.m.

Emergency financial assistance, up to \$600 per year for people with disabling AIDS, Disabling HIV or breast cancer. Money paid directly to providers.

Eligibility criteria: letter of diagnosis, maximum monthly income of \$1,166 (with proof), proof of residency (San Francisco County) and ID. No fee. Provides assistance in paying rent, utilities, medical bills (not covered by insurance), pre-arranged funeral costs, non-cosmetic dental and optical care, alternative therapies, prescriptions, vitamins, and nutritional supplements.

American Red Cross

85 2nd Street, 8th floor, 94105

415-427-8000

415-427-8104 (FAX)

Monday – Friday: 8:30 a.m. – 5:00 p.m.

Help individuals and families resume their normal daily activities independently after a disaster. The assistance may include a referral or a way to pay for what is needed most: groceries, new clothes, rent, emergency home repairs, transportation, household item, medicines, and occupational tools.

Catholic Charities – Assisted Housing Health Programs

180 Howard Street, Suite 100, 94105

415-972-1333

415-972-1200 (Catholic Charities Main Receptions Line)

415-972-1339 (FAX)

Monday – Friday: 9:00 a.m. – 5:00 p.m. Call for an Appointment

New Clients seen on drop in basis between 2 to 4 pm

Promotes stability in the lives of persons living with HIV/AIDS by providing rental and housing assistance, and financial assistance for medical expenses and housing needs.

Emergency Funds/Rental Assistance

Second Start Program

For people who are or have been diagnosed with disabling HIV or AIDS, are interested in going back to work or school, and are paying more than 50% of their income towards rent each month. Qualified individuals may be eligible for a monthly rental subsidy for up to 18 months.

Partial Rent Subsidy Program

For those with HIV, disabling HIV or AIDS who have been residents of the city & county of San Francisco for at least one year and do not currently live in subsidized housing. Qualified individuals may receive a small monthly subsidy to offset rental expenses. Priority given to those receiving General Assistance. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$900), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year), proof of San Francisco residency. Must call monthly to maintain name on Waiting List.

HOPWA Rental Subsidy Program

For those with disabling HIV/AIDS who have been on the Housing Waitlist (CHIPS) for at least one year and for not currently live in subsidized housing. In collaboration with the SF Housing Authority, provides a monthly rental subsidy for SF residents who are diagnosed with disabling HIV or AIDS and have a very low income. Recipients of this subsidy pay 30% of their income toward rent and the SF Housing Authority pays the balance of the rent to the property owner. Documentations required: CA State I.D., proof of gross monthly income (dated within the last 60 days), letter of diagnosis from San Francisco doctor (dated within the last 90 days), Proof of San Francisco residency (or intent to reside), birth certificate, bank statements.

St. Joseph's Health Fund (SJHF)

Offers assistance to individuals with disabling HIV or AIDS to pay for certain Medical expenses. Fund is limited to \$500/year and only covers certain obvious medical expenses or other expenses that are deemed necessary by client's physician. Eligible expenses include: prescription medication, insurance premiums, co-payments, eye exams, eyeglasses/contacts (up to \$250), and dental care. Check with SJHF staff for information about alternative therapies qualifications. Checks are sent directly to providers. Documentation required: CA State ID, proof of gross monthly income (not to exceed \$1000), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year), proof of San Francisco residency, proof of medical insurance (Medicare, MediCal, or private).

Emergency Funds/Rental Assistance**Catholic Charities – Rental Assistance Program**

180 Howard Street, Suite 300
415-972-1300 (Receptionist)
415-972-1301 (Rental Assistance)
415-972-1375 (Call Thursday @ 1pm for rental assistance intake)
Monday – Friday: 9:00 a.m. – 5:00 p.m. call for appointment
To receive an appointment for rental assistance call on Thursday @ 1pm

Rental Assistance Program

Offers comprehensive support services to families and individuals to prevent homelessness. Services include short-term case management, rental assistance, child care, advocacy, and information and referral. The Center provides some single eviction preventions and the Shelter Plus Care subsidy program. Eligibility requirement; must be San Francisco county resident, with source of income, have minor children in custody; be homeless or at risk of homelessness. Apply by phone (please call for current intake procedures). Walk-in not accepted. No waiting list, no co-payment; no insurance.

Emergency Health Fund – HIV Direct Services

Offers assistance to individuals with disabling HIV or AIDS to pay for certain medical expenses. Fund is limited to \$500/year and only covers certain obvious medical expenses or other expenses that are deemed necessary by client's physician. Priority is given to people who meet the criteria and show the greatest financial need.

Episcopal Community Services – Canon Kip Senior Center

705 Natoma Street, 94103
415-487-3786 (Main Line)
415-487-3780
415-487-3797 (District Wide Social Service Worker)
415-487-3795 (FAX)
Monday – Friday: 8:30 am – 5:30 pm, Saturday & Sunday 11:30 am – 12:30 pm

Clients must be a resident in San Francisco, aged 60 and above, or aged 18 and above with a disability. The need for Emergency Housing assistance as referred by Resource Centers for Seniors and Adults with disabilities, a social worker, or a case manager.

The referring agencies are responsible for:

- Establishing that the applicant has no other options or means of securing funds including other sources.
- Completing application form and attaching any and all necessary papers.
- Following up if the client is still staying at their residence after assistance has been provided.

Emergency Funds/Rental Assistance

Applications may be filed for: Security deposit, back rent, moving expenses, emergency storage or other emergency housing expenses on a case-to case basis. Payment of utilities (PG&E, telephone, TV and Cable, etc.) will not be considered. There is a maximum grant-in-aid. The grant is provided to individuals once during a 12 month period.

Eviction Defense Collaborative (EDC) – Rental Assistance Disbursement Component (RADCO) www.evictiondefense.org

995 Market Street, Suite 1200, 94103

415-947-0979 (Main Line)

415-947-0331 (FAX)

admin@evictiondefense.org

Monday – Friday: 9:30 – 11:30 am, 1:00 – 3:00 pm Walk in Clinic

Closed in the mornings of the first Friday of every month & any day courts are closed

The EDC provides legal assistance to people who are in legal proceeding for eviction in San Francisco. This legal assistance includes guidance in the legal process of evictions, help in preparing papers for people to file in court, possible referrals to other legal resources, and hands-on guidance during the settlement conference, and detailed coaching to prepare for trial. The EDC does not provide the services of a lawyer; clients act as their own lawyer. The EDC charges a sliding scale fee for its services and payment plans are possible. No one will be turned away due to lack of funds.

The rental assistance component (RADCO) provides interest free loans to tenants' residing in the city and county of San Francisco who have fallen behind in their rent due to a temporary financial setback. The tenant may receive assistance of up \$1,000 that will be paid directly to the landlord. The payment is in the form of a one-time grant. Tenants must be able to pay ongoing rent, have proof of income, proof of tenancy, proof of a amount of rent owed proof of amount of monthly rent, proof of having lived in their home for two years, proof of identity and plan to stay in their home for at least 6 more months. Tenants cannot be living in SF Housing Authority housing. Please see EDC's website for updated requirements

Emergency Funds/Rental Assistance**Family Eviction Prevention Consortium (FEPCO)**

433 South Van Ness (between 15th & 16th Sts), 94103
415-431-8831 (Eviction Defense Collaborative)
415-487-9203 (St. Peter's Housing Committee)
415-345-1290 (Catholic Charities)
Monday - Friday: 9:30 am-11:30am; 1:00 pm -3:00 pm

Provides rental assistance to very low-income families (with at least 1 child under 18) facing evictions in order to maintain affordable housing by preserving long-term tenancies and preventing homelessness. The program assists tenants who owe back rent in order to preserve their housing. The tenant may receive assistance but money resources are limited. The payment will be paid directly to the landlord. 1 time grant.

Families with at least 1 child under 18; must be able to pay ongoing rent; proof of income, proof of tendency; proof of amount of rent owed; proof of amount of monthly rent . Funds can be applied for at the Eviction Defense Collaborative, St. Peter's Housing committee of Catholic Charities.

Federal Emergency Management Agency (FEMA) – Region IX

111 Broadway, Ste.1200, Oakland, 94607
800-323-5248 (FEMA Radio Network)
800-525-0321 (Information)
510-627-7100
415-923-7112 (FAX)
Monday – Friday: 8:00 am-5:00 pm

Federal disaster assistance is only available to residents of an area that has been declared a National Disaster by the President of United States, and only for damages sustained during a set time period. One application ties into a variety of programs; Administered by different agencies.

Low income **INDIVIDUAL AND FAMILY GRANT (IFG) PROGRAM** is administered by the California Office of Emergency Services.

Grants for real and personal property loss for those not financially eligible for a loan will reimburse other expenses as well: medical, dental, psychological, moving storage, and funeral. Funded 75% FEMA, 25% state; Administered by the State of California. Lost work – **Disaster Unemployment Assistance (DUA)** is sometimes available after a major disaster. Application period for these benefits is usually of short duration (30-days) from the date of public announcement of the availability of the DUA. These benefits are administered by the Department of Labor; Inquire at Employment Development Department.

Emergency Funds/Rental Assistance**Italian American Community Services Agency (IACSA)**

678 Green St. 94133

415-362-6423

415-362-3565 (FAX)

Monday - Friday: 9:00 am-12:00 am, 1:00 pm – 5:00 pm

Provides social services coordination, food relief, information and referral, interpreting and translation, limited financial assistance, volunteer support and opportunities. Must have proof of ethnicity. Requests are evaluated on an individual basis by a social services coordinator.

Lutheran Care for the Aging

1031 Franklin St. 94109

415-441-7777

415-441-7780 (FAX)

Monday - Friday: 8:00 am- 12:00 pm

Housing related financial assistance ranging from rent subsidies to one-time grants. Covers people 62 years old and older or 58-61 years old with medical/physical disability or hardships. One-time grants are granted (check goes directly to landlord) for period of 6 months (sometimes longer). One-time grants cover move-in costs for deposits for Section 8 and subsidized housing. For all financial assistance, a social worker or agency representative must apply on behalf of the individual; individuals cannot apply directly.

Pacific Gas & Electric (PG&E) www.pge.com

123 Mission Street, 94105

800-743-5000 (English)

800-660-6789 (Spanish)

800-893-9555 (Chinese)

800-2988438 (Vietnamese)

800-652-4712 (TTY/TDD)

24 Hours Daily

California Alternate Rate for Energy (CARE) Program offers 20% discount on monthly gas and electric bills for low-income households. An application takes 4-6 weeks. Applicants need current proof of income and a copy of their PG&E bill. Income guidelines are as follows:

1-2 people in household = \$23,000 maximum annual income

3 people = \$27,000

4 people = \$32,500

5 people = \$38,000

6 people = \$43,00 For each additional member add \$5,500 of annual income.

Emergency Funds/Rental Assistance**Salvation Army- REACH Program- PG&E Bill Assistance**

1500 Valencia ST. 94110
415-643-8000 (Administration)
415-643-8028 (Intake)
415-864-5974 (FAX)
Monday - Friday: 8:00 am- 4:00 pm (Administration)
24 hours daily (Intake)

REACH (Relief for Energy Assistance through Community Help) is a one-time energy-assistance program sponsored by Pacific Gas & Electric Company and administered through the Salvation Army from 170 offices in Northern and Central California. REACH helps low-income customers – particularly the elderly, disables, sick, working poor and the unemployed – who experience severe, uncontrollable or unplanned hardships and are unable to pay for their energy needs.

The Salvation Army determines of customers are eligible for REACH assistance. To qualify for REACH, an applicants' income must not exceed 200% of the federal poverty guidelines. Generally, recipients can receive REACH assistance only once within a 12-month period, but exceptions can be made for seniors, the physically challenged and the terminally ill.

San Francisco Department of Human Services – CalWORKs

170 Otis St., 1st floor, 94103
415-557-5723 (Reception)
Monday - Friday: 8:00 am-5:00pm, Application (8-3)

Homeless Assistance Program

Provides temporary and permanent housing assistance cash grants to homeless, CalWORKs/TANF recipients or CalWORKs/TANF eligible families. Benefits must be provided in one working day to eligible families.

San Francisco Department of Human Services – CalWORKs – Homeless Prevention Fund – SF Rental Assistance

170 Otis ST., 1st Floor, 94103
415-558-2255 (Information)
415-558-2834 (Information)
415-557-5478 (FAX)
Monday - Friday: 8:30 am-5:00 pm

A fund to provide money for stay-in costs for people who owe back rent because of a one-time crisis, or difficult situation and have received a three-day notice. This fund is not restricted to specific populations, so single individuals who have been in current housing for 12 months or longer, as well as non-disabled

Emergency Funds/Rental Assistance

couples, families with minor children, seniors and disabled people can apply. This is for people facing a one-time crisis, rather than for people who continually cannot pay their rent. All prospective recipients must have a verifiable income and rent cannot exceed 80% of their income. Maximum grant amount is \$800- additional funds needed for either back rent or security deposit must be secured by the client and verified through a copy of money order or receipt from landlord at time of client's interview and before our funds are paid to the landlord. Heads of household requesting assistance must have a signed rental agreement before scheduled appointment. Client must be a San Francisco resident and never have used the program before.

SBC California- Universal lifeline Telephone Service

866-999-6181

M-F: 8am-6pm

Saturday: 8:30 am-5:00 pm

Keeps low-income households connected at half the cost of basic residence service. For qualifying households, Lifeline installation and monthly service process are at least 50% less than basic residence service. Other than price, the service provided is the same service provided to all SBC customers.

Season of Sharing (SOS)

Funds are available to assist very-low-income households in a one-time crisis with back rent or move-in costs. Families with minor children, disabled and seniors 60 or older are eligible. Some government funding available for single individuals who do not meet these criteria. The funds are administered by the San Francisco Department of Human Services (DHS), but applicants must fill out an application with a referral, agency. The Review Committee reviews, approves or denies applications twice a month. Current policy is allowed an SOS grant onetime only. Referral agencies include: the Salvation Army, American Red Cross, Catholic Charities, Family Service Agency, St. Anthony's, and approximately 21 others.

St. Anthony Foundation

121 Golden Gate Ave. (at Jones st.)

415-241-2655 (English/Spanish)

Monday - Friday: 8:30 am -12:00 pm, 1:00 pm - 4:30 pm

Connect homeless, low-income, undocumented and working poor individuals and families to resources that can stabilize and improve the quality of their lives. Provides financial assistance for delinquent rent or mortgage or rental deposit for anyone in need who meets the eligibility requirements for various sources of funding and for critical one-time needs that cannot be met through other resources. Call to be prescreened and to make an appointment or walk in to be seen on a first come first served basis.

EMPLOYMENT ASSISTANCE /JOB TRAINING

Some of the programs listed below may be restricted to people receiving certain benefits while others will be opened to a wider range of people. While every effort is made to indentify which programs have restrictions, it is always a good idea, as with any referral, to call and confirm legibility and availability of services

A Miner Miracle

414 Mason Street. Suite 501. 94102
415-217-7230
415-217-7235 (FAX)
Monday - Friday: 9:00 am – 5:00 pm

Provides professional clothing and presentation skills to low income men and women in the process of completing job training or counseling. Must be referred by approved agency. No self referrals.

African Immigrant and Refugee Resource Center (AIRCC)

1290 Fillmore Street. Suite 104
San Francisco, CA 94115
415-433-7300
415-433-7301 (FAX)
Monday - Friday: 9:00 am – 5:00 pm

Employment, educational, supportive and referral services to African immigrants, refugees, immigrants, asylum and San Francisco with low income. Provides adjustment, counseling information, legal assistance, ESL and computer training, access to telephone, internet, fax and photocopy.

Arriba Juntos Center www.arribajunto.org

1850 Mission St., 94103
415-487-3240
415-863-9314 (FAX)
www.arribajuntos.org
info@arribajuntos.org
M-F: 8:30am-5pm

Offers employment training programs to youth and adults who either have low or no income. They serve CalWorks, PAES recipients, dislocated workers, rehab participants, homeless individuals among others.

They offer vocational training in the health field, such as the Certified Nursing Assistant, Certified Home Health Aide, and the Homecare program; in the technology field they offer computer training such as the automated office skills training and the basic computer programs (MS Word and Excel) in Spanish; in the career advancement field, they offer the Home WORC program (employment opportunity for homeless or formerly homeless individuals, the MUNI entry- level training program (MELT) (ESL/ VESL) for

Employment Assistance / Job Training

beginners in the evening and various youth programs in collaboration with other organization in the community.

Employment services include the **On-the-Job Training Program** and direct placements through employment orientations and free job listing (every Tuesday and Thursday at 8:30am) and drop-in referrals to social services such as housing, clothing, food and transportation. They provide open computer access at our **Placement Center** (phone, fax, printer, internet, resume writing) on a drop-in basis during office hours.

Along with the training, they provide client assessment, case management, vocational counseling work readiness, placement, and retention services.

Also, free food from the SF Food Bank, every Thursday at 11am. Evening classes are offered from 6pm-8pm. Wheelchair accessible. Language spoken: Spanish, Tagalog

Ashbury Images

1625 Bush Street, Suite 1, 94109 (at Franklin)
415-885-2742
415-885-2722 (FAX)
Monday – Friday: 9:00 am – 5:00 pm

An innovative screen print shop that provides job opportunities for the homeless. Generally employs people who are very low-income, formerly homeless, or have recently completed a substance abuse recovery program.

Asian Neighborhood Design (AND) www.adnet.org

2345 Harrison Street.,94110
1185 Market St., Ste 300 94102 (Administrative office)
415-648-7070 (Harrison St. location)
415-593-0423 (Market St. Location)
415-648-6303 (Harrison St. Location) (FAX)
415-593-0424 (Market St. location) (FAX)
Monday - Friday: 8:00 am – 4:00 pm.

Call first to find out when orientation session will be held at the Harrison Street location.

A free job- training program for San Francisco residents aged 17 and over, that leads to union apprenticeship positions. Provides full-time (Monday-Friday 8am-4pm for 14 weeks) in carpentry, general construction, remedial education and provide post-training job referral and placement assistance. Questions regarding applicant eligibility should be directed to AND staff at the Harrison Street location. Wheelchair accessible.

Career Resources Development Center

655 Geary Street, 94102

415-755-8880

415-755-1748 (FAX)

Monday - Friday: 8:00 am – 5:00 pm. Counselors available until 5:30pm.

Provide vocational training, English instruction and job placement services to limited English speaking, low-income immigrants and refugees and low-income individuals. Conducts a 19-week vocational training in clerical skills, computers, and accounting, banking, and tourist industry fields. The computer classes are taught in English. The training consists of both classroom and on-the-job training. Also provides classes in computer, clerical and job search skills for unemployment and / or laid-off workers and employees whose skills need upgrading.

Catholic Charities – Employment Assistance Program

180 Howard Street, Suite 300, 94105

415-972-1300

415-972-1350 (FAX)

Monday - Friday: 9:00 am – 5:00 pm

Program features several different types of employment services to serve the needs of refugees, immigrants and others receiving public assistance to become motivated and use their own resources to find employment and chive self-sufficiency. Programs include:

Refugee Employment Assistance Program (REAP)

Train and seek job placement for refugees. Provides vocational ESL, job readiness/life skills training, job placement, job retention, individual referral to training, and on-the-job training.

CalWORKS

Expanded REAP services to immigrants and refugee families receiving public benefits.

Personal Assisted Employment Services (PAES)

CalWORKS component serving the populations of single adults receiving General Assistance (GA)

Individual Referral (IR)

Offers referral to training in a vacation or field. Participants have been enrolled in coursework at Golden Gate University and Oxman College as well as selected technical/vocational training colleges.

Employment Assistance / Job Training**Child care Vocational Training Program (CCVTP)**

For welfare-to-work participants, to allow them to pursue careers in the child care field.

Program offered in collaboration with City College of San Francisco's Child Care Training Curricula. Students will take courses at City College, and CCTVP will provide them necessary life skills and support, including mentoring, homework assistance, ESL and career counseling, Job placement services provided upon completion of training.

Post Employment Services: Career Advancement- Workplace VESL

Seeks to engage participants in the pursuit of rewarding careers. Offers on-the-jobsite Vocational ESL training to those who need such services to advance to higher paying positions within the same employment, or to move on to more rewarding careers. Offers post-employment career counseling.

Catholic Charities- Richmond Hills Family Center

6324 Geary Blvd., 94124

415-750-5080

Monday - Friday: 9:00 am -5:00 pm. No Drop-in services. Staff on-call
24 hours/day

An employment readiness program for homeless families with on site comprehensive support services which include vocational counseling, case management, drug and alcohol counseling, children's activities, life skills and vocational workshops. These services help families overcome the chronic problems that cause homelessness and facilitate reentry mainstream society.

Services are limited to homeless families. Apply by phone (no walk-ins). Wheelchair accessible. Waiting list. English/ Spanish. Fee / Co payment: 3% of family income.

Central City Hospitality House- Adult Employment Development Program

146 Leavenworth Street (at Turk), 94102

415-749-2175

415-749-2136 (FAX)

Monday - Friday: 9:00 am – 5:00 pm

Resource Center providing job listings, a computer lab with telephone, fax and internet access and assistance with resumes and cover letters. The Resource Center is available on a drop-in basis Monday, Wednesday and Friday, 9-12;. Provides ongoing 3-week Job

Skills Workshops to assist with job search and job readiness including how to apply for a receive \$75 in clothing gift certificates, bus tokens, free voice mail and continued support seeking and beginning a job. Also collaborates with Network

Chinese Newcomers Service Center

777 Stockton Street Room 104, 94108
415-421-2111
415-421-2323 (FAX)
Monday - Friday: 9:00 am-12:00 pm, 1:00 pm-5:00 pm

Facilitates the adjustment process of Chinese immigrants and refugees by providing multiple services including bilingual information and referral, adjustment counseling, translation and interpretation, emergency contact, cultural education, job orientation, placement and training, immigration/(adjustment of status, family visas and community information) and forms assistance, English as a Second Language (ESL) classes, citizenship classes, small business seminars, volunteer income tax assistance, LOW Income Tax Clinic, consumer education and educational seminars, independent living consultation and Victim and Witness Assistance. Cantonese/Mandarin.

City College of San Francisco – Culinary Art and Hospitality

88 Fourth Street
415-267-6510 (Culinary and Hospitality department)
415-267-6500 (main line)
415-908-7502 (FAX)
Monday - Friday: 9:00 am-3:00 pm - Restaurant: M-F 11:30am -2 pm

Phelan Campus
50 Phelan Ave., 94112
239-3152
M-F: 8am-4pm

Hospitality careers program will prepare students for successful entry into the hospitality industry. Hands-on program provides experiences in the areas of vegetables preparation, soups and sauces , baking, a la carte cooking, garde mange, hors d'oeuvres and buffet preparation. The program requires completion of two semesters (1,080 class hours) with a grade of C or higher in all course work. Open-entry/open-exit program, classes commence in August and January. Contact the Department 415-239-3152 or 415-267-6410 or meet with a counselor or program advisor. Applicants must possess 8th grade reading level, good verbal skills and ability to lift 50 pounds

City College of San Francisco HARTS Program (Homeless At Risk Transitional Students)

Phelan Campus – 50 Phelan Avenue, C205, 94112

Southeast Campus – 1800 Oakdale Avenue, 94124

415-452-5233 (Phelan Campus)

415-550-4423 (Southeast Campus)

415-550-4376 (FAX)

Monday – Wednesday: 10:00 am – 5:00 p.m. Thursday: 10:00 am – 3:00 p.m.

Thursday – Friday: 10:00 am – 2:00 pm

Assessment, testing and placement of low-income individuals into academic and vocational programs and classes. A flexible program to help meet the needs of educationally disadvantaged people. Also offers referrals to social services such as housing, clothing, food and transportation.

Community Educational Services

80 Fresno Street, 94133

415-982-0615

415-434-3128 (FAX)

Monday – Friday: 9:00 am – 5:00 pm

Provides educational and vocational services to immigrant and native born Asian middle and high school students through interactive educational, community leadership and career readiness programs.

Applied Learning and Linkages (ALL)

Connects students with business and community partners in experiential learning projects. Engages students actively in the intersections of academics and real world application.

Asian Community Teens (ACT)

Help youth transform their lives through services to their community. Teen residents of Chinatown improve their grades, social confidence, and community activism while leading ongoing projects that strengthen the community. ACT leaders direct a Cantonese radio program and a mentoring project for 7th, 8th and 9th graders attending Francisco and Galileo schools.

Revitalizing Education and Learning (REAL)

Trains teachers and students to utilize learning processes that help youth develop a greater sense of responsibility and ownership of their education. In REAL classes, students improve their writing skills, organize community services projects, and support each other to achieve a common goal: Success.

Department of Vocational Rehabilitation (State of California)

301 Howard Street, 7th Floor, 94105
415-904-7100
415-597-5810 (FAX)
Monday – Friday: 8:00 am – 5:00 pm

Vocational services that assist physically and/or mentally disabled individuals enter or return to work. Evaluation, vocational counseling, aptitude testing, testing, training and placement. Will pay for transportation, equipment, books, tools, licenses, union dues, clothing as needed.

Eligibility: a disability which is vocationally significant and affects employment potential. Referrals by doctors, social service workers and other related service providers. Services are provided based on eligibility and work related needs of eligible clients. No fee. Orientation meeting recommended. American Sign Language, Spanish, Mandarin, Cantonese, Tagalog.

Employment Development Department (EDD) – Career Link – One Stop Career Center www.edd.ca.gov

801 Turk Street, 94102 (Turk)
3120 Mission Street, 94110 (Mission)
1800 Oakdale Avenue, 94124 (Southeast)
415-749-7503 (Turk)
415-401-4800 (Mission)
415-970-4800 (Southeast)
415-749-7476 (FAX-Turk)
415-401-4834 (FAX-Mission)
415-970-7711 (FAX-Southeast)
Monday - Friday: 8:00 am – 5:00 pm

In addition to job search services, the EDD handles Unemployment Insurance Benefits (UIB) and State Disability Insurance (SDI). The employment agency for the State of California Welfare programs requires registration for work with the EDD. Required documents are picture ID, proof of citizenship and right to work. No fees for job seekers or employers. Mandarin, Cantonese, Spanish, Tagalog, and Vietnamese.

The Employment Development Department has instituted Unemployment insurance claim filing by phone. You no longer need to report in person to file a claim. If you need to file or reopen a California Unemployment claim during business Pacific Standard/Daylight time. You may receive the following services via the telephone: Check information, general Unemployment Insurance information, California job service information, Bilingual Customer Service representatives are available.

Employment Assistance / Job Training

Youth Employment Opportunity Program (YEOP)

YEOP specialists help youth aged 15 to 21 finish school and/or find a job.

Intensive Services Program

Individuals that have dropped out of school may be eligible for job referrals, placement assistance, labor market information, job search workshops, fidelity bonding referrals for supportive services, referrals for training.

School-to-Career

Can prepare individuals for the world of work through opportunities for mentoring, job shadowing and more.

CalJOBS

Access to jobs online with thousands of job openings listed daily for your review. Creates a professional resume for you quickly and easily, self referrals to job openings, no fee, register with CalJOBS at: www.caljobs.ca.gov.

Dislocated Workers Services

Reemployment planning for those who have been permanently laid off from their former jobs and may need information about retraining.

Job Agent Program

Offers supportive services and job placement to economically disadvantaged applicants who have barriers to employment such as lack of job skills, lack of education, lack of language skills, disability, or legal difficulties.

Veterans Services

Veterans receive priority placement assistance including job search preparation and referrals to supportive services.

Episcopal Community Services – The Skills Center

165 8th Street, 94103

415-487-3793

415-487-3330 (FAX)

M, W: 9:00 am – 9:00 pm; Tu, Th: 9:00 am – 5:00 pm

Friday: 9:00 am – 12:00 pm

Offers adult education for homeless, formerly homeless and very low-income adults. Classes include literacy, GED preparation, work skills training, computers and one-on-one tutorials. Also offers assistance with resume writing, preparing job applications and interviewing skills. Evening and day classes are offered on enrollment basis. Orientation is on Monday thru Thursday at 1:00 pm.

Glide Memorial Church – Training and Employment Services (TAES)

330 Ellis Street, 6th Floor, 94103

415-674-6150

415-441-5657 (FAX)

taesinfo@glide.org

Call for office hours for each program.

Youth at Glide (YG)

A comprehensive construction program for youth 18-24 years of age. Attendees will learn hard skills (construction), soft skills (leadership, conflict resolution, and financial responsibility), continued education (GED), City College of San Francisco enrollment and computer basis training.

Bay Area Construction Program (BACP)

Focus is on the construction industry offering pre-apprenticeship training in many trades: carpentry/Drywall, Iron Work, Cement. Graduates can join a union and earn union wages no less than \$15.00/hr with regular wages depending on your union worked hours.

Job readiness workshops are held bi-weekly on Wednesday's only. In the workshop, you will receive training and assistance on revising or formatting a resume and or cover letters

Office Technology Skills

An Accredited vocational program aimed at teaching computer skills that are invaluable in today's workplace. Through hands-on classes program participants' learn work processing, spreadsheets, and database applications, as well as email and internet technologies that are essential in an electronic office environment.

Goodwill Industries- Career Services

1500 Mission St. (at 11th St.) 94103

415-575-2100 (Intake)

415-575-2170 (FAX)

M-F: 8am-5pm

www.sfgoodwill.org (Website)

Provides a wage- based employability program to homeless persons. Persons in recovery, persons who have recently been incarcerated, persons with mental illness, and recent immigrants designed to assist them in finding and keeping unsubsidized employment. In addition to the programs listed below, Goodwill Industries provides aptitude and interest assessment, career planning and guidance, career education, vocational counseling, work evaluation, English

Employment Assistance / Job Training

Language Skills education, job search preparation assistance, job placement support services, and job lead development and referral.

Community Jobs Program

The community Jobs is a collaborative effort of Goodwill, Asian Neighborhood Design, the San Francisco Department of Human Services, and the Private Industry Council. These agencies partner to provide CalWORKs recipients who are not employed for at least 32 hours per week at the end of their 24-month time limit a wage-based community service program. Participants spend six to nine months at a nonprofit or government agency in a position designed to enhance their employability. During this phase of the program they receive intensive case-management services as well as a wage, rather than a welfare check. Following the completion of their community job, participants receive placement assistance and retention services for the first year of unsubsidized employment.

Homeless Employment Collaborative Program

In the Homeless employment Collaborative program, Goodwill, Toolworks, the San Francisco Department of Human Services, the California Department of Rehabilitation and the private Industry partner to provide a wage-based employment program to General Assistance recipients who have a work-related impairment due to a severe disability. Participants receive situational assessment, work adjustment, and intensive support services designed to prepare them to obtain and maintain unsubsidized employment. During the nine-month to one-year program, participants work either on a Toolworks janitorial crew, in a Goodwill retail store, or in the Goodwill production department.

Work-Based Evaluation Program (WBE)

Goodwill's Work-Based Evaluation (WBE) program provides a gateway to Goodwill's transitional Employment program. The purpose of WBE is to determine the types of employment and training services that may best benefit participants in gaining and maintaining long-term employment. This is the very first step for some on their journey to becoming self-sufficient. It represents a chance to take stock of where they are, what skills they have, and what their plans are for the future. Goodwill staff guides participants through this process and attempt to find the right match for each individual. Participants whose needs are best met within Goodwill may move on to Transitional Employment within Goodwill.

Haight Ashbury Food Program

1525 Waller Street, 94117 (Food and Administration)
270 Divisadero St., 94117 (Job Training and Resource Center)
415-566-0366 (Food Service and Administration)
415-503-4480 (Job Training and resource Center)
415-682-3660 (FAX) (Food Service and Administration)
415-503-4482 (FAX) (Job training and Resource Center)
Mon-Fri, 8-2 (Call for information about training session dates)

A food service job training program for homeless, formerly homeless, public assistance recipients, or long-term unemployed individuals age 18 and over. Training consists of an intensive 12-week course where students learn hands-on experience in high volume cooking by a City College of San Francisco certified instructor. Also provides life and job skills training. The course runs three times per year and the Private Industry Council partner to provide a wage-based employment program to General Assistance recipients who have a work-related impairment due to a severe disability. Participants receive situational assessment, work adjustment, and intensive support services designed to prepare them to obtain and maintain unsubsidized employment. During the nine-month to one-year program, participants work either on a Toolworks janitorial crew, in a Goodwill production department.

Call (415) 575-2101 for more information or to learn about enrollment requirements or email training@sfgoodwill.org

San Francisco Training Partnership (SFTP)

The San Francisco Training Partnership (SFTP) serves veterans and/or ex-offenders who are homeless San Francisco residents. The program's flexible design allows for customized short-term training, life-skills workshops, paid transitional employment and permanent job placement. The partnership is a collaborative effort that includes Sword to Plowshares, the Northern California Service Department of Housing and Urban Development (HUD) and is administered locally by the S.F. Department of Human Services.

Work-Based Evaluation Program (WBE)

Goodwill's Work-Based Evaluation (WBE) program provides a gateway to Goodwill's Traditional Employment program. The Purpose of is to determine the types of employment and training services that may best benefit participants in gaining and maintaining long-term employment. This is the very first step for some on their journey to becoming self-sufficient. It represents a chance to take stock of where they are, what skills they have, and what their plans are for the future. Goodwill staff guide participants whose needs are best met within Goodwill may move on to Traditional Employment within Goodwill.

Haight Ashbury Food Program

1525 Waller Street, 94117 (Food Service and Administration)
270 Divisadero St., 94117 (Job Training and Resource Center)
415-566-0366 (Food Services and Administration)
415-503-4480 (Job Training and Resource Center)
415-682-3660 (FAX) (Food Service and Administration)
415-503-4482 (FAX) (Job Training and Resource Center)
Mon-Fri, 8-2 (Call for information about training session dates)

A food service job service job training program for homeless, formerly homeless, public assistance recipients, or long-term unemployed individuals age 18 and over. Training consists of an intensive 12-week course where students learn hands-on experience in high volume cooking by a City College of San Francisco certified instructor. Also provides life and job skills training. The course runs three times per year.

Health Care for Homeless Veterans- Compensated Work Therapy/Transitional Residence (CWT/TR)

205 13th St. (near Mission), 94103
415-551-7306
415-861-2008 (FAX)
M-F: 8:30-12noon (drop-in hours) Closed from 12-1 for lunch
M-F: 1pm-4pm (appointments)

Designed to help veterans make the transition from homelessness to independent employment and community living.

Independent Living Resource Center (ILRC)

649 Mission St. (at 3rd), 3rd Fl, 94105
415-543-6222
415-543-6698 (TTY)
415-543-6743 (Spanish)
415-543-6768 (Chinese)
415-552-4137 (FAX)
M-F: 9am-5pm

Offers a variety of services for people with disabilities. Services include: peer counseling and peer counseling training, attendant referral services, employment and benefits related services, housing services, information and referral and individual assistance advocacy. Wheelchair accessible. Services provided in English, Spanish, Chinese, and American Sign Language.

In-Home Supportive Services (IHSS)-Public Authority of San Francisco www.sfihsspa.org

939 Market St., Ste. 550, 94103

415-243-4477

415-243-4430 (TTY)

415-243-4407 (FAX)

info@sfihsspa.org

M-F: 8:30am-5pm

Interviews, registers and refers home care workers. Administers medical plans and dental plans for IHSS workers and assists them in accessing homecare training resources. Recruits home care workers who speak English, Vietnamese, Spanish, Russian and Cantonese, Mandarin. Services in other languages can be arranged.

The Public Authority offers free home care training and educational workshops to qualified IHSS workers. Call the IHSS Training Program phone line at 415-243-4388, 9:00-12:00, M-F.

Jewish Vocational Service (JVS)

225 Bush Street, Suite 400, 94104 (West Lobby)

415-391-3600

415-391-2846 (TDD)

415-391-3617 (FAX)

M- F: 9am-5pm

Provides job placement assistance, job skills training, Vocational English as a Second Language classes, career and employment counseling, job search skills workshops, employer events, job listings, a Technology Access Center, and other employment-related services to adults and youth. Experts in general job search and in the following

employment sectors: non-profit, business services (general office, IT, financial, and legal), healthcare, and retail and hospitality.

Walk-ins, referrals, phone inquiries, and appointment welcome. Eligibility varies by service. Most services are offered at no cost. Languages spoken: Russian, Spanish, Chinese, Bosnian, and French. Wheelchair accessible. Accredited by the Commission on the Accreditation of Rehabilitation Facilities and the Bureau for Private Post secondary and Vocational Education.

Job Corps**Dynamic Educational Systems, Inc.**

582 Market Street, Suite 1509,
94104 415-981-8219
Toll Free: 1-877-388-8731
415-981-8433 (FAX)
M-F: 8am-5pm

Provides residential job training for low-income youth between 16-24. No fees required. Spanish, Mandarin and Cantonese. Wheelchair accessible.

Juma Ventures www.jumaventures.org

131 Steuart St., Ste 201, 94105
415-371-0727
415-371-1634 (FAX)
M-F: 9am-5pm

Provides supported employment and job placement. Direct employment, intensive job training, supportive and job-retention services for youth from high-risk backgrounds; Placement Partnership welfare to work initiative provides training, and placement and job-retention services. Currently provides jobs for youth in six businesses: Ben and Jerry's scoop shops, high-volume concession operation at 3Com and SBC Parks, First Light Destination's Evergreen Lodge, and Big Help.

Korean Center Inc.

1362 Post St., 94109
415-441-1881
415-885-4155 (FAX)
M-F: 8:30am-5:30pm

Open to people of all ethnicities. Offers many opportunities for education in English as a Second Language, computers and Korean studies. Youth program provides job training, computer training, and other occupational skills programs for low-income youth.

Offered through the Mayor's Office of Community Development. Assists with job search in several ways: will teach individuals how to search for employment using the Internet, by maintaining a job listing bulletin board and via job counseling

Arts and Media Program

Offers writing, video, music and visual arts workshops, photography classes, summer of arts program, an annual queer art show and more.

Mission Hiring Hall Inc.

3042 16th St., 94103 (between Mission and Valencia)
415-626-1919
415-626-1579 (FAX)
M-TH: 8:30am-4:30pm F: 8:30am-4pm (Closed M-F from 12-1 for lunch)

Provides orientation, personal interviews, job training (press printing, construction, administration, customer service, hotel and hospitality service) and job placement. Spanish, Tagalog.

Mission Language and Vocational School, Inc. (MLVS)

2929 19th St., 94110
415-648-5220
415-648-0262 (FAX)
M-F: 8am-5pm

Provides language/job training program (18-36 weeks); employment placement; ESL classes; computer training; computer networking, accounting, clerical training; job preparation skills; culinary classes; legal, medical and housing referrals as well as Counseling and child care assistance. Must have work permit, proof of income and residency. Spanish. Wheelchair accessible.

Northern California Service League (NCSL)

www.NorCalLeague.org
28 Boardman Place, 94013
850 Bryant, Room 116, 94103
415-863-2323 (Post-release services - Boardman)
415-552-9250 (Pre-Release Services - Bryant)
415-863-1882 (FAX)
M-F: 9am-5pm

Founded in 1948, the Northern California Service League (NCSL) is dedicated to reducing crime by helping offenders and ex-offenders become responsible and productive citizens through education, prevention, intervention, and transitional housing and job placement assistance.

NCSL put considerable emphasis on job placement services. NCSL has a 40-hour Life Skills and Job Placement Program that focuses on self-esteem, motivation, communication, conflict resolution and the fundamentals on how to get and keep a job. This workshop is open to anyone who is ready to make a change.

Employment Assistance / Job Training

In addition, NCSL provides basic services such as referrals for identification, food, clothing, shelter, and substance abuse treatment.

NCSL also has Cameo House, a transitional housing program for homeless ex-offenders. It is a reunification program that also helps the mothers to become self sufficient through employment.

Additionally, NCSL has an in-jail program, which provides GED and other classes inside the jails. NCSL also provides Anger Management Groups. NCSL administers the Children's Waiting Rooms at the Hall of Justice as well as the Civil Court House. This program provides free childcare to individuals with business before the courts.

Oasis Center Office of Self Help

1095 Market St., Rm 202, 94103
415-575-1400
415-575-1401 (FAX)
Tu-Sat: 11am-4pm

Provides services for individuals who have mental health diagnosis and substance abuse issues. Serves consumers who are homeless, formerly homeless or living in board and care facilities. Offers structured and unstructured activities, peer counseling, information and referrals, educational training, and a computer lab. Offers support groups such as housing, dual diagnosis, schizophrenic and art groups. Has free acupuncture once a week and a nurse practitioner twice a week. Also offers Reiki treatments by appointment only. Every Friday is women's day. Services are only provided for women on this day. The office is run by mental health consumers and people who were formerly homeless. Wheelchair accessible/restroom.

Rehabilitation Services of Northern California - San Francisco Vocational Services

814 Mission St., Ste. 600, 94103-3001 415-512-9500
415-512-9507 (FAX)
M-F: 8am-4:30pm

Provides free vocational rehabilitation services for persons with disabilities, specializing in training and placement in business office occupations. Testing and evaluation. Clients must also show proof of residency and right to work in U.S., proof of disability. Prefer referral from agency. CalWorks/PAES clients without disabilities are also welcome. Wheelchair accessible.

Renaissance Entrepreneurship Centerwww.ren.center.org

275 5th St., 94103
415-541-8580
415-541-8589 (FAX)
M-F: 9am-5pm (Call for appointment)

Entrepreneurship center and business incubator for inner city and low-income residents. The center offers training for starting and growing a business and low-cost rental of office space. Call for information and application. A business commitment is required in order to be selected for the training program. Different payment plans and scholarship available. Open to community, but priority is given to low-income and minorities. Wheelchair accessible.

Richmond Area Multi-Services, Inc. (RAMS)

3626 Balboa St., 94121 (Admin. office)
3654 Balboa St., 94121 (Adult Vocational Services and Outpatient Services)
415-668-5955
415-668-0246 (FAX)
M-F: 9-5
M: 9am-7pm; T, W, Th: 9am-9pm; F: 9am-5pm (Outpatient)

Employment Assistance /Job Training/Adult Vocational Services
Services for individuals who have experienced severe emotional difficulties, who have had past or recent hospitalization, and who need support and structured therapeutic activities to help them live in the community and to develop or regain job skills. Provides psychological and vocational evaluation, mental health counseling, job search/job interview training, support groups, and independent living skills. Cambodian, Cantonese, Korean, Vietnamese, Russian. Medi-Cal, sliding scale.

San Francisco Independent Newspaper

1213 Evans Street, 94124
415-826-1100
415-826-5371 (FAX)
M-F: 8:30am-5:30pm

Jobs for carriers, delivering papers. Paid hourly. Depending on rate of delivery, pay varies. Call for information.

San Francisco Network Ministries - Computer Training Center

www.sfnetworkministries.org

366 Eddy St. (Computer Training Center)

559 Ellis St., 94109 (Office)

415-929-1032 (Computer Training Center)

415-929-6209 (Office)

415-928-5752 (FAX)

M, Th: 10am-6pm (Computer Training Center) M-F: 10am-4pm (Office)

The Computer Training Center offers formal classes and computer access to adults and children from the Tenderloin. We provide training on state-of-the-art machines in basic word processing, spreadsheets, and other Office programs necessary to succeed in today's job market. Those who would be shut out of the information age have access via e-mail and the Web during open drop-in hours. Children have a separate computer lab where they can use educational CD ROMS, participate in group learning projects, and do research for homework assignments. Call for a current class schedule.

San Francisco State University - Urban Institute (Urban Community Services Program)

1600 Holloway Ave, Pacific Plaza Suite 750, 94132

415-338-1082 (Main line)

415-338-0587 (FAX)

Urbanir@sfsu.edu (Email)

M-F: 8:30am-5pm

Provides life skills, work readiness, retention training and services to people with low income and the homeless.

St. Anthony Foundation - Learning Center and Employment Program

55 Jones Street

415-592-2766 (office line)

415-522-5769 (FAX)

M-F 8am-4pm; Orientations held 8:30am, Fridays - call for dates

The Learning Center/Employment Program provides employment related support including a job search and retention class (resume and interviewing skills); computer, GED, basic literacy, and life skills classes; support groups; and use of a computer lab, the Internet, and e-mail services.

The **Casual Labor Program** offers assistance to employers in the community and helps clients build employment skills and earn money through day labor.

Employment Assistance / Job Training

The **A+ Computer Internship Program** is an intensive, hands-on program offering training in desktop computer repair, maintenance and networking. Students work toward obtaining A+ Certification, the industry standard for computer technicians. In addition to the 20 hours of weekly, in-house instruction interns are expected to complete an additional 10-20 hours of independent study. Interns are also assisted with job search, and life skills are an integral aspect of the program. Individuals, businesses and other organizations donate computers. During⁹ their course of study, interns repair these computers, which are then redistributed to local schools and non-profits.

The ARC

1500 Howard Street, 94103
415-255-7200
415-255-9488 (FAX)
M-F: 8am-4:30pm

Provides vocational skills training and supported employment to persons with developmental disabilities and their families/caretakers. They also provide independent and supported living skills training for clients. They have services for seniors with an emphasis on recreation and leisure activities.

The Family School / Strive

www.thefamilyschool.org

3101 Mission Street, 94110 (Business & School)
415-550-4173 (main line)
415-550-4182 (FAX)
M-F: 8:30am-5pm

Provides employment training, placement, retention and career counseling, and family support services to men and women over the age of 17. GED training. On site child care is available on a first come, first served basis for children ages 6 months to 5 years.

Toolworks

25 Kearny Street, Suite 400, 94108
415-733-0990
415-733-0992 (TTY)
415-773-0991 (FAX)

Provides job development. Skills Development Training: 10 week janitorial skills training.

Employment Assistance / Job Training

Treasure Island Homeless Development Initiative (TIHDI)

410 Palm Avenue, Bldg.1, Rm.166, 94130
415-274-0311
415-834-9134 (FAX)
M-F: 9am - 5pm

Provides direct placement with employers on Treasure Island. All referrals must be made by TIHDI member agencies.

United Indian Nations

1320 Webster Street, Oakland, CA 94612
510-763-34703
510-763-6463 (FAX)
M-F 8:30am -5pm

Job training, and employment opportunities for American Indians, 18 years and over in the five counties throughout the Bay Area. Classroom training, work experience, and short-term assignments. On the job training and summer-job program for College students. Other services include job assistance, counseling, job referrals, and a career center. GED preparation and placement. Must provide proof of Native American heritage. Wheelchairs accessible.

Vietnamese Youth Development Center

150 Eddy Street, 94102
415-771-2600
415-771-3917 (FAX)
M-F: 10am - 6pm

Serves ages 14-21 and their parents. Individual and family counseling for family conflict, culture/generation gap peer pressure, academic tutoring, substance abuse prevention, and case management (individual and group). Provides job training and part-time employment (during the school year and summer). Also offers language assistance, information and referral, and advocacy for welfare and legal concerns.

FREE AND DISCOUNT FOOD

Be sure to get a copy of the latest "Free Eats Chart", which lists locations that serve meals on a regular basis. It is updated every three months by the Free Print Shop, and distributed to most service providers along with the "Free Shelter Chart", "Free Medical Chart", and "Free Mental Health Chart". Copies can be printed from www.freeprintshop.org

Canned Foods (Grocery Outlet)

2000 Fifth Street, Berkeley, 94710
510-845-1999
510-644-9990 (FAX)
M-Sat: 8am-9pm; Su: 9am-8pm

Food at up to 40% less than retail; no fresh meat or produce; refrigerated meats available. Open to general public.

Catholic Charities - OMI Senior Services

1948 Ocean Ave., 94127
415-587-1443
415-586-7960 (FAX)
M-F: 8am-4pm (drop-in)

A multipurpose senior center serving the Oceanview, Merced and Ingleside (OMI) districts of San Francisco. Pastries are served Monday-Friday, 8:30am, a hot lunch is served Monday-Friday, 11:30am.

Provides supplemental groceries for low-income seniors through the Senior Brown Bag Program every Thursday of each month, 10am-3pm.

The Brown Bag Program is restricted based on income. Periodic health screenings are given. Classes are offered in art, crafts, music, history and philosophy in theology. Recreational and social activities, weekly blood pressure screening, exercise classes, lectures by special guest speakers and monthly field trips are provided. Transportation to the center can be arranged for area residents.

Economic Opportunity Council (EOC) - Commodity Food Program

1426 Fillmore St., Suite 301, 94115 (administrative office)
415-749-5600 (Office)
415-970-0165 (General)
415-970-0192 (Warehouse)
415-292-5860 (FAX)
M-F: 8:30am-5:00pm (Office)

Provides nutritious supplemental foods, as available, for low-income women during pregnancy and for 12 months postpartum, for their infants and children up to age 6 years who are not WIC eligible. Foods such as infant formula, non-fat dry milk, egg mix, eggs, cereal, peanut butter, canned meat, vegetables, fruit and fruit juices are available monthly at 5 distribution sites throughout the city. Also serves eligible seniors, 60 years

Free and Discount Food

of age or over with the same types of commodity foods. Call for an appointment. Cantonese, Mandarin, Portuguese, Russian, Spanish, Tagalog.

Free Print Shop Free Eats Chartwww.freeprintshop.org

415-648-3222

415-648-4466 (FAX)

Hours Vary.

Chart published privately every three months in English and Spanish that lists places to go to get free food. Copies of the most recently updated charts are available at all social services agencies.

Other charts include Free Shelter, Free Pantry, Free Medical and a Neighborhood Fix-It chart.

Glide Memorial Church

330 Ellis St., 94102

415-771-6300 (Administration)

415-674-6040 (Free Meals Program)

415-921-6951 (FAX)

meals@glide.org (Email)

Serves three nutritious meals a day/364 days a year (New Years Day Closed) to the city's poor and homeless.

Walk-in to 1st floor of 330 Ellis St. (at Taylor), M-F, during meal service hours. Breakfast (8am-9am) and lunch (1.2pm-1:30pm, Weekends: 12-1pm) served 7 days a week. Dinner (4pm-5:30pm) served Monday-Friday. Bagged dinners are given away at lunch time on weekends.

Haight Ashbury Food Program - Food Service Center

1525 Waller Street, 94117

415-566-0366

415-682-3660 (FAX)

Tuesday - Friday: seniors, people with disabilities and families with children are served at 11:30; all others are served starting at 12 noon. Anyone who arrives by 1-1:30pm will be served.

Serves a hot meal with a vegetarian alternative. Every hot, nutritious meal served includes: hot soup, hot entree, hot vegetables, salad, desert and beverage.

Special holiday meals are served on Thanksgiving and Christmas days from 12noon-3pm. Food and beverages served for the annual Easter Sunrise Ceremony atop Mount Davidson.

Free and Discount Food**Jewish Family and Children's Services-AIDS, Chronic Illness and Disabilities Program**

2150 Post St., 94115
415-449-1224
415-449-1253 (FAX)

By offering counseling, care management, spiritual and emotional support groups, information and referral, advocacy, volunteer outreach and the Essey Meal Delivery Program, JFCS ensures clients live the healthiest, most independent lives possible. Program

Nutrition and Hot Meals Program & Senior Center www.kimochi-inc.org

1715 Buchanan, 94115 (Administration)
1840 Sutter St., 94115, Issei Memorial Hall (Meal Programs)
415-931-2294 (Administration)
415-931-2287 (Meal Programs)
415-931-2299 (FAX) (Administration)
415-931-2299 (FAX) (Meal Programs)
M-F: 9am-5pm

Congregate Nutrition Program

Japanese-style hot lunch served 11:45 am (M-F). \$1.50 donation per meal is requested. Eligibility Criteria: individual must be 60 years of age or older and their own and have no one available to prepare meals for them the spouse of a homebound senior, regardless of age; a handicapped non-elderly person who is a member of a household with an elderly person.

Home Delivered Meals Program

Contact: Social Services Coordinator 415-931-2275
415-931-2299 (FAX)

Japanese-style hot lunches are delivered to seniors who are physically unable to travel to

Kimochi's nutrition program site. Service is available 7 days a week to San Francisco of physical or mental disability, unable to prepare meals on their own and have no one available to prepare meals for them, the spouse of a homebound senior, a handicapped non-elderly person who is a member of a household with an elderly person, and successful completion of a Home Delivered Meals Assessment with agency staff. \$3.00 donation per meal is requested.

Kimochi offers several other programs including transportation services, senior center activities, social service programs, in home supportive services, and adult social day care as well as residential respite care programs.

M-F: 9am-5pm (Office) Daily: 8:30am-8:30pm (Drop In)

Free and Discount Food

Martin de Porres- House of Hospitality

www.martindeporres.org

225 Potrero Ave., 94103 (bt 15th and 16th)

415-552-0240 (contact Charlie)

415-552-0646 (FAX)

info(a)martindeporres.org

Breakfast 6:30am-7:30am, M-Tu, Th, F

Lunch 12pm-2pm, Tu-Sat

Brunch 9am- 10: 30am, Sunday

Health Care Th: 12:30 pm-2:00pm

Doors open one hour before serving time.

Provides free meals to anyone in need.

Breakfast is served Monday, Tuesday, Thursday, Friday, 6:30am-7:30am.

Lunch is served Tuesday-Saturday, 12:00pm-2pm.

Brunch is served Sunday 9am-10:30am

A medical van is available on Thursday, 12:30pm-2:00pm for medical needs.

Spanish/English

Meals On Wheels of San Francisco, Inc.

1375 Fairfax Ave., 94124

415-920-1111

415-920-1110 (FAX)

generalinfo@mowsf.org

M-F, 8:30am-4:30pm

Lunch and dinner meal delivery (M-F) for home-bound seniors over sixty and living in San Francisco. Diabetic, low sodium and mechanically softened meal plans are available for clients with special nutritional needs. \$5.00/day contribution is requested, however no one is denied meal delivery service if they are unable to contribute financially.

San Francisco Department of Human Service - Food Stamps Program

1235 Mission St., 94103

3120 Mission St., 94110 (Families)

1440 Harrison St., 94103 (Elderly & Disabled)

415-558-1000 (General Information)

415-558-4186 (Food Stamp Outreach Hotline)

800-952-5253 (State Food Stamp Information/Hotline)

415-558-1184 (FAX-General)

M-F: 8am - 5pm

Provides individuals who meet financial and non-financial guidelines, an Electronic Benefits Transfer (EBT) card which may be used to purchase food items. Amount given to each individual or family vary based on household income and dependents.

Free and Discount Food

Must be a San Francisco resident, citizen of the U.S. or qualifying legal resident alien; or a U.S. Veteran or active military or their spouse or children.

*Individuals on SSI are not eligible for food stamps in California.

College students (age 18-49) may be eligible if working 20 hours per week or in a college work study program, disabled or caring for a child. Individuals 60 years of age or over or disabled may have income somewhat higher than the standards listed above if they have high rent cost and/or medical expenses.

You may get Expedited Services if you are otherwise eligible, depending on house hold gross monthly income and liquid resources. Proof of identification prior to receiving Expedited Services is required. Regular Food Stamps are processed within 30 days

San Francisco Department of Public Health - Women, Infants and Community

Pick up sites are located at the following locations:

Silver Avenue Health Center, 1525 Silver Ave., 94134, 415-715-0324

Chinatown Public Health Center, 1490 Mason St., 94133, 415-705-8555

Ocean Park Health Center, 1351 -24th St., 94122, 415-682-1928

San Francisco General Hospital, 2550 -23rd St., Bldg. 9, Rm 125, 94110, 415-206-5494

Southeast Health Center, 2410 Keith St., 94124, 415-715-4059

St. Luke's Hospital, Bldg., 1.580 Valencia St. (Basement), 94110, 415-821-0123

San Francisco Food Bank - Emergency Food Box Program

900 Pennsylvania Ave., 94107

415-282-1900

415-282-1909 (FAX)

M-F: 3am-6pm

Serves individuals and their families who are in a crisis situation. Clients must go through a social service agency. Must work with same intake agency (cannot go to agency). To get a referral to an appropriate agency for distribution of food boxes, clients should call HELPLINK (415-772-HELP) or 211. Clients may have one food box a year. The Emergency Food Box Program requests that the list of participating agencies not be given to clients.

St. Anthony Foundation www.stanthonysforg

121 Golden Gate Avenue

415-241-2600 (Administration, Program numbers listed below)

415-252-1635 (FAX)

M-F: 8:30am-5pm (Administration, Program days and times listed below)

Free and Discount Food

St. Anthony Dining Room

45 Jones St. (at Golden Gate Ave.)
11am- 12pm (seniors over 60, families w/children, severely handicapped),
12pm- 1:30pm (all others)

Serves one hot meal a day. Anyone willing to stand in line will be served. Can return to line for more servings. Separate dining section for families with children. Families and seniors are served up to 2 trays at the table, without returning to the line.

Food Pantry

121 Golden Gate Ave. (at Jones St.)
First Saturday of each month
8am-5am (Food pantry distribution)

Provides an emergency food box with a 3 day supply of food, once each 12 months to individuals and families in a crisis. Must be a San Francisco resident with proof of residency and a social security number. Call to be screened for an appointment or walk in for intake. Also offers a monthly food pantry for families and individuals on a drop in basis the first Saturday of each month. Must be a San Francisco resident with photo ID and proof residency.

Vincent de Paul Society - Vincentian Desk www.svdp-sf.org

470 Ellis St., 94102 (Vincentian Desk entrance)
415-202-9955
415-202-9956 (FAX)
M,Tu,W,F: 10am- 12:30pm

Has emergency food box supplies on hand (must show current rental receipt or social security card). Client can use one time only.

GAY / LESBIAN / TRANSGENDER SERVICES

All services listed in this manual are available to gay men / lesbians and transgender people. The following programs are specifically designed to assist them

Center for Special Problems

1700 Jackson St. (at Van Ness), 94109

415-292-1500

415-292-1511 (TDD)

415-292-2030 (FAX)

M, W: 8am-8:30pm; Th: 8am-7:30pm; Tu, F: 8am-5pm (Clinic hours)

Scheduling: please call our Duty Officer at 415-292-1500 from 9:30-11:30am or from 2pm-4pm Monday through Friday to schedule an initial appointment.

Payment: Sliding scale, Medical, Medicare, and private insurance with prior approval.

Services: Adult outpatient mental health services provided to SF residents who are coping with mental health issues related to violent impulses, trauma, gender identity or HIV/AIDS. Cantonese, Spanish.

Central City Hospitality House - Tenderloin Self Help Center

288 Turk (at Leavenworth St.) 94102

415-749-2143

415-749-2149 (FAX) M-F: 7:30am-6:30pm

This program is focused on homeless people, low-income persons, veterans, transgender, bisexuals, gay men, lesbians and Tenderloin residents. No one will be discriminated against for any reason. First come, first served basis. Can provide mailing address, free voicemail, phone use. Also drop-in counseling, case management, referral, clothing and intake for the Hospitality House Men's Case Management Dormitory. Offers a Transgender Support Group Mondays from 1pm-2:30pm. Wheelchair/restroom accessible.

Lyon-Martin Health Services

www.lyon-martin.org

1748 Market St., Ste. 201, 94102

415-565-7667

415-252-7499 (TDD)

415-252-7499 (Administrative FAX)

415-252-7512 (Patient Fax)

info@lyon-martin.org

Scheduled Appointments: M, T, Th, F: 8:30am-

5pm W: 11 am-7pm

Medical facility which provides general medical and gynecological care to women and all transgender people above the age of 18, with a special sensitivity to the needs of transgendered persons, lesbians and bisexual women.

Gay /Lesbian / Transgender Services

Provides general medical care for women. Primary care services include: breast health screening (including referral and follow-up), routine physical exams, gynecological care, HIV and STD testing, family planning, fertility information and referral, internal medicine, preventive health care and health education, employment physicals, vaccination and immunizations. Medi-Cal and Medicare accepted. Will work with PPO's as an out of network provider.

National Center for Lesbian Rights (NCLR)

870 Market St., Ste. 370, 94102
415-392-6257
415-392-8442 (FAX)
M-F: 9am-5pm

Provides public policy advocacy, community education workshops, and litigation for precedent-setting cases on behalf of lesbians, gay men, bisexuals, and transgender individuals. Many legislative and legal rights issues around Family law identically impact single women and lesbians. Expert telephone advice and counseling available for legal issues such as custody/visitation, adoption, partnership benefits and legal protection, employment discrimination, immigration/asylum, youth rights, and elder law. Attorney referrals are available nationally. Publishes legal manuals specifically for Family Law issues. Publications and information available regarding donor insemination, 2nd parent adoption, and related contracts.

New Leaf

103 Hayes St (at Market St.), 94102
1390 Market St., Ste. 800, 94102 (Mailing Address)
415-626-7000
415-252-8376 (TDD)
415-626-5916 (FAX)
M-F 9am-9pm

Outpatient counseling center for middle- and low-income members of the lesbian, gay, isexual, transgender, queer and questioning communities (and their families) that cannot afford private therapy. Professional mental health treatment, support and substance abuse services, HIV/AIDS prevention and counseling, outreach to elders, counseling to children and youth, psychiatric assessment and medication services. Fees are set on a sliding scale based on income. Many of New Leafs programs also accept Medi-Cal, private and group insurance.

Gay /Lesbian / Transgender Services**Pacific Center for Human Growth**www.pacificcenter.org

2712 Telegraph Ave., Berkeley 94705
510-548-8283
510-548-2938 (FAX)

Provides services for lesbians, gay men, bisexuals, transgender people and people questioning their sexuality. Includes information and referral services, support groups, individual and couples counseling. Peer support groups for adolescents, transgender persons, people with HIV. Sliding scale - no one is turned away for lack of funds. Clean and sober, non-smoking, scent-free space. For information 510-548-8283 ext: 250 Wheelchair accessible on the first floor only.

Proyecto Contra SIDA Por Vida (PCP10)www.pcpv.org

2973 - 16th St., 94103
415-864-7278
415-575-1645 (FAX)
M-F: 11 am-7pm

Queer Youth Project @ Legal Services for Children, Inc.

1254 Market St., 3rd floor, 94102
415-863-3762
415-863-7708 (FAX)
M-F: 9am-5pm (Intake)

Queer Youth Project @ Legal Services for Children, Inc

1254 Market Street, 3rd Floor, 94102
415-863-3762
415-863-7708 (FAX)
M-F: 9am-5pm (intake)

The **Queer Youth Project (QYP)** conducts "Know Your Rights" training for youth in schools, shelters and community agencies. Provides legal services that positively impact lesbian, gay, bisexual, transgender and questioning youth needs for shelter, education and support.

St. James Infirmarywww.stjamesinfirmary.org

1372 Mission St., 94103 (Office)
415-554-8494 (Office)
415-554-8444 (FAX)

M-F: 1pm-6pm (Office) Sun: 3pm-6pm and Wed: 6pm-9pm (Clinic) Offers free, confidential, nonjudgmental medical and social services for female, transgender, and male sex workers. Clinics operated at the following location time.

Gay /Lesbian / Transgender Services

City Clinic

356 - 7th St., 94103

415-487-5500

Tuesdays: 12-3pm

Wednesdays: 6pm-9pm

Last intake at 8:30pm

Mission Neighborhood Resource Center 165 Capp St., 94110

415-869-7977

Saturdays: 3pm-6pm

Last intake at 5:30pm

Transgender Clinic @San Francisco Department of Public Health -Tom Waddell
Clinic –

Health Care for the Homeless

50 Lech Walesa Street, 94102 (@ Grove)

Urgent care clinic: 1st Floor

415-355-7400 (Clinic)

415-355-7407 (FAX)

sfgh.dphmail@sfdph.org (Email)

M-F: 8am-8pm; Sat: 9am-4pm

Tuesday evenings, 5pm-8pm

HIV / AIDS

AIDS Legal Referral Panel (ALRP)

www.alrp.org

1663 Mission St., Ste 500, 94103
415-701-1100 (New Clients)
415-701-1200 (Service Providers)
415-701-1400 (FAX)
M-F: 9:00am-5pm. Call for appt.

Legal services for individuals with asymptomatic or symptomatic HIV or AIDS, and for persons who have experienced discrimination on the basis of HIV or AIDS. The Immigrant HIV Assistance Project (IHAP) assists all low-income San Francisco residents who are HIV + and have any immigration problems. Prepares waivers for HIV positive individuals and represents immigrants and refugees who face exclusion because of HIV status. Represents clients in political asylum, post-asylum adjustment of status, citizenship and public benefits counseling.

Initial legal consultation is free of charge for all legal problems, including cases involving bankruptcy, eviction defense, insurance benefits, unemployment, worker's rights, SSI and other government benefits. No criminal issues, civil cases only. Simple wills and durable powers of attorney are available free of charge. The cost of all other legal matters that are referred to a panel attorney are based on the client's ability to pay. Client interviewed over the phone before referral to an attorney. No drop-in services. Spanish. Wheelchair accessible.

Bayview-Hunter's Point Foundation - AIDS Services

1625 Carroll Ave., 94124
415-822-8200, ext. 25
415-822-6822 (FAX)
M-F: 7:30am-3:30pm

AIDS emotional support unit, individual and group counseling, home and hospital visits, and food and clothing bank. No cost. Call for more information

Black Coalition on AIDS (BCAS)www.bcoa.org

2800 Third St., 94107
415-615-9945
415-615-9943
M-F: 9-5 (Office)
24 hours daily (Housing Program)

BCAS provides HIV testing and Counseling on Tuesdays from 8am-12pm at Bayview Hunters Point Foundation, 1625 Carroll AVE, and on the first and third Thursday of the month at BCA (see above address) from 4pm-7pm. For more information please call Toni Parks at 415-615-9944.

Health case management and other health promoting activities are provided.

Complimentary Alternative Medicine Practitioners (CAMP) will be at BCA from 4pm-7pm every first and third Thursday of every month. CAMP provides free chiropractic work, massage and acupuncture. Arrive Early. Sessions are scheduled on a first-come-first-served basis.

Rafiki Housing Program is a community-based, 11 bed, HIV/AIDS transitional housing program which provides a sober and safe environment for homeless African Americans with AIDS/HIV. Provides case management for clients seeking permanent housing. Also offers support groups and individual support concerning issues of HIV/AIDS and substance abuse.

Catholic Charities - Assisted Housing Health Programs

180 Howard St., Suite 100, 94105
415-972-1333
415-972-1200 (Catholic Charities Main Reception Line)
415-972-1339 (FAX)
M-F: 9am-5pm. Call for an appointment.
New Clients seen on drop in basis between 2pm-4pm

Promotes stability in the lives of persons living with HIV/AIDS by providing rental and housing assistance, and financial assistance for medical expenses and housing needs.

Second Start Program

For people who are or have been diagnosed with disabling HIV or AIDS, are interested in going back to work or school, and are paying more than 50% of their income toward rent each month. Qualified individuals may be eligible for a monthly rental subsidy for up to 18 months. Documentation required: CA State I.D., proof of gross monthly income, letter of diagnosis from San Francisco doctor, proof of rent, proof of employment, job training/school enrollment. Waiting List

CARE Partial Rent Subsidy Program

For those with disabling HIV/AIDS who have been residents of the city & county of San Francisco for at least one year and do not currently live in subsidized housing. Qualified individuals may receive a small monthly subsidy to offset rental expenses. Priority given to those receiving General Assistance.

Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$900), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year), proof of San Francisco residency. Must call monthly to maintain name on Waiting List.

HOPWA Rental Subsidy Program

For those with disabling HIV/AIDS who have been on the Housing Waitlist (CHIPS) for at least one year and do not currently live in subsidized housing. In collaboration with the SF Housing Authority, provides a monthly rental subsidy for SF residents who are diagnosed with disabling HIV or AIDS and have a very low income. Recipients of this subsidy pay 30% of their income toward rent and the SF Housing Authority pays the balance of the rent to the property owner.

Documentation required: CA State I.D., proof of gross monthly income (dated within the last 60 days), letter of diagnosis from San Francisco doctor (dated within the last 90 days), proof of San Francisco residency (or intent to reside), birth certificate, bank statements (if applicable). This program only takes referrals from the Housing Wait List (CHIPS). For more information regarding the Housing Wait List call the AIDS Housing Wait List at 415-487-8040.

St. Joseph's Health Fund (SJHF)

Offers assistance to individuals with disabling HIV or AIDS to pay for certain medical expenses. Fund is limited to \$500/year and only covers certain obvious medical expenses or other expenses that are deemed necessary by client's physician. Eligible expenses include: prescription medication, insurance premiums, co-payments, eye exams, eyeglasses/contacts (up to \$250), and dental care. Check with SJHF staff for information about alternative therapies qualifications. Checks are sent directly to providers. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$ 1,000), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year) proof of San Francisco residency, proof of medical insurance (Medicare, Medical, or private), if applicable. Wait List, must call monthly to maintain place on list.

Catholic Charities HIV Housing and Services - Peter Claver Community

1340 Golden Gate, 94115
415-749-3800
415-563-3153 (FAX)
24 hrs/day 7 days/wk. Call for referrals and appointments.

A 32-bed residential program for homeless people with disabling HIV and AIDS. Services include case management, social and recreational services, attendant care, advocacy, and assistance with managing medication. 24-hour direct care staff availability, consultation by on-site registered nurses, and three meals a day plus snacks. Phone/Walk-in not available. CHIPS waiting list. Call for eligibility requirements. Residents pay 30% of monthly income for rent. One month's deposit is required upon entry. Money management is also required.

Continuum HIV Day Services www.continuumhiv.org

255 Golden Gate Ave., 94102
415-437-2900
415-861-1399 (TTY)
415-437-2550 (FAX)
M-F: 8:30am-5pm (administrative office)
M-F: 9am-3:15pm (client services)

Depending on need and circumstance, clients can access comprehensive programs including adult day health, mobile health care services, food and nutrition, home care, case management, and transitional services for people being released from jail or prison.

Adult Day Health Care

The only licensed Adult day Health Center (ADHC) for people living with HIV/AIDS that provides health and social services to low income and homeless people.

Nursing Case Management and Medical Waiver Programs (NCMP)

Offer assistance to the frailest members of our target population by providing services at their home rather than at Continuum's center, keeping people in their community and out of institutions.

Tenderloin Care Program

A four-agency private/public partnership that provides mobile nursing, case management and health care services throughout the Tenderloin area.

Springboard

A prison release/ transitional case management program designed to improve the health status of minorities with HIV/AIDS being released from California State prisons. Provides transitional case management and linkage to appropriate, culturally sensitive primary health care and social services.

Homebase/Hope Study

Similar to Springboard, but works with inmates of San Francisco County Jails. Also contains a research component funded by the Centers for Disease Control and Prevention and the State of California.

Davies Campus-- California Pacific Medical Center (CPMC)

Castro and Duboce St., 94114
415-600-6000
415-600-5508 (FAX)
24-hour emergency walk-in care.

Acute care facility, 24-hour emergency room; microsurgical replantation and transplantation; hemodialysis; HIV research and treatment; rehabilitation, fitness evaluation and sports medicine. Cantonese, French, Italian, Spanish and Tagalog. Fee for service -- private insurance, Medi-Cal, Medicare accepted.

Glide Memorial Church - Goodlett HIV/AIDS Project

330 Ellis St., Rm. 418, 94102
415-674-6160
415-885-8512 (FAX)
M-F: 10am-12pm, 1pm-5pm

Provides AIDS education, information and referral and outreach in the Tenderloin District. Also provides one-on-one, individual case management, treatment, peer advocacy, and health education. Distributes safe-sex kits that include free condoms and bleach kits.

Offers free, confidential, oral HIV testing on site every Monday - Thursday, 10am-5pm

Institute for Community Health Outreach - Native American AIDS Project (NAAP)

www.naap-ca.org
470 Carolina St., 94107
415-431-NAAP (6227)
415-431-6257 (FAX)
M-F: 9am-5pm

NAAP provides case management, peer advocacy, and mental health services to Native Americans living with HIV. NAAP provides HIV prevention and support services to those at risk for HIV and other infections. Prevention education services include HIV prevention workshops, street outreach, health education, risk reduction counseling and community outreach and education. Care programs include case management, recreational activities (bead work, moccasin making, basket weaving, picnics, field trips), education about traditional and alternative therapies, emotional support, spiritual guidance and healing, and psychotherapy.

Institute Familiar de la Raza, Inc. - Latino AIDS Project

2919 Mission St., 94110
415-229-0500
415-647-3662 (FAX)
M-F: 9am-5pm, Call intake worker

Provides bilingual/bicultural AIDS education, prevention and referral in the Latino community. Services include confidential house meetings, bilingual education, presentations at schools, community organizations, youth groups, churches, the workplace, health fairs and drug rehabilitation centers. Other community outreach includes billboards, posters and a Spanish AIDS education video. Offers a gay Latino men's drop-in group and an HIV positive support group. Also offers HIV positive and AIDS support groups for Latina women. Proyecto Mano A Mano provides bilingual and bicultural psychiatric consultation, psychotherapy, individual and family counseling, case management, advocacy to Latino/Chicano men and women diagnosed with HIV/AIDS disease. The Mano A Mano Mental Health Services provides bilingual and bicultural mental health services to Latino and Chicano men and women who have been diagnosed with HIV/AIDS/SIDA. Offers psychiatric consultation, psychotherapeutic individual, group and family services, case management, treatment advocacy and peer counseling.

Iris Center

333 Valencia St., Ste. 222, 94103
415-864-2364
415-864-0482 (TDD)
415-864-0116 (FAX)
M-Th: 9am-5:30pm F: 9am-5pm

Iris Center provides the following services through the following programs (therapeutic child care is available for all clients to use while receiving services):

Iris Project

Individual and group counseling for women, including HIV+ women, who want help to stop using drugs and/or alcohol or want help to continue not using drugs and or alcohol. A specialized component for lesbian women. Services available in Spanish.

Intensive Outpatient Programs

For women who want help to stop using drugs and/or alcohol or want to continue not using drugs and/or alcohol. Primarily serves low-income women of color who are addicted to crack/cocaine, alcohol, and heroin.

Genesis Program

Serves women who are dual diagnosis (have disabilities of substance abuse and mental illness) or triple diagnosis (have disabilities of substance abuse and mental illness and HIV illness).

Lutheran Social Services of Northern California - North Coast

290 8th Street, SF, CA 94103

415-581-0891

415-581-0898 (FAX)

M-F: 8:30am-5pm

AIDS Financial Services

Offers money management to low-income San Francisco residents with HIV/AIDS. Many service recipients are required by Social Security to have a representative payee while others voluntarily seek assistance managing their benefits (SSI, SSA, SDI, GA, VA), AFS will open a bank account in the client's name and help establish a financial plan to manage their funds. AFS automatically applies the appropriate portion of a client's benefits to the prompt payment of their rent. All remaining funds are available to the client.

AIDS Financial Services is funded primarily by the San Francisco AIDS Office and the Department of Public Health. It is offered free of charge, in order to provide San Francisco residents living with HIV/AIDS greater freedom from financial worries and to increase their independence and dignity.

Hazel Betsey Apartments

Provides permanent, subsidized housing and supportive services to formerly homeless

mental health problems. Although the program is currently at capacity, a waiting list is maintained by the San Francisco Department of Public Health.

Mission Neighborhood Health Center - La Clinica Esperanza

240 Shotwell (@ 16th & South Van Ness), 94110

415-431-3212

415-552-1013 Ext. 203

415-863-6384 (FAX)

M,F: 9am-6pm, T,W, Th: 12pm-9pm - La Clinica Esperanza HIV

Testing hours: M, T, W: 6pm-8pm

La Clinica Esperanza, the HIV Clinic at MNHC, provides a comprehensive model of care for the HIV positive individual. Services include: health education, individual counseling and case management, medical assessment and treatment, treatment advocacy and

New Leaf

103 Hayes St. (at Market), 94102
1390 Market St., Ste. 800, 94102 (Mailing Address)
415-626-7000
415-252-8376 (TDD)
415-626-5916 (FAX)
M-F: 9am-9pm

New Leaf is an outpatient clinic providing alcohol/substance abuse, mental health treatment and support for gay men, lesbians, bisexuals and the transgender community. Mental health services for those with HIV disease. Group, individual, and couples counseling. Call for an intake appointment.

Outpatient counseling center for middle- and low-income members of the lesbian, gay, bisexual, transgender, queer and questioning communities (and their families) that cannot afford private therapy. Professional mental health treatment, support and substance abuse services, HIV/AIDS prevention and counseling, outreach to elders, counseling to children and youth, psychiatric assessment and medication services. Fees are set on a sliding scale based on income. Many of New Leaf's programs also accept Medi-Cal, private and group insurance.

Planned Parenthood Golden Gate (PPGG)www.ppgg.org

815 Eddy, Ste. 300, 94109
800-967-7526 (Appointments and Information)
415-441-7858 (Clinic Administration)
800-967-PLAN ext: 3 (Facts of Life Hotline)
415-885-2462 (FAX)
M: 8am-8pm, Tu: 8am-5pm; W: 9am-8pm; Th: 8am-5pm;
F: 8am-5pm; S: 9am-2pm (On all days, last appointment is 1 hour before closing)

Provides high-quality, affordable comprehensive health care to women, men and teens. Services include: gynecological exam (PAP Test), male health services, midlife/menopause services, pregnancy testing, prenatal care, general check-ups, sexually transmitted infection testing, tubal sterilization, and vasectomy.

HIV services include: confidential and anonymous HIV screening, education and counseling on the topics of HIV and AIDS, and a required visit to the health center to receive results 7 days after initial HIV screening. You can make a confidential appointment online.

HIV/AIDS**Positive Resource Center (PRC)** www.positiveresource.org

785 Market Street (at 4th Street), 10th floor, 94103

415-777-0333

415-777-1770 (FAX)

M-F: 9am-5pm

The Benefits Counseling Program provides public benefits (Social Security, SSI, etc.) representation as well as assistance with navigating the private benefits system to HIV positive San Francisco residents. We also represent people with severe mental health issues who are referred to us through specific Department of Public Health and CalWorks sites. No charge for services. Call or drop in for information on intake protocol.

The Employment Services Program provides employment and career counseling, ongoing workshops, labor market updates, informational interviews, post placement support, job search assistance, computer skills training and small business support to Bay Area residents who are HIV positive. No charge for services. Call or drop in for information on intake protocol.

Peer educators work with staff to reach young individuals through street based outreach, case management and group sessions. Provides a court advocacy for youth.

Also operates an alternative high school providing street outreach, leadership development, juvenile court representation and case management. A program for young women works to prevent involvement with survival sex (juvenile prostitution). The Homeless Organizing the Mission Program empowers youth to participate in community work.

San Francisco AIDS Foundation www.sfaf.org

995 Market St., Ste. 200, 94103

P.O. Box 426182, 94142-6182 (Mailing)

415-487-3000 (Main Reception)

415-487-3004 (Spanish)

415-487-3009 (FAX)

M, W, Th & F: 9am-5pm, T: 9am-9pm

Provides financial benefits (including SSI), counseling, advocacy, case management, information/referrals, emergency housing for people with AIDS. All services require intake, initial (local) letter of diagnosis for individuals with HIV and proof of San Francisco residency.

Offers hotel vouchers for emergency and transitional housing, housing planning and consultation and referrals to shelters and other housing programs. Also has a rental subsidy program that receives its client referrals from the city's AIDS Housing Wait List.

HIV/AIDS

San Francisco AIDS Foundation - Housing Wait List (HWL)

San Francisco Department of Public Health

415-554-2690 (To Access the Wait List)

415-487-8000 (San Francisco AIDS Foundation - HIV Services and Treatment Support Department Client Advocacy)

Provides HIV+ individuals and HIV/AIDS service providers with accurate and timely information on housing resources. Contact an HIV/AIDS service provider.

TRILINGUAL HOTLINE (English, Spanish, Filipino)

P.O. Box 426182, 94142-6182 (Mailing)

415-487-3000 (Main Reception)

415-487-8000 (Client Services)

1-888-225-AIDS (2437) (TDD)

415-487-3009 (FAX)

M-F: 9am-5pm (Closed Lunch 12pm-1pm)

California HIV/AIDS Hotline (English/Spanish/Filipino)

800-367-AIDS (2437) (Toll Free Nationwide)

415-863-AIDS (2437) (Within SF Area and Outside CA)

888-225-AIDS (2437) (Toll Free TDD)

San Francisco Department of Public Health - AIDS Office

25 Van Ness Ave., Ste. 500, 94102-6033

415-554-9000

415-431-7547 (FAX)

M-F: 8am-5pm.

The AIDS Office administers city, state and federal funding awarded to the Health Department for HIV/AIDS prevention, education, health services and research. This office acts as a liaison and support service between the various community based organizations and governmental agencies. Spanish, Tagalog. No fees. Wheelchair accessible. No direct services.

San Francisco Department of Public Health - Castro-Mission Health Center

3850 17th St. (at Noel), 94114

415-487-7500

415-558-8221 (FAX)

M-F: 7:45am-12noon and 1pm-5pm *plus* Tu: 5pm-9:00pm By appointment.

Nurse Immunization Clinic: Call for same-day appointments (M-Th)

San Francisco Department of Public Health-San Francisco City Clinic-Sexually Transmitted Disease Clinic

356 7th Street. 94103

415-487-5500

415-495-6463 (FAX) Drop-In Hours:

M, W, F: 8am-4pm Tu: 1pm-6pm

Appointments are available on Thursday morning for HIV Early Care.

Call 415-487-5526 for more information

Women's Health Services call 415-487-5552

A specialty clinic providing confidential, low-cost, convenient drop in sexually transmitted disease services to all persons over the age of 12, regardless of their ability to pay.

Patients are seen on a drop-in basis- patients are encouraged to come early in the morning or near the time the clinic opens. Clients are asked to pay a small fee for services, however, no one is denied services if they are unable to pay.

Spanish, Russian, Cantonese, Mandarin, Tagalog.

San Francisco General Hospital (SFGH)- HIV Care Clinic (Adolescent HIV Service)

1001 Potrero Ave., 6M5 94110

415-206-TEST (8376) (Clinic Appointments)

415-206-8623 (FAX)

M-F: 8:30am-12pm, 1pm-5pm

Confidential counseling and HIV antibody testing and support services for youth 18 years and under. Clinic available twice a month. Must call for appointment. No ID required. No fee. Sign language, Spanish, Mandarin, Cantonese, Tagalog, Cambodian, Vietnamese. Wheelchair accessible.

San Francisco General Hospital (SFGH)- Positive Health Program

995 Potrero Ave., Ward 86, Bldg. 80, 6th floor, 94110

415-206-8000 (General Information-24hrs)

415-476-0828 (HIV Outpatient Clinic, Ward 86)

415-206-8558 (Sliding Fee Eligibility Line)

415-502-4777 (FAX)

24 hours daily (General Information)

M-F: 8:30am-5pm (Clinic)

Primary medical care and psycho-social services for anyone who is HIV+ and lives in San Francisco. Special women's clinic staffed by women providers to meet medical and psycho-social needs of HIV+ women. Conducts research, has access to experimental drugs and treatment. Fees based on financial status (free to indigents). Persons living outside of San Francisco must have Medi-Cal.

San Francisco Network Ministries www.sfnetworkministries.org

559 Ellis Street, 94109
415-928-6209 (main line)
415-928-5752 (FAX)
M-F: 10am-4pm

Devoted to the people of the Tenderloin with whom we work cooperatively for the empowerment of all, proclaiming good news for the poor and seeking liberty for those who are oppressed.

Since its founding in 1972, Network ministries has provided a wide range of effective and compassionate services including computer training, kids programs, a safe house for prostituted women, memorial services for poor and homeless people, pastoral care for those with AIDS, and political advocacy regarding issues that affect the Tenderloin.

San Francisco Suicide Prevention-AIDS/HIV/HEPC Nightline

PO Box 919350, 94119
415-434-AIDS (2437)
800-303-SIDA (7432) (Spanish Outside 415 Area Code)
415-984-1921(FAX)
24 hours daily (Crisis Line)
5am-5pm daily (AIDS/HIV Nightline)
6pm-midnight (La Linea Nocturna, Spanish)

Trained volunteer counselors provide crisis telephone counseling and information and referral. All calls are strictly confidential and counselors are sensitive to the needs of adolescents, elderly, minority groups and individuals with AIDS/HIV. English, Spanish, Cantonese and TTY for most programs. Trained volunteer counselors provide crisis telephone counseling and information about AIDS, HIV and Hepatitis C when all other services are closed.

Shand

730 Polk St., 3rd floor, 94109
415-674-4700
415-674-0371 (FAX)
M-F: 9:30am-5pm

Services for people with HIV/AIDS. Emotional and practical support program provides information and recreational activities. Activity program, LIFE program, drop-in lounge available. No fee for services. Spanish. Wheelchair/restroom accessible.

St. Mary's Medical Center

2235 Hayes St., 5th Fl., 94117 (St. Mary Philippa Memorial Clinic)

2235 Hayes St., 5th Fl., 94117 (Medical Center/HIV Services)

415-750-4976

415-750-5500 (St. Mary Philippa Memorial Clinic)

415-750-5503 (Medical Center/HIV Services)

415-750-4987 (FAX)

St. Mary Philippa Memorial Clinic: M-F: 9am-5pm

Medical Center/HIV Services: M-F: 8:30am-4pm

St. Mary Philippa Health Center

Not a drop-in or emergency clinic. Appointments necessary. A comprehensive health care program providing primary and specialty outpatient and inpatient care. Clinics include: AIDS/HIV. Also offers nutrition counseling, social work services and health education. Provides primary care with referral to specialists when necessary. Includes social services, referral to other community services. Sliding scale. Cambodian, Chinese, Filipino, Laotian, Spanish, Thai and Vietnamese. Serves city wide. General Assistance recipients are not eligible for SMP services and are referred to county health care services.

Medical Center/HIV Services

Provides primary medical care, HIV Social Services, and psychiatric consultations to HIV patients. Must provide a picture ID, proof of residency and proof of income. Translators available for most languages. Wheelchair accessible.

Tenderloin Health Resource Center (formerly Tenderloin AIDS Resource Center)

187 & 255 Golden Gate Ave., 94102

415-431-7476

415-431-3959 (FAX)

Daily: 1am - 8:30pm (closed for lunch 12-1 & 4-5pm, W: 12 - 5pm everyday)

Prevention case management for HIV positive, HIV negative, transgender and Latino clients. Transgender counseling and substance abuse counseling for HIV clients. Referrals available. Outreach to residents of the Tenderloin. Free and confidential HIV antibody testing and counseling Sundays - Saturdays, 9-11:30am & 1-3:30pm (except Saturdays from 1-2:30pm). Walk in and appointments with referral. No fee. Spanish.

Provides direct access to HIV short-term emergency housing (up to 28 days in a calendar year) for homeless residents living HIV/AIDS who are linked with a case manager and working towards alternative long-term placement or family reunification.

UCSF - AIDS Health Project

1855 Folsom St., Ste. 670, 94103 (Administration)
1930 Market St., 94102 (Client Services)
415-476-3902 (Client Services)
415-502-8378 (HIV Testing Appointment)
415-476-3655 (FAX)
M-TH: 8:30am-9pm, F: 8:30am-6pm; after 6pm by appointment

Anonymous and confidential HIV antibody testing. Wheelchair accessible.
Spanish.

UCSF - Women and Children's Specialty Clinic - Positive Health Practice

400 Parnassus Ave., Rm. A-429, 94143
415-353-2119
415-353-2406 (FAX)
M-Th: 8am-5pm; F: 8:30am-4:00pm (closed 12-1)

Provides primary medical care and social services for HIV-positive women, their children and HIV-positive partners. Free on-site child care available every Wednesday so women can meet privately with provider. Clinic services by appointment only. Accepts MediCal and private insurance. Drop-in Older Women's Support Group for HIV-positive Women over 45 years old; first and third Tuesday of the month from noon-1:30pm in room A-45. Lunch served. Interpreters available with 48 hour notice.

Walden House Inc. - HIV/AIDS Services

890 Hayes St., 94117 415-701-5111
415-934-3451 (intake)
415-252-9488 (FAX) 24 Hours

Offers drug treatment and mental health services for people with HIV/AIDS. Call above number for intake. Detox services available.

Westside Community Services

1153 Oak St. 94117 (Administration)
415-431-9000 (Administration)
415-431-1813 (FAX-Administration)
M-F: 8:30am-5pm

Prevention, case management, and support services.

AIDS Case Management & Home Care Program

245 11th St. 94103
415-355-0311
415-355-0349 (FAX)
M-F: 8:30am-5pm

Serves people of color, those with prior diagnosis of mental illness, substance abuse or without financial resources. Comprehensive medical case management and home care program. Call case management worker for information on application procedure and wait-list information.

Women's HIV Prevention Project

Address: Same as above
M-F: 8:30-5pm

Targets women of color who use IV drugs or who have intimate relationships with men who use IV drugs. Provides 6-session groups on HIV prevention, self-esteem, women's health, and domestic abuse. Services are free of charge.

Counseling, Testing, Referral & Partner Notification Program

Address: Same as above
M-F: 8:30-5pm

WORLD

414 - 13th St, 2nd Fl., Oakland, 94612
510-986-0340
510-986-0341 (FAX)
M-Th: 10-4

World is a diverse community of women living with HIV/AIDS and their supporters working together to Provide support and information to women with HIV/AIDS and their families, friends, and loved ones. Educate and inspire women with HIV/AIDS to advocate for themselves, one another, and their communities, promote public awareness of women's HIV/AIDS issues and a compassionate response for all people with HIV/AIDS.

WORLD's current programs and activities include:

HIV University: - A 12-week school for educating women about living with HIV developed by and for women with HIV to learn about treatments and living with HIV. Also includes a session, "Living Longer" that incorporates safer sex information as well as the impact of sexually transmitted diseases on people living with HIV. Over 80% of enrollees have been women of color who take what they learn back to their communities. There are over 100 local graduates and 40 pilot programs nationwide.

Peer Advocates: Women from WORLD do outreach to HIV -positive women and men in Oakland and Berkeley to link them to health care and services (housing, substance treatment, etc.) and to provide one-on-one peer support and education.

Perinatal Peer Advocacy: WORLD has a specialized position within its Peer Advocacy team to provide information to HIV -positive women who are considering pregnancy or are new mothers. This staff person also provides information to care givers and advisory groups regarding the intersection of HIV and perinatal transmission. WORLD has, for example, provided consultation to the National Institutes of Health, Centers for Disease Control, and the Institute of Medicine of issues connected to pregnancy and HIV.

Latina Initiative: WORLD's full-time bilingual Latina Peer Advocate provides peer support, education and advocacy as part of a collaborative Latina Initiative with the Family Care Network, and closely with Project Inform to bring a stronger "prevention with positives" focus to WORLD.

WORLD Newsletter: A quarterly, 8-page newsletter with over 12,000 readers in over 87 countries which has published personal stories of over 300 women living with HIV, in addition to treatment updates, resources, and other information about living with HIV.

Speakers Bureau: Education about HIV and AIDS locally, nationally and internationally primarily about AIDS prevention.

Notification services. Drop in hours listed above. -Retreats for HIV positive women: 3-day retreats that provide 50 women with education, stress management, and support. There have been 24 retreats in 12 years and attendees have come from across the nation and around the world.

LINCs Program: An outreach program designed to engage and assist women who have been newly diagnosed or are not accessing the medical care and support services that they need.

Outreach to Prisoners with HIV/Aids: WORLD provides free subscriptions and printed information to HIV-positive nationwide, does visitation and advocacy for women prisoners, and provides peer support to HIV-positive prisoners released to our community.

Advocacy: Women from WORLD advocate for their communities on Board of Directors, Community Advisory Boards, Ryan White and community prevention Planning Councils, conference planning groups, and the Women's Interagency HIV Study. World has also provide consultation for policy-makers and fenders.

Collaborations: WORLD has a strong history of collaboration with many organizations, including the Family Care Network, Project Inform, La Clinica de la Raza, the Alameda County African American AIDS State of Emergency Task Force, and Highland Hospital.

Asian, Inc www.asianinc.org

1670 Pine Street, 94109
415-928-5910
415-921-0182 (FAX)
M-F: 9:00 am – 5:30 pm

Provides small business development assistance including feasibility studies, loan packaging, marketing plans and financial systems to San Francisco residents and refugees in the Bay Area. Maintains a library on business methodology and Asian studies. Packages below-market-rate loans for housing rehabilitation in low-income neighborhoods. Acquires multiple-unit buildings for low-income and moderate-income residents. Call for residency information. Has 4 handicap accessible units (2 at 518 Minna Street and 2 at 2300 Van Ness), both of those properties have wheelchair accessible entrances.

Bernal Heights Neighborhood Center - Housing Program

515 Cortland Avenue, 94110
415-206-2140
415-648-0793 (FAX)
M-F: 9am-5 pm

Provides and preserves stable and affordable homes for adults with low incomes and their children, many of whom are homeless and have special needs due to mental health issues, HIV/AIDS diagnosis, and substance abuse problems. To date, 13 rental developments have been built or rehabilitated providing a total of 229 apartments. These apartments currently provide stable and affordable homes for nearly 500 low-income adults and children.

BHNC had developed eight properties for individuals and families with special needs in various neighborhoods citywide. Vacancies for our special needs properties are filled either by referrals from the service providers with whom we collaborate or by referrals from the San Francisco Housing Authority depending on the specific development. The service providers with whom we work are Black Coalition on AIDS, Asian American Recovery Services, Positive MATCH-Rita Da Cascia Program, Lutheran Social Services, and Progress Foundation.

Catholic Charities - Assisted Housing Health Programs

180 Howard St., Suite 100, 94105
415-972-1333
415-972-1200 (Catholic Charities Main Reception Line)
415-972-1339 (FAX)
M-F: 9am-5pm. Call for an appointment.
New Clients seen on drop in basis between 2-4pm

Promotes stability in the lives of persons living with HIV/AIDS by providing rental and housing assistance, and financial assistance for medical expenses and housing needs.

Second Start Program

For people who are or have been diagnosed with disabling HIV or AIDS, are interested in going back to work or school, and are paying more than 50% of their income toward rent each month. Qualified individuals may be eligible for a monthly rental subsidy for up to 18 months. Documentation required: CA State I.D., proof of gross monthly income, letter of diagnosis from San Francisco doctor, proof of rent, proof of employment, job training/school enrollment. Waiting List.

CARE Partial Rent Subsidy Program

For those with disabling HIV/AIDS who have been residents of the city & county of San Francisco for at least one year and do not currently live in subsidized housing. Qualified individuals may receive a small monthly subsidy to offset rental expenses. Priority given to those receiving General Assistance. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$900), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year), proof of San Francisco residency. Must call monthly to maintain name on Waiting List.

HOPWA Rental Subsidy Program

For those with disabling HIV/AIDS who have been on the Housing Waitlist (CHIPS) for at least one year and do not currently live in subsidized housing. In collaboration with the SF Housing Authority, provides a monthly rental subsidy for SF residents who are diagnosed with disabling HIV or AIDS and have a very low income. Recipients of this subsidy pay 30% of their income toward rent and the SF Housing Authority pays the balance of the rent to the property owner. Documentation required: CA State I.D., proof of gross monthly income (dated within the last 60 days), letter of diagnosis from San Francisco doctor (dated within the last 90 days), proof of San Francisco residency (or intent to reside), birth certificate, bank statements (if applicable). This program only takes referrals from the Housing Wait List (CHIPS). For more information regarding the Housing Wait List call the AIDS Housing Wait List at 415-487-8040.

HIV/AIDS**St. Joseph's Health Fund (SJHF)**

Offers assistance to individuals with disabling HIV or AIDS to pay for certain medical expenses. Fund is limited to \$500/year and only covers certain obvious medical expenses or other expenses that are deemed necessary by client's physician. Eligible expenses include: prescription medication, insurance premiums, co-payments, eye exams, eyeglasses/contacts (up to \$250), and dental care. Check with SJHF staff for information about alternative therapies qualifications. Checks are sent directly to providers. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$ 1,000), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year) proof of San Francisco residency, proof of medical insurance (Medicare, Medical, or private), if applicable. Wait List, must call monthly to maintain place on list.

Department of Building Inspection - Housing Inspection Division

1660 Mission St. 6th floor, 94103
415-558-6220
415-558-6249 (FAX)
M-F: 8am-5pm

Oversees the effective, efficient, fair and safe enforcement of the City and County of San Francisco's building, housing, plumbing, electrical, and mechanical codes. Inspects apartments and hotels. Will inspect anonymous complaints. Maintains records of complaints and inspections. Clients can walk in or phone. Wheelchair accessible.

Housing Conservation and Development Corporation

221 Sansome St., Ste. 200, 94104
415-395-9698
415-395-4780 (FAX)
Monday-Friday: 8:30am-5pm

Receives contributions and distributes funds for neighborhood and community improvement primarily in Oceanview-Merced Heights-Ingleside, Bayview-Hunter's Point and Visitacion Valley. Acquires and rehabilitates family rental units to provide longterm affordability for low to moderate-income households.

Independent Living Resource Center (ILRC)

www.ilrcsf.org

649 Mission St. (at 3rd), 3rd Fl, 94105
415-543-6222
415-543-6698 (TTY)
415-543-6743 (Spanish)
415-543-6768 (Chinese)
415-543-6318 (FAX)
M-F: 9am-5pm

Offers a variety of services for people with disabilities. Services include: peer counseling and peer counseling training, attendant referral services, employment and benefits related services, housing services, information and referral and individual assistance advocacy.

Mayor's Office on Housing

www.sfmoh.org

1 South Van Ness Avenue, 94103
415-558-1906
415-252-3140 (FAX)
M-F: 8:00am – 5:00pm

Information on home ownership programs funded through the city. Offers below market interest rate loans for low to moderate income first time home buyers. Many have waiting lists and are not affordable for GA recipients. To obtain a list of affordable housing, visit their web site.

Oakland Citizens Committee for Urban Renewal (OCCUR)

1330 Broadway, Ste. 1030, Oakland, 94612
510-839-2440
510-268-9065 (FAX)
occur@citycom.com
M-F: 9am-5pm

Community technical assistance with housing development, neighborhood revitalization, land use analysis and planning, and training of non-profits in proposal writing and organizational development.

Project Sentinel

430 Sherman Ave., Ste. 308, Palo Alto, 94306
415-468-7464
(415-HOUSING)
650-321-6291 (Office)
650-321-4173 (FAX)
M-F: 9am-12pm, 1pm-4pm

Regional fair housing program investigating housing discrimination cases (based on race, religion, national origin, sex, presence of children, marital status, sexual orientation or disability). Also provides enforcement, education, counseling, rental dispute mediation,

Housing - General Resources

HUD certified counseling for those in mortgage delinquency and default. Also offers attorney referrals. Spanish.

San Francisco AIDS Foundation - Housing Wait List (HWL)**San Francisco Department of Public Health**

415-554-2690 (To Access the Wait List)
415-487-8000 (San Francisco AIDS Foundation - HIV Services and Treatment Support Department Client Advocacy)
M, W, F: 9am-12:30 (SF AIDS Foundation Drop-In other times available by appointment)

Provides HIV+ individuals and HIV/AIDS service providers with accurate and timely information on housing resources. Contact an HIV/AIDS service provider or drop in at the San Francisco AIDS Foundation to obtain a Housing Wait List (HWL) form. Please call M-F 9am-5pm if you are on the waitlist for information on housing resources.

San Francisco Department of Human Services - Modified Payment Program (MPP)

170 Otis St, 94103 (Physical)
P.O. Box 7988, 94120 (Mailing)
Call your Eligibility Worker or Employment Specialist in Department of Human Services - 415-557-5000

Participation in the Modified Payment Program (MPP) through CalWORKs/TANF may help a family convince a landlord to rent to them. Families on the Modified Payment Program (MPP) through CalWORKs/TANF have their rent paid directly to their landlords by CalWORKs/TANF. The CalWORKs/TANF check paid to the recipient will be reduced by the amount of the rent. CalWORKs/TANF recipients must speak to their eligibility worker to gain access to the MPP. More information on the MPP is listed under Tenderloin Housing Clinic, which also offers the program.

HIV/AIDS**San Francisco Tenants Union**www.sftu.org/sched.html

558 Capp St. (@ 21st) 94110

415-282-6622

415-282-6622 (FAX) Drop-In Clinic Hours Vary.

Offers advice on all landlord/tenant problems such as evictions, repairs, rent increases, etc. Publishes an inexpensive tenant's handbook with legal information, available to members. Annual dues vary according to income. Provides telephone advice to members. Non-members are seen on a drop-in basis only. There is a minimum fee for each drop-in session. No one turned away for lack of funds.

Housing - General Resources

private independent housing and residential board and care homes. Housing counselors help with applications, education in tenant rights and provide counseling on landlord / tenant disputes.

St. Peter's Housing Committee (SPHC) (Comite de Vivienda San Pedro)

474 Valencia St. #156, 94103

415-487-9203

415-487-9022 (FAX)

M,W,F: 9am-5pm (closed noon to 1pm). Call for counseling appointment.

Provides advocacy and renters' rights counseling to San Francisco's low-income tenants. Brief counseling appointments are available every afternoon. Focused primarily on the Spanish-speaking community, SPHC also operates several programs including:

Lead Hazard Reduction Program - educating parents and service providers about the dangers of lead poisoning

Mission SRO Collaborative - a collaborative between SPHC, Mission Agenda, Mission Housing Development Corporation and SF SAFE that works to stabilize conditions in slum housing and organize very low-income tenants
Family Eviction Prevention Consortium - a collaborative effort between SPHC, Catholic Charities, Eviction Defense Collaborative and the Volunteer Legal Service Program which works to keep families out of homeless shelters

Mission Neighborhood Resource Center

165 Capp St (Between 16th St. and 17th St.)

415-869-7977 M,T,W,F: 7am - 12pm; 2pm - 7pm and Thur: 7am - 5pm, 6pm - 8pm

HIV/AIDS

St. Vincent de Paul Society - Multi-Service Center South (MSC South)

525 - 5th Street (at Bryant), 94107

415-597-7960 (24 hours)

415-597-7946 (FAX)

Daily: 9am - 3pm, Reservation Desk: 7am - 11am, 5pm - 9 pm

Mult-Service Center South is a resource center for other shelters. They are also a 24 hour shelter. Clients must book a reservation for a shelter bed through a resource center (Mc Millan drop-in center). (MSC - South does not refer clients to their own shelter.) Clients who are referred by a resource center can stay 7 days at the shelter. Also, See Shelter Section for other details and services.

Tenderloin Health Resource Center (formerly Tenderloin AIDS Resource Center)

187 Golden Gate Ave, 94102

415-431-7476

M,T,Th,F: 1am -12pm, 1pm-4pm, 5pm-8:30pm; W: 7am-12pm, 5pm-8:30pm

Provides TB screening for shelter access daily 9am - 12pm. Provides direct access to one of the San Francisco Department of Human Services' (DHS) shelters for homeless residents.

United Council-Bay View Hunter's Point Resource Center

2111 Jennings St. (Between Van Dyke Ave and Wallace Ave)

415-671-1100

M-F: 5pm - 9pm (drop in) Sat/Sun: 5pm — 7pm

PAYEE SERVICES

Alameda County Substitute Payee Program

P.O. Box 129, San Leandro 94577
510-383-1582
510-383-1583 (FAX)
M-F: 8am-5pm

Money management for people with psychiatric diagnoses only. Must be on SSI or SSA. Clients cannot have a private savings or checking account and can only be referred through Alameda County mental health clinics or hospitals. Clients must have a county contact person (case manager) following their case. Will accept calls from therapists or social workers for packets to be mailed out. Spanish.

Coming Home

www.cominghomeproject.net

825 Van Ness, Ste. 604, 94109
415-474-2250
415-474-2227 (FAX)
M-F: 9am-5pm. Call for appointment.

Serves as Conservator of Estate, Trustee, Executor or Attorney-in-Fact for finance under a durable power of attorney for older adults, individuals with HIV and other adults who are seriously ill or functionally impaired.

Conard House Community Services

501 Ellis St (North of Market)
154 9th St (South of Market)
415-928-0111 (North of Market)
415-558-8767 (South of Market)
415-928-0952 (North) (FAX)
415-558-0420 (South) (FAX)
Monday, Tuesday, Wednesday, Friday: 10am-4pm
Thursday: 11 am-4pm

A drop-in program offering long-term supportive case management, money management, representative payee services and referrals for low-income housing. The environment is aimed at making those who are unstable or uncomfortable with bureaucracy feel a home. Program requires that the individual have severe and persistent mental health issues. Always a waiting list. Waiting list for rep payee applicants. Call for information. Wheelchair accessible.

Community Services North also offers intensive case management services to assist homeless people find supportive/subsidized housing and link them to appropriate Payee Services

Community Services South assists individuals apply for SSI/SSA.

Payee Services

Episcopal Community Services - Canon Kip Senior Center - Money Management Program

705 Natoma St., 94103
415-487-3786 (Desk Clerk)
415-487-3780 (Director)
415-487-3795 (FAX)
Monday-Friday, 8am - 4:30pm, Sat., Sun, Holidays 8am - 2:30pm

Payee services provided for seniors age 60 and older. Wheelchair accessible. Tagalog, Ilocano, Visayan, Bicol, Spanish. Services provided by appointment only. There is a waiting list for this service.

Lutheran Social Services of Northern California - North Coast

290 8th st. (cross st. Folsom Ave.), 94103
415-581-0891
415-581-0898 or 415-581-0899 (FAX)
M-F: 8:30am-5pm

AIDS Financial Services (AFS)

Offers money management to low-income San Francisco residents with HIV/AIDS. Many service recipients are required by Social Security to have a representative payee while others voluntarily seek assistance managing their benefits (SSI, SSA, SDI, GA, VA), AFS will open a bank account in the client's name and help establish a financial plan to manage their funds. AFS automatically applies the appropriate portion of a client's benefits to the prompt payment of their rent. All remaining funds are available to the client.

AIDS Financial Services is funded primarily by the San Francisco AIDS Office and the Department of Public Health. It is offered free of charge, in order to provide San Francisco residents living with HIV/AIDS greater freedom from financial worries and to increase their independence and dignity.

Integrated Services Network

Provides representative payee and money management services through the Integrated Services Network, a consortium of agencies providing permanent subsidized housing with voluntary support services for formerly homeless individuals.

The program is funded primarily through a HUD contract with the San Francisco Department of Human Services.

Payee Services

San Francisco Public Guardian - Representative Payee Program

875 Stevenson St, 3rd fl, 94103
415-355-3555
415.864.3991 (FAX)
M-F: 8am-5pm

San Francisco's largest representative payee program, serving 2000 clients. Only for people with a community mental health case manager. See the introduction to the Mental Health Section in this manual to learn how to get your client into the San Francisco Community Mental Health system.

Institute for the Mentally Disabled (IMD)

Representative payee services program for people who are gravely mentally disabled residing in locked facilities.

St. Anthony Foundation

121 Golden Gate Avenue
415-241-2600 (Administration. Program numbers listed below.)
415-252-1635 (FAX)
M-F: 8:30am-5pm (Administration)

Provides a private payee program for clients of one of the following programs: Social Work Center: for individuals age 60 and under: 415-241-2655

Senior Outreach and Support Services: Offers comprehensive case management for low-income seniors over age 60 in the Tenderloin and South of Market Neighborhoods. Services include on site and in home visits providing information, service referral, money management, representative payee program, housing, coordination of in home supports, and assistance with accessing medical and mental health resources. We are located in the Madonna Senior Center and Residence.

St. Vincent de Paul Society - Ozanam Center

1175 Howard St., 94103 (between 7th and 8th Sts.)
415-252-5305 (24 Hours Reception)
415-864-0296 (Social Services)
415-864-3057 (Administration)
415-864-3163 (FAX)
M-F: 9-11:30am; 1-3pm

Provides payee services for individuals who have a letter from SSI indicating why they are collecting disability and a California ID. Fee is \$30 per month.

Payee Services

Swords to Plowshares - Substitute Payee Program

1060 Howard St., 94103

415-252-4788

415-252-4790 (FAX)

M-F: 9am-12pm, 1pm-5pm

Tuesday and Thursday afternoons hours are by appointment only

Clients in case management through Swords to Plowshares may be eligible for money management services through the Public Guardian's Office. Any veteran, regardless of discharge status, may be eligible.

Tenderloin Housing Clinic (THC) - Modified Payment Program (MPP)

472 Turk St. (Between Hyde and Larkin)

415-771-2427

415-921-8691 (FAX)

M-F: 9am-4:30pm

Representative-Payee services available to those who are currently homeless and willing to participate in the Modified Payment Program, as space allows. Available in the first two weeks of each month.

Walden House, Inc.

520 Townsend St., 94103 415-934-3444

M-F: 9am-5pm

Provides representative payee services. There is a fee for services.

PETS

Pets Are Wonderful Support

645 Harrison St, Suite 100, 94107

415-979-9550

415-979-9269

Info@pawssf.org

We aim to serve both our clients and other community members. Whether you are contacting PAWS to learn about our client services, ask us a question about the human-animal bond or request educational materials to be sent to you, we are here to provide you with that information.

San Francisco Animal Care & Control

1200 15th Street (at Harrison)

415-554-6364

Animal Emergencies: 415-554-9400

The San Francisco Department of Animal Care and Control is committed to the delivery of effective, courteous, and responsive animal care and control services to the residents of San Francisco.

The Department is responsible for San Francisco's stray, injured, abandoned, neglected, and mistreated animals, as well as for the enforcement of all state and local Animal Control and Welfare laws.

PRISON-RELATED SERVICES/ CRIMINAL JUSTICE

California State Parole

San Francisco Parole Unit #1-3
1727 Mission Street
1st and 2nd Floor
San Francisco CA 94103
(415) 703-3164

San Francisco Parole Unit # 4
110 12th Street, 1st Floor
San Francisco, CA 94103
(415) 557-7045

Center on Juvenile & Criminal Justice (CJ CJ)

1622 Folsom St., 2nd floor, 94103
415-621-5661
1-800-735-2929 (TTY/TDD)
415-621-5466 (FAX)
M-F: 9am-5pm

Private, non-profit dedicated to reduce society's reliance on the use of institutionalization as a solution to social problems.

Services include: development of alternative sentencing proposals for people facing incarceration; supervised release for certain misdemeanants housed in the S.F. Jail; transitional housing and reintegration for parolees.

Intake: Clients or their advocates can call or write to CJ CJ and set up an appointment for an interview. Intake and fee agreement negotiated over phone depending complexity of case and nature of representation.

Intake for alternative sentencing program: clients who have plead or been found guilty of felony offenses are eligible and they or their advocates can call or write to CJ CJ and set up an appointment for an interview.

Supervised Misdemeanor Release Program

Supervised pretrial release for misdemeanants. The program includes a homeless release project which provides case management services to homeless persons arrested on bench warrants and does outreach to shelters and assists people in resolving bench warrants.

Center Force

2955 Kerner Rd., 2nd Floor, San Rafael, 94901
415-456-9980
415-456-2146 (FAX)
M-F: 9am-5pm PHONE ONLY - NO DROP INS

Works to strengthen individuals and families affected by incarceration. Provides health education, information, literacy, parenting classes, training and consultation at the San Quentin State Prison, Central California Woman's Facility, Northern California Youth Center, Marin County Jail, and the community at large. Please call for specific information.

Prison-Related Services / Criminal Justice

Continuum HIV Day Services /Springboard/ Homebase/ Hope Study

www.continuumhiv.org

255 Golden Gate Ave., 94102

415-437-2900

415-861-1399 (TTY)

415-437-2550 (FAX)

M-F 8:30am-5pm (administrative office)

M-F 9am-3:15pm (client Services)

Springboard

A prison release/ transitional case management program designed to improve the health status of minorities with HIV/AIDS being released from California State prisons. Provides transitional case management and linkage to appropriate, culturally sensitive primary health care and social services.

Homebase/Hope Study

Similar to Springboard, but works with inmates of San Francisco County Jails. Also contains a research component funded by the Centers for Disease Control and Prevention and the State of California.

Delancey Street Foundation

600 Embarcadero/ Brannan, 94107

415-957-9800

415-512-5186 (FAX)

M-F: 8:30am-5pm (office)

Complete, highly structured residential care in a minimum 2-year program for former convicts, hard-core substance abusers, and former prostitutes. Individual and group counseling, educational and vocational training. No fees. Must be 18 years or older. Co-ed. Drop-in O.K. for interviews. No counselors, doctors or psychologists. Operates restaurant, moving and transportation services.

Huckleberry House/Community Assessment and Referral Center (CARC)

121 Leavenworth St., 94102

415-567-8078

415-567-8226 (FAX)

Monday-Friday 9am-12am

Provides a single point of entry for crisis intervention, assessment, services integration, referral, and mentoring of arrested youth. Serves young people ages 11-17 arrested for a variety of offenses, including both felonies and misdemeanors. Youth are brought to CARC in police custody. Once at CARC, the youth meets with a probation officer for intake, a licensed psychology technician to identify any physical or mental health crisis, and a case manager, who conducts a voluntary assessment.

Prison-Related Services / Criminal Justice

Legal Services For Prisoners With Children

1540 Market St., Ste. 490, 94102
415-255-7036
415-552-3150 (FAX)
info@prisonwithchildren.org
M-F: 9am-5pm

Provides information (including manuals) and referral services to incarcerated parents, their children and families; technical assistance to lawyers, social workers and community services groups. No direct representation. Call for information.

New College School of Law Criminal Defender Program

50 Fell St. (@ Van Ness), 94102
415-864-3353
415-241-1390
415-861-7566 (FAX)
Call for appointment. No drop in services.

Free representation of misdemeanor criminal defendants. An attorney and supervised certified legal interns handle cases.

Small Claims Clinic www.courtinfo.ca.gov/smalclaims/claims/selfhelp/search.htm

400 McAllister st. (Polk & McAllister)
415-292-2124
Mon.-Fri. 8-4:30 (Bi-lingual Legal Advisor)

For clients who have claims that are for relatively smaller amounts of money or who want a faster resolution to their matter, or for which a claim of unlimited jurisdiction in the Superior Court would be unwieldy, small claims court can be a viable option. For quantifiable damages equaling \$7500.00 or less.

Northern California Service League (NCSL) www.norcalerviceleague.org

40 Boardman Place, 94013
850 Bryant, Room 116, 94103
415-863-2323 (Post-release services - Boardman)
415-552-9250 (Pre-Release Services - Bryant)
415-863-1882 (FAX)
M-F: 9am-5pm

Counseling and direct services for inmates and ex-offenders. Help with pursuing alternate sentencing, drug help, etc. Case workers go into the S.F. County Jail and facilitate life skills classes. They serve as liaisons between inmates, public agencies, and inmate's families and friends. Also provide re-entry assistance: clothing, shelter, employment

Prison-Related Services / Criminal Justice

service, life skills training; and rehabilitation placements. Provides temporary ID to offenders and ex-offenders by securing mug shot IDs. Usually these will only work to cash the first GA check; after that permanent ID is often required. Food boxes, most for families in the criminal justice system. Provide child care for individuals with business in the San Francisco Hall of Justice and at the Civil Court House. No Fees.

Own Recognizance (O.R.) Project Pretrial Services

567 - 7th Street, 94103
415-552-2202
415-431-3658 (FAX)
M-F: 8am-4pm

Helps individuals arrange release from jail on their own recognizance (release without bail) in all types of criminal cases, except charges of violence, pending trial. Interviews take place at the jail. Judge makes the O. R. ruling. Persons in the community with knowledge of an incarcerated individual should call O.R. to see if they can act as a reference. They must know about incarcerated individuals' ties to the community. Spanish.

Prison-Related Services / Criminal Justice Prison Law Office

General Delivery, San Quentin 94964
415-457-9144
415-457-9151 (FAX)
M-F: 9am-5pm

Nonprofit organization providing free legal service to California State prisoners (and occasionally to California state parolees). Most assistance provided is generally limited to cases regarding conditions of confinement. The office does not typically assist or represent prisoners in lawsuits in which money damages are the primary objective. Instead, the office focuses on cases in which a change in condition is sought.

Also provides and distributes self-help and informational legal materials to prisoners, including a habeas corpus manual, parolee rights manual, and personal injury lawsuit packet, as well as material regarding administrative remedies, divorce, guard brutality, immigration, loss of personal property, plea bargains, release dates, workers' compensation and work time credit. No fees.

San Francisco City and County Jails - Discharge Planning Office -Jail Health Services, Forensic Services (DPH)

425 - 7th St., 94103
415-575-4463
415-575-6329
M-F: 8am-5pm

Provides services to facilitate transition, reintegration and continuation of care for any person being released from the San Francisco County Jail system.

Prison-Related Services / Criminal Justice

San Francisco Pretrial Diversion Project Inc./Project 20

567 7th St., 94103
415-626-4995
415-626-3871 (FAX)
M-F: 8:30am-5pm

Court referred only. For persons charged with misdemeanors. Offers pretrial diversion such as community service work, counseling and school rather than incarceration. Also can be used in lieu of court-imposed fines for infractions (e.g., parking tickets). Provides referrals for those that cannot be placed. Sliding scale. Spanish, Cantonese. Additional fee for inter-county transfers. No appointments; referrals can only be made by the courts.

San Francisco City and County - Jail Psychiatric Services (JPS) / Jail Aftercare Services (JAS)

650 5th, Ste 309, 94107
415-575-4328
Call for fax number
M-F: 8am-4:30pm (administration)
Daily: 8am- 10pm (Jail)

Provides psychiatric evaluation, psychological testing, medication and counseling for San Francisco City and County Jail inmates. Provides individual and group treatment. Also provides post-release placement planning and referrals for individuals requiring psychiatric follow-up care. Interpreters can be arranged in the jail setting, but psychiatric staff are generally not bilingual.

Sheriff's' Department - Prisoner Legal Services

70 Oak Grove St., 94107
415-558-2472
415-558-2490 (FAX)
415-575-4418 (24 hour hotline to find out if your client is in jail, charges, bail, release date & court dates).
M-F 8am-5pm

Provides legal information and advocacy for current or very recent San Francisco County Jail prisoners. Offers assistance on criminal law, criminal procedure, conditions of confinement, custody, and release matters. Also handles requests for observance of religious matters (e.g. requests for Kosher meals). Wheelchair accessible. Spanish.

Prison-Related Services / Criminal Justice**San Francisco City and County - Public Defender**

555 Seventh St., 2nd fl., 94103 (Public Defender)
375 Woodside Ave., Rm. 118, 94127 (Juvenile Division)
415-553-1671 (Public Defender)
415-753-7600 (Juvenile Division)
415-553-9337
415-553-9810 (FAX) (Public Defender)
415-566-3030 (FAX) (Juvenile Division)
M-F: 8am-5pm (Public Defender)
M-F: 8:30am-5pm (Juvenile Division)

Public Defender

Provides free legal representation to indigent persons in the following types of cases: Criminal (misdemeanor and felony) cases in Municipal and Superior Courts of San Francisco, including post-conviction motions for expungement and certificates of rehabilitation, juvenile cases arising out of Juvenile Court in San Francisco, (see below); and mental health cases for Mental Health Court in San Francisco. Call first. All languages (interpreters provided) Wheelchair accessible. Free to indigents.

Juvenile Division

Public defenders are appointed by the court to all juveniles charged with misdemeanor or felony offenses. No traffic court appearances.

Sheriff's Work Alternative Program (SWAP)

70 Oak Grove St., 94107
415-575-6450
415-575-6451 (FAX)
7 days a week: 8am-5pm

A program provided in lieu of jail either during court sentencing or after incarceration. Classes and counseling are conducted M-F and work crews are offered seven days a week. Individuals referred by the court in lieu of jail must participate in SWAP for a minimum of two days a week. They must pay a \$50 registration fee plus \$20 per day. If they cannot pay, they may participate in the 5 Keys Charter School Program or be assigned to SWAP Monday through Friday. Prisoners transferred from jail, during the last 90 days of their sentence, must participate five days a week, M-F until their official release date. No fee for Monday-Friday participants. Individuals are evaluated for educational and substance abuse counseling needs by Sheriffs Counselors and assigned to a combination of 5 Keys Charter School and SWAP work crews. All community members are welcome to participate in the 5 Keys Charter School Program, with particular focus on ex-offenders.

Prison-Related Services / Criminal Justice**Other Phone Numbers:****Jail**

6 th Floor	415-553-1443
7 th Floor Men	415-553-1857
7 th Floor Women	415-553-1846
San Bruno Jail	650-266-9300

Municipal Court

General Court	415-551-4000
Criminal Division	415-553-9395
Small Claims Division	415-292-2124
Traffic Division	415-551-9400
Civil Information	415-551-4000
Warrants	415-553-1871

Parole

County	415-558-2470
State	415-703-3164

Alternate Programs Division 415-558-2470

Sheriffs Work (SWAP)

County Parole

Home Detention

4004 P.C. Program Pre-Sentence Residential Program

Prisoner Location (for State Prisoners) 916-445-6713

Probation 415-553-1706

PACT Meeting (Parole and Community Team) Meeting

28 Boardman Place

San Francisco, CA 94102

(415) 703-3164 ext. 218

Adult Probation (San Francisco Probation Department)

850 Bryant Street, Room 200

San Francisco California 94103

(415) 553-1706

Office Hours: Monday-Friday, 9:00am-5:00pm

PUBLIC BENEFITS: DESCRIPTION OF AND ADVOCACY

Bay Area Legal Aid

www.bayarealegalaid.org

50 Fell St., 1st Fl., 94102

415-982-1300

Legal Assistance Line: (415) 354-6360

800-551-5554

415-982-4243 (FAX)

M-F: 9am-5pm

Public Benefits Unit

CalWORKS, Social Security Disability (SSD) Benefits, Supplemental Security Income (SSI), Cash Assistance Program for Immigrants (CAPI), food stamps, California Food Assistance Program, General Assistance (GA), Personal Assisted Employment Services (PAES), Cash Assistance Linked to Medi-Cal (CALM) and other County-specific programs.

Legal Barriers to Employment (LBEP)

Assists people receiving CalWorks and PAES benefits who encounter legal problems with their employment.

Health Access

Assists people to enroll in and obtain services from health insurance programs and legal assistance in the following areas: Medi-Cal, Dent-Cal, Medicare, Healthy Families Program, In-Home Support Services (IHSS), paratransit services, county Medically Indigent Adult (MIA) programs, mental health services, and health maintenance organizations (HMOs). General languages offered Spanish and Chinese, Vietnamese & Russian.

General Assistance Advocacy Project (GAAP)

276 Golden Gate, 94102

415-928-8191

415-928-1410 (FAX)

Generally M, Tu, Th, F: 9am-12pm and 1:30pm-4pm (drop-in)

Serves homeless and marginally housed San Franciscans by helping them obtain the public benefits to which they are entitled. Provides education, empowerment and advocacy to clients through the involvement of law students and community volunteers.

Services include: free counseling to obtain government benefits such as General Assistance (GA), food stamps, SSI and SSD benefits, advocacy for clients to apply for and receive GA, Food Stamps and SSI, dispute resolution with social service case

Public Benefits: Description of and Advocacy

workers, and client representation at administrative hearings for those clients whose benefits have been denied or discontinued.

Public Benefits: Description of and Advocacy

Health Insurance Counseling & Advocacy Program (SF HICAP)

965 Mission Street, Ste 705 94103
800-434-0222
415-546-2087
415-546-1344 (FAX)
M-F: 10am-4pm

We provide legal assistance in the following areas:
Medicare Denial / Appeals
Medicare Coverage (including prescription drugs)
HMO Enrollment / Disenrollment
Medicare Fraud / Abuse Medical/ Ambulance bills.

Independent Living Resource Center (ILRC) www.ilrcsf.org

649 Mission St. (at 3rd), 3rd Fl, 94105
415-543-6222
415-543-6698 (TTY)
415-543-6743 (Spanish)
415-543-6768 (Chinese)
415-543-6318 (FAX)
M-F: 9am-5pm

Offers a variety of services for people with disabilities. Services include: peer counseling and peer counseling training, attendant referral services, employment and benefits related services, housing services, information and referral and individual assistance advocacy. Services provided in English, Spanish, Chinese, and American Sign Language.

Lawyers' Committee for Civil Rights of the San Francisco Bay Area

131 Steuart St., Ste. 400, 94105
415-543-9444
415-543-0296 (FAX)
M-F: 9am-5:30pm

Legal Services Project

Holds a free legal clinic every Tuesday evening, 5:30pm-7pm. All clients must be pre-screened; should make appointment. Serves low-income people in the Bay Area, with emphasis on San Francisco residents.

There are three factors which determine whether the Clinic can help that person:

The type of legal problem

The income of the person seeking services

The availability of a volunteer attorney

The Clinic accepts cases in which someone is being sued or having some other action taken against them. Examples include: consumer debt, eviction, uninsured motorist accidents, government benefits, school expulsion or suspension.

Public Benefits: Description of and Advocacy

The Clinic cannot accept cases that involve criminal matters, bankruptcies, family law issues (divorce, child custody), requests to sue someone for money (such as a personal injury case), requests to evict tenants, business disputes.

The Clinic was established to help individuals and families who have too much income to qualify for free legal aid, but who do not make enough to hire an attorney. advocates to represent them through the appeals process. Chinese, Spanish.

Legal Assistance to the Elderly, Inc.

995 Market St., Ste. 1400, 94103

415-538-3333

415-538-3316 (FAX)

M-F: 9am-12pm; 1pm-5pm

Provides legal services and health insurance counseling for seniors (age 60 or over). Assistance includes help with Medicare, Medi-Cal, Social Security, SSI, tenant problems, physical abuse, financial abuse, residential care and nursing homes. Home, hospital and nursing home visits are made by appointment. Criminal, immigration, family law, probate, bankruptcy and fee generating cases are referred to appropriate agencies.

The Health Insurance Counseling and Advocacy Project (HICAP) utilizes volunteers to provide information, counseling and advocacy to senior citizens and disabled Medicare, supplemental health insurance coverage and filing claims. Advocates for individuals to receive entitled benefits. Home visits are available for individuals unable to attend a counseling site.

All Services are free. Spanish/Mandarin/Cantonese.

Positive Resource Center (PRC)-Benefits Counseling Program

www.positiveresource.org

785 Market St. (at 4th St), 10th floor, 94103

415-777-0333

415-777-1770 (FAX)

M-F: 9am-5pm.

Provides public benefits (Social Security, SSI, etc.) representation as well as assistance with navigating the private benefits system to HIV positive San Francisco Residents. We also represent people with severe mental health issues who are referred to us through specific Department of Public Health and CalWorks sites. No charge for services. Call or drop in for information on intake protocol.

Public Benefits: Description of and Advocacy

San Francisco AIDS Foundation

www.sfsf.org

995 Market St., Ste. 200, 94103
P.O. Box 426182, 94142-6182 (Mailing)
415-487-3000 (Main Reception)
415-487-8000 (Client Services)
415-487-3004 (Spanish)
415- 487-8099 (TDD)
415-487-3009 (FAX) www.sfaf.org (Website)
M-F: 9am-5pm

Provides financial benefits (including SSI), counseling, advocacy, case management, information/referrals, emergency housing for people with AIDS. All services require intake, initial (local) letter of diagnosis for individuals with HIV and proof of San Francisco residency.

Offers hotel vouchers for emergency and transitional housing, housing planning and consultation and referrals to shelters and other housing programs. Also has a rental subsidy program that receives its client referrals from the city's AIDS Housing Wait List.

San Francisco County Veterans Service Office

875 Stevenson St, Ste 250, 94102
415-554-7100
415-554-7106 (TDD)
415-554-7101(FAX)
M-F: 9am-12pm, 1pm-4pm

Assists veterans, their dependents and survivors file claims for federal and state veterans' benefits. Acts as a liaison between the residents of San Francisco and both US Dept. of Veterans Affairs and California Dept. of Veterans Affairs. Established 1993. Locally funded by city and county. Has information on compensation, pension, education, life insurance, medical treatment, home loans, burial benefits, discharge upgrading, survivor benefit plan, and the California Veterans' Home of Yountville, Barstow and Chula Vista.

San Francisco Department of Human Services - CaIWORKS

170 Otis St., 1st Fl., 94103
415-557-5723 (Central Intake)
M-F: 8am-5pm

Serves adults with dependent children. Participants receive financial support and a full array of services for 18-24 months as they work with an Employment Specialist to follow an independent Employment Plan. The plan may include job preparation, assessment, training, counseling and treatment, education and job search activities which lead to a job and self-sufficiency.

Child care is paid for CalWORKS participants. Clients receive Food Stamps, Medi-Cal, and Fast Pass or tokens, and may qualify for a housing subsidy.

Public Benefits: Description of and Advocacy

San Francisco Department of Human Services - Cash Assistance Program for Immigrants (CAPI)

1440 Harrison St., 94103 (P.O. Box 7988, 94120)
415-558-1978
415-558-2332 (FAX)
M-F: 8am-12pm, 1pm-5pm

CAPI is a state-funded program that pays cash benefits to lawful non-citizens who do not qualify for SSI/SSP solely due to their immigration status. In San Francisco, CAPI is administered through the Medi-Cal program because the benefits are for a similar population as CALM. To receive CAPI, a person must be over the age of 65, blind, or disabled; be a non-citizen legally present in the United States; and meet certain other criteria.

San Francisco Department of Human Services - County Adult Assistance Programs (CAAP)

1235 Mission St., Bt. 8th and 9th Sts.
(P.O. Box 7988, 94120) - (CAAP)
1440 Harrison, Bt. 10th and 11th Sts.
(P.O. Box 7988, 94120)-(Medi-Cal)
415-558-1000 (CAAP)
M-F: 9am-5pm

County Adult Assistance Programs (CAAP)

Provides short-term financial assistance and social services to needy residents who are not eligible for help from other public assistance programs.

The General Assistance Program has been reorganized under the County Adult Assistance Programs (CAAP) there are now four separate, independent programs to better meet the needs of adult residents of San Francisco who would have otherwise qualified for General Assistance only. These four programs are PAES (Personal Assisted Employment Services) CALM (Cash Assistance Linked to Medi-Cal), SSIP (Supplemental Security Income Pending) and GA (General Assistance).

PAES (Personal Assisted Employment Services)

415-558-1156

Provides a cash stipend to employable adults along with the education, training and supportive services necessary to gain lasting employment. Participants, unless exempt because of a verifiable, temporarily disabling condition or because of age, develop and follow an Employment Plan leading to work and self-sufficiency.

Services include: psychological and vocational assessment, substance abuse and mental health counseling, expenses for work-related clothing, tools and supplies, transportation assistance to and from work activities as determined by case manager. Employment services are limited to 27 months, with a possible six month extension if this is likely to lead to employment.

Public Benefits: Description of and Advocacy**Cash Assistance Linked to Medi-Cal (CALM)**

415-558-1978

CALM provides financial assistance for individuals who receive Medi-Cal benefits due to age (65 or older). Also available to persons on Medi-Cal due to disability who do not qualify for Supplemental Security Income (SSI) because of immigration status. These individuals may choose to participate in PAES to receive the services provided by that employment program. Non-citizens must apply for the Cash Assistance Program for Immigrants (CAPI). Medi-Cal benefits and cash assistance are provided through a single process.

Supplemental Security Income Pending (SSIP)

415-558-1156

SSIP is for individuals with a disability that either has lasted or is likely to last 12 or more consecutive months. Assistance with an application to SSI is provided. Cash aid and MUNI tokens to medical appointments are provided.

General Assistance (GA)

415-558-1156

The safety net for indigent adults. A cash grant is provided. In exchange, able-bodied recipients are expected to perform Workfare, which is community service or job search. If participating in Workfare, recipients may also receive MUNI fast pass or tokens.

San Francisco Department of Human Services - Food Stamps Program

1235 Mission St., 94103

3120 Mission St., 94110

1440 Harrison St., 94103

415-558-1000 (General Information)

415-558-4186 (Food Stamp Outreach Hotline)

800-952-5253 (State Food Stamp Information/Hotline)

415-558-1184 (FAX)

M-F: 8am - 5pm

The Food Stamps program provides individuals who meet financial and non-financial guidelines, an Electronic Benefits Transfer (EBT) card which may be used to purchase food items. Amount given to each individual or family vary based on house hold income and dependents.

Eligibility Requirements are as follows: San Francisco resident, citizen of the U.S. or qualifying legal resident alien; or a U.S. Veteran or active military or their spouse or children.

*Individuals on SSI are not eligible for food stamps in California.

College students (age 18-49) may be eligible if working 20 hours per week or in a college work study program, disabled or caring for a child. Individuals 60 years of age or over or disabled may have income somewhat higher than the standards listed above if they have high rent cost and/or medical expenses. You may get Expedited Services if you are otherwise eligible, depending on household gross monthly income and liquid resources.

Public Benefits: Description of and Advocacy

San Francisco Department of Human Services - Medi-Cal

1440 Harrison, Bt. 10th and 11th Sts. (P.O. Box 7988, 94120)
415-863-9892
415-558-1976 (FAX)
M-F: 8am-5pm

Medi-Cal is the medical assistance program in California for persons who receive CalWORKs/TANF and SSI and selected other indigent individuals (see eligibility criteria below). Anyone who is low income and does not qualify for Medi-Cal will likely be covered by the MIA Program.

Medi-Cal pays entirely or partially for the following services for its recipients: Office visits to doctors and dentists

Hospital/nursing home care

X-ray services

Mental Health services Prescriptions

Medical supplies

Eligibility

Individuals on SSI and CalWORKs/TANF are automatically eligible for Medi-Cal coverage. SSDI recipients may be eligible for Medi-Cal, but must file a separate application (there is a 24 month waiting period before SSDI recipients get Medicare). Other individuals who are not eligible for CalWORKs/TANF, SSI and SSDI may still be eligible for Medi-Cal if they are: 65 or older; under 21; blind; disabled; pregnant; a refugee; or they receive care in a skilled nursing home and have limited income and resources.

Applications

People receiving CalWORKs/TANF or SSI get Medi-Cal automatically upon approval of these entitlements. Anyone receiving CalWORKs/TANF or SSI who is not receiving Medi-Cal should contact his/her public assistance caseworker. For people eligible for Medi-Cal who are not receiving CalWORKs/TANF or SSI, the San Francisco Department of Human Services screens and certifies applicants for Medi-Cal. Applications may be picked up by seeing an eligibility worker.

Difficulties with Medi-Cal

SSI and CalWORKs/TANF recipients having Medi-Cal problems contact a Social Security caseworker (for SSI) or their CalWORKs/TANF caseworker (for CalWORKs/TANF). Medi-Cal recipients who are not receiving SSI or CalWORKs/TANF should contact the Medi-Cal office. If this doesn't work, or the problem is especially difficult, contact one of the advocacy agencies or contact their Medi-Cal eligibility worker. To find out the name and phone number of the worker, call 415-863-9892.

Advocacy

The following agencies specialize in assisting with Medi-Cal applications, denials and/or discontinuances: Legal Assistance to the Elderly, Bay Area Legal Aid, and the San Francisco Health Insurance Counseling and Advocacy Program (HICAP).

Public Benefits: Description of and Advocacy**San Francisco Department of Public Health - Women, Infants and Children (WIC)**

30 Van Ness Ave., Suite 220, 94102

415-575-5788 (WIC Information Only, no coupons issued at this location)

415-575-5797 (FAX)

M-F: 8am-5pm

A supplemental nutrition program which provides vouchers for nutritious foods to low-income pregnant or breast-feeding women, infants and children (up to age 5). Approved foods include milk, eggs, cheese, cereal, fruit juice, dry beans, peanut butter and infant formula. Vouchers are negotiable for approved foods at local stores. Offers individual dietary counseling and group and individual discussions on topics such as prenatal nutrition, children's eating habits and consumer awareness, group education on portion size increasing fruit and vegetable induct. The program stresses behavior modification to teach the importance of a balanced diet.

Community pick up sites are located at the following locations:

Silver Avenue Health Center, 1525 Silver Ave., 94134, 415-715-0324

Chinatown Public Health Center, 1490 Mason St., 94133, 415-705-8555

Ocean Park Health Center, 1351 -24th St., 94122, 415-682-1928

San Francisco General Hospital, 2550 -23rd St., Bldg. 9, Rm 125, 94110, 415-206- 5494

Southeast Health Center, 2410 Keith St., 94124, 415-715-4059

St. Luke's Hospital, Monteagle Bldg., 1580 Valencia St. (Basement), 94110, 415-821-0123

San Francisco Department of Public Health-Primary Health Care Programs-Medically Indigent Adult Program

This County-funded program is designed to provide full medical care for those individuals who slip between the cracks in the health care system -- people who cannot pay for regular health services, yet who do not qualify for Medi-Cal benefits (a State program). Until 1983, such persons could receive Medi-Cal coverage by paying a small deductible. That option was eliminated in the budget cuts of 1983, making it primarily the County's responsibility to provide health care for the non-elderly, "non-disabled" poor. The following provides practical information about the Medically Indigent Adult program (MIA). Please call Patient Referral and Assistance to find out if the individual qualifies for MIA benefits.

Locations:

San Francisco General Hospital (primary location)

1001 Potrero Ave. (near 23rd St.), 94110

415-206-8558: Sliding Fee Scale Program Eligibility Line

415-206-5166: Patient Referral and Assistance (M-F: 8:30am-5pm)

Off-Hours: Please call Emergency at 415-206-8111

415-206-5333: Refugee Clinic (M-F: 8:30am -12pm, 1pm-5pm) 415-206-8111:

Public Benefits: Description of and Advocacy

Emergency

There are also 7 District Health Centers around the city. All of them should have someone answering the phone between the hours of 8am and 5pm; all have 24-hour answering service with a physician on call.

Castro-Mission Health Center

415-487-7500 (appointments)

3850 17th St. (at. Noe & Sanchez), 94114

Maxine Hall Health Center 415-292-1300

1301 Pierce St. (at Ellis), 94115

Silver Avenue Family Health Center

415-715-0300

1525 Silver Ave. (near San Bruno Ave.), 94134

Chinatown Public Health Center 415-705-8500

1490 Mason (near Broadway), 94133

Ocean Park Health Center 753-8100

1351 24th Ave. 94122

Southeast Health Center 415-715-4000

2401 Keith, 94124

Tom Waddell Clinic

415-554-2940

50 Lechwalesa St (formerly Ivy) (cross Van Ness & Polk St), 94102

What services does Sliding Fee Scale Program provide?

Generally, Sliding Fee Scale provides any essential medical care the individual needs. Only elective care (e.g. plastic surgery) will be denied. S.F. General: Primary care (outpatient and inpatient), eye exams/surgery, general medicine, immunizations, surgery, pediatrics, obstetrics, gynecology, emergency room services. Specialty Clinics: children's health, family health, refugees, AIDS. Also limited mental health (inpatient/crisis only) and substance abuse treatment.

Health Centers generally provide all or most of the following: immunizations, routine physical examinations, outpatient primary care, women's health, prenatal care/family planning, some dental care, geriatrics, AIDS screening and foreign language clinics. S.E. Health Center provides some general dental care including extractions, fillings and emergency care. Other services may be provided; call specific centers for more information.

Who is eligible for Sliding Fee Scale Program?

Any S.F resident between the ages of 21 and 64 who is not eligible for Medi-Cal, and who meets the income guidelines, is eligible for MIA services. These guidelines are as follows: If the individual is on GA, then there is no fee. If the individual is not on GA, then there is a fee for all services including emergency room visits.

No ID or proof of income is required, even for patients who haven't used the system before - just a personal statement of income. Note: Persons who receive or are eligible for Medi-Cal do not need, and cannot use, MIA.

How to access the Sliding Fee Scale Program system?

Public Benefits: Description of and Advocacy

The usual method is to call or stop by the Patient Referral desk (415-206-5166) at S.F. General; they will listen to your particular problem and refer you to the department or clinic you need. Tell them as much information about yourself and your situation as you can; you may be eligible for one of the special clinics. If you know that primary or general medical care is what you need, call patient referral at 415-206-5166 to set up an appointment. Go directly to the Emergency Room in an emergency. You can also make an appointment at any of the District health Centers. Call one convenient for you to find out if it offers the services you need and has regular drop-in hours (some are by appointment only). All after- hours or urgent problems should go to the Emergency Room at S.F. General. Remember, you do not need to bring ID or proof of income to get help through MIA. But if you have ID, bring it.

San Francisco Health Insurance Counseling & Advocacy Program (SFHICAP)

965 Mission St., Ste. 705, 94103
1-800-434-0222 (Toll Free)
415-546-1344 (Fax)
M-F:9am-5pm (call for Appointments-no walk-ins)

Provides legal assistance in the following areas: Medicare Denials/Appeals; Medicare Coverage (including prescription drugs); HMO Enrollment/ Disenrollment; Medi-Cal/Ambulance bills.

San Francisco Senior Center - Downtown Branch

481 O'Farrell St., 94102
415-771-7950
415-771-1135 (FAX)
M-Th: 9am-4pm; F: 9am-3:30pm; Sa, Su: 10am-2pm

Individual services include: blood pressure screening, and health insurance counseling, legal assistance regarding SSI, Social Security, and Medicare. Social Services is provided on M,T,W,F. Activities provided are: Tai Chi, movies, ballroom dance lessons, and tea dance. Languages spoken: Cantonese, Mandarin.

Social Security Administration (SSA)

www.socialsecurity.gov

800-772-1213 (Teleservice Center)
800-Medicare (633-4227)
800-486-2048 (TTY)
M-F: 7am-7pm
24/7 (Medicare/TTY) except federal holidays

Administers the following benefit programs for disabled people and others: Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicare and Retirement/Survivors Benefits.

SSI (Supplement Security Income)

Public Benefits: Description of and Advocacy

A federal program that provides monthly payments to aged, blind and disabled people who have little or no resources and income. Applicants need not have worked or paid Social Security taxes to be eligible.

Social Security Disability Insurance (SSDI)

Also known as SSA. A federal insurance program. Its benefits are extended to aged, blind and disabled people who have worked a certain number of years and paid Social Security

Individuals may be eligible for either SSI, SSDI or both.

Number: 800-772-1213

The Social Security 800 number, operating 7am to 7pm, M-F, may be used to: make a general inquiry; discuss an overpayment; change an address; report a missing check; or request replacement of a Medicare card. It is possible to use the 800 number to make an appointment and/or establish a "protective" filing date for SSI, but it is preferable to go directly into one of the District Offices (D.O.) listed below. If a client or advocate obtains a protective filing date and then files an application at a D.O., the D.O. should be informed that the 800 number has been used. This will avoid duplicate or conflicting efforts. Similarly, if a client reports a missing check or an address change and then proceeds to follow up on the issue at the D.O., the D.O. should be informed that the 800 numbers was used.

District Offices (D.O.)

Social Security District Offices are open from 9 to 4:30, M-F, except federal holidays. For issuance or replacement of a Social Security card, individuals may go to any D.O. For benefit-related issues, individuals must go to the D.O. serving their area. Call the 800 number to determine your D.O. Addresses and telephone numbers for the D.O.s in San Francisco are listed below.

District Office 1

San Francisco Downtown Office: 415-554-1444 (Administration line)

Public Benefits: Description of and Advocacy 90 7h Street, I" Floor Annex, 04103

Chinatown (North Beach Office): 705-1065 560 Kearny St., 94108

Western Addition Office

1405 Fillmore St. (at O'Farrell and Ellis), Ste 300, 94115 415-556-3473 (claims unit);
415-556-9325 (service representative)

District Office 2

Mission Office

1098 Valencia St. (at 22nd), 94110: 415-556-4043

Parkside Office

1569 Sloat Blvd., Ste. 300, 94116: 415-556-4078

Public Benefits: Description of and Advocacy

Disability Evaluation Office (in Oakland)

510-622-3296

For all SSI, SSDI and Medi-Cal applications in the Bay Area, disability eligibility is determined by the Disability Evaluation Office in Oakland. Advocates and service providers working with clients on SSI, SSDI or Medi-Cal application are encouraged to contact the Disability Evaluation Analyst reviewing the case to check on the status of the case, to offer assistance and facilitate communication between that office and the client. Call 510-622-3506 for the name of the DEA handling the case. You will need the client's Social Security number to get that information.

Swords to Plowshares

1060 Howard St., 94103

415-252-4788

415-252-4790 (FAX)

M-F: 9am-12pm, 1pm-5pm

Tuesday and Thursday afternoons hours are by appointment only

Legal assistance and referral provided to veterans and their qualifying dependents concerning VA benefits, including Agent Orange and Gulf War-related Illness, and SSI benefits. Homeless and low-income disabled veterans may be eligible for direct representation before the VA or Court of Veterans Appeals. Call during office hours (M-F 9am - 12pm, 1pm - 5pm) for legal drop-in schedule.

US Department of Veteran's Affairs/San Francisco Vet Center

505 Polk St., 94102

415-441-5051

415-441-5092 (FAX)

M-F: 8am-4:30pm

Other hours by appointment only or for groups.

Full readjustment counseling and support services for any war-zone or Vietnam/Vietnam-era veteran. Also serves any vet who was sexually assaulted during their time in the military. Psychological counseling for post-traumatic stress disorder, family/marital problems, complete employment services (must be registered with the EDD), specific veteran's benefits assistance and other issues. Services for women and Asian-American veterans. Agency referrals. Free of charge. Wheelchair accessible.

SENIORS

Arthritis Foundation

657 Mission St., Ste 603, 94105
415-356-1230
800-464-6240
415-356-1240 (FAX)
M-F: 9am-5pm

Patient and physician research and education; information and referral, peer counseling and recreation, self-help and coping information available. Nominal fee for literature and classes. Wheelchair accessible.

Bayview-Hunter's Point Multipurpose Senior Services Center

1706 Yosemite Ave., 94124
415-822-1444
415-822-5327 (FAX)
M, T, W, F: 8am-5pm
Th: 8am-8pm

Provides social and recreational activities; arts and crafts; and nutritional and health programs to seniors primarily living in the southeastern part of San Francisco. Lunch is served from 11:30 a.m. to 12:30 p.m., Monday through Friday. Classes include Bible study, exercise, line dancing, quilting, and water aerobics. Speakers provide health and community service information. Health screening is provided for blood pressure and podiatry. A barber is available weekly. Also provides income tax assistance and referrals for legal advice. Transportation is provided to and from the center (for eligible clients). The center is a Brown Bag food program site and sponsors a produce program. MUNI Fast Passes are also available. Eligibility 60 years of age or older. Lunch donation for seniors is \$1.50; non seniors \$3.25.

California Advocates for Nursing Home Reform (CANHR) www.canhr.org

www.nursinghomeguide.org

www.residentialcareguide.org

650 Harrison Street, 2nd Floor, 94107
415-974-5171
800-474-1116 (Consumers Only)
415-777-2904 (FAX)
M-F: 9-5

A statewide organization that provides information and education about nursing home issues and advocacy for improved quality of life for people in nursing homes. Also has a lawyer referral component and estate planning. Spanish and Chinese publications for fee.

Seniors**Cannon-Kip Senior Services: Episcopal Community Services**

705 Natoma St., 94103

415-487-3786 (Desk Clerk)

415-487-3780 (Director)

415-487-3795 (FAX)

M-F: 8am-4:30pm; Sat, Sun, holidays: 8:30am-2:30pm

Drop-in center for Filipino veterans, low-income and homeless seniors, age 60 or older. They do serve individuals other than Filipino. Open 7 days a week and provides services that promote good physical and mental health. Activities include exercise, singing, dancing, bingo cards and board games. Social services include assistance in finding temporary and permanent housing, obtaining health and mental health services, assistance with immigration and naturalization and entitlements, and telephone reassurance services. Senior meals served daily Asian/ Filipino menu. Suggested donation \$1.50. Wheelchair accessible. Tagalog, Visayan, Bicol, Spanish.

Catholic Charities - OMI Senior Services

1948 Ocean Ave., 94127

415-587-1443

415-586-7960 (FAX)

M-F: 8am-4pm (drop-in)

A multipurpose senior center serving the Oceanview, Merced and Ingleside Districts of San Francisco. Pastries are served Monday-Friday, 8:30am, a hot lunch is served Monday-Friday, 11:30am. Provides supplemental groceries for low-income seniors through the Senior Brown Bag Program every Thursday of each month, 10am-3pm. The Brown Bag Program is restricted based on income. Periodic health screenings are given. Classes are offered in art, crafts, music, history, philosophy and theology. Recreational and social activities, weekly blood pressure screening, exercise classes, lectures by special guest speakers and monthly field trips are provided. Transportation to the center can be arranged for area residents.

Home Care Program

M-F: 9am-5pm

Provides home attendants to those 60 years or older needing assistance in San Francisco. Home attendants provide personal care, light housekeeping, cooking, shopping, escorting and companionship. Does not accept Medi-Cal. Call for an appointment.

Wheelchair/restroom accessible. Spanish, Tagalog, Japanese.

Seniors**Catholic Charities - San Francisco Adult Day Support Program**

50 Broad St., 94112
415-452-3500
415-452-3505 (FAX)
M-F: 8am - 5pm (Office)
M-F: 10am-3pm

A licensed adult day support program for San Francisco residents, 60 years and over, providing a structured environment in which frail or chronically impaired seniors can safely participate in social, educational and recreational activities supervised by professional staff. Participants in the program receive transportation, hot lunch and two snacks. Center provides caregiver support, and family counseling. There is a fee. Call to apply. Sliding scale available. Wheelchair accessible.

Center for Elderly Suicide Prevention and Grief Related Services Friendship Line for the Elderly

3330 Geary Blvd., 94118
415-752-3778
1-800-971-0016 (Friendship Line)
415-750-4180 ext. 230 (Grief Services)
24 hours daily (Friendship line)
Monday-Friday, 9-5 (Grief Services)

Offers hope for persons suffering from life-threatening depression. 24-hour Friendship Line for the elderly (60 and older), outreach calls to older adults, regularly scheduled supportive home visits, grief counseling to people of all ages who have suffered a loss from suicide, or sudden or traumatic death, two-day workshops on suicide intervention for volunteers and the community.

Central City and Potrero Hill Neighborhood Resource Center

602 Eddy Street, 94109
415-931-6000
415-292-4901 (FAX)
M-F: 8:00am-4:30 pm

Provides information, referral, and assistance to senior citizens and individuals with disabilities. Links seniors (age 55 yrs. and above) to the services for which they are eligible in the community. Specializes in resources in the Tenderloin, North and South of Market, and Potrero Hill. Cambodian, Cantonese, Mandarin, French, Russian, Spanish, Vietnamese. No fees. Please call for specific times.

Seniors**Central YMCA of San Francisco - Senior Program**

220 Golden Gate, 94102
415-885-0460
415-885-5439 (FAX)
M-F: 9am-4pm

Senior activities include water exercise classes, fitness classes, chair exercise, Tai Chi and meditation sessions, lap swims and day hikes, lectures and workshops, discount event tickets, language classes, parties and social events, weight room, personal fitness evaluation, and rooftop garden activities.

Membership fee for full facility use. A joining fee is required for new members. Senior Basic Membership is required for activities other than fitness facility use. This includes numerous outings, social events, workshops, games and other activities.

Community Awareness & Treatment Services, Inc. (CATS) - Golden Gate for Seniors

637 South Van Ness Ave, 94110
415-626-7553
415-626-9198 (FAX)
M-F: 8am-5pm

A 20-bed residential recovery facility specifically designed for chemically dependent men and women, 55 years of age and over, who have completed a primary treatment program. Individuals must call for appointments. There is a requirement to get T.B. test done.

Residents stay an average of six months in the center while following an individually tailored recovery plan which includes counseling and case management, 12-step meetings, education on alcohol and other drugs, sound health practices and development of interests and activities that are conducive to a sober lifestyle. Residents are prepared for life outside the center through health and financial counseling, transitional and follow-up services and assistance in finding permanent housing. Spanish.

Curry Senior Center - Adult Social Day Care

315 Turk St., San Francisco, CA 94102
415-885-2274
415-885-2344 (FAX)
M-F: 9 - 4:30pm

Provides recreational, educational and health-related activities for seniors in need of socialization and integrated activities. Translation and social services assistance available in Spanish, Cantonese, Mandarin, Tagalog, Vietnamese, Laotian, Russian. Meals provided 7 days a week: Breakfast weekdays 8-9am, weekends 9-10am, lunch 7 days 11:45am. Sliding scale, Medi-Cal and Medicare accepted. Wheelchair accessible.

Seniors**Curry Senior Center – clinic**www.curryseniorcenter.org

472 Turk Street, San Francisco, CA 94103

415-885-2274

415-885-2344 (FAX)

info@curryseniorcenter.org

M-F: 9am-12pm, and 1pm-5pm

Drop-in: Tu: 1pm-5pm and F: 9am-11am

Community based health and social services for seniors age 60 and older (substance abuse treatment and homeless case management for seniors age 55 and older). Services include: primary health care clinic, home visits and medical follow up, blood pressure screening, testing and HIV services, podiatry care, case management services, substance abuse treatment program, housing counseling; social day care program; recreation program.

Economic Opportunity Council (EOC) - Commodity Food Program

1426 Fillmore St., Suite 301, 94115 (administrative office)

415-749-5600 Office

415-970-0165 General

415-970-0192 Warehouse

415-292-5860 (FAX)

M-F: 8:30am-5:00pm (Office)

Provides nutritious supplemental foods, as available, for low-income women during pregnancy and for 12 months postpartum, for their infants and children up to age 6 years who are not WIC eligible. Foods such as infant formula, non-fat dry milk, egg mix, cereal, peanut butter, canned meat, vegetables, fruit and fruit juices are available monthly at 5 distribution sites throughout the city. Also serves eligible seniors, 60 years of age or over with the same types of commodity foods. Call for an appointment. Cantonese, Mandarin, Portuguese, Russian, Spanish, Tagalog.

Edgewood Center for Children and Families - Grandparents Who Carewww.edgewood.org

101 Fifteenth Street, 94103

415-865-3000

415-865-3099 (FAX)

M-F: 8:30am-5pm

A support and advocacy group for grandparents who are raising their grandchildren. Offers support services for grandparents and other relatives caring for children whose parents have drug or alcohol problems or are mentally ill, incarcerated or deceased. In addition to providing emotional support, program members and staff serve as advocates for relative caregivers before city agencies, the educational system, the justice system and policy makers. Offers biweekly support groups in the Bayview Hunters Point and Western Addition communities and other minority neighborhoods.

Family Caregiver Alliance (FCA) www.caregiver.org

180 Montgomery Street, Ste. 1100, 94104
415-434-3388
415-434-3508 (FAX)
800-445-8606
info@care.org

Offers a comprehensive range of services for partners, spouses and other family members and friends who are caregivers of individuals with adult-onset brain impairing illnesses. Offers information and referral, family consultation, caregiver skills classes, support groups, respite programs, on-line services, counseling, education and training. Diagnoses include: Alzheimer's disease, other types of dementia, Stroke, Acquired Brain Injury/Traumatic Brain Injury, Huntington's disease and other adult-onset conditions involving cognitive impairment. Also, serves caregivers of any adult age 60+, through the funding from The National Family Caregiver Act, regardless of diagnosis.

Golden Gate Park Senior Center

6101 Fulton Ave. (at 37th Ave), 94121
415-666-7015
415-666-7091 (FAX)

Mondays (9am-5pm), Tuesday through Friday (9:00am-6pm, 2nd & 3rd Fridays, 9am – 9pm), Saturdays (9:00am-5:00pm) and Sundays (10:00am-4:00pm). It is also open on all holidays (10am-4pm) except Thanksgiving Day, Christmas Day & New Year's Day.

Offers a wide variety of programming dedicated entirely to senior adults. Activities include dance, bingo, exercise, arts & crafts, singing and tai chi as well as a multitude of card games including bridge. Outings are scheduled at various times during the year.

Golden Gate Senior Services

6221 Geary Blvd (Richmond), 94121
117 Diamond Street (Diamond), 94114
415-752-6444 (Richmond)
415-863-3507 (Diamond)
415-831-7370 (Richmond FAX)
415-252-7495 (Diamond)
M-TH, S, S: 9am-9:30pm; F: 9am-4:30pm

Two neighborhood centers offer a wide range of services and activities for seniors, including: counseling, educational and art classes, medical screening, physical fitness, tax assistance, recreational trips, community service, voter registration (Richmond only), and transportation. Daily nutritional lunches served (\$1.50 suggested donation requested). Only age 60 and over are eligible.

Gray Panthers of San Franciscowww.graypanthersf.org

1182 Market St., Ste. 203, 94102

415-552-8800

415-552-8801 (FAX)

M, T, Th, F: 11am- 1:0pm; W: 11 am-4pm; Friday closed

An intergenerational activist group dedicated to social change. Meetings are held on the third Tuesday of every month at 1pm at the First Unitarian Church of San Francisco, at the comers of Franklin and Geary Streets. Advocacy focus is on peace, health care, jobs for all, anti-discrimination, the environment and campaign reform. No direct services provided.

In-Home Supportive Services (IHSS)-Public Authority of San Franciscowww.sfhsspa.org

939 Market St., Ste. 550, 94103

415-243-4477

415-243-4430 (TTY) 415-243-4407 (FAX)

info@sfhsspa.org

M-F: 8:30am-5pm

Maintains a registry of available in-home care workers. Provides names of workers to consumers authorized for services by the county for In-Home Supportive Services (IHSS) and private pay home care consumers with chronic and disabling conditions who need such assistance to remain safely in their homes. In-Home Supportive Services include chore and house cleaning services as well as personal care, such as assistance with eating, bathing, dressing, and using the toilet. Also offers outreach, a mentor service and advocacy assistance to IHSS consumers. Services are free to IHSS consumers. Fees for private paying consumers are based on monthly income.

Kimochi Nutrition and Hot Meals Program & Senior Center www.kimochi-inc.org

1715 Buchanan, 94115 (Administration)

1840 Sutter St., 94115 Issei Memorial Hall (Meal Programs)

415-931-2294 (Administration)

415-931-2287 (Meal Programs)

415-931-2299 (FAX) (Administration)

415-931-2299 (FAX) (Meal Programs)

M-F: 9am-5pm

Congregate Nutrition Program

Japanese-style hot lunch served 11:45 am (M-F). \$1.50 donation per meal is requested.

Meals On Wheels of San Francisco, Inc.

1375 Fairfax Ave., 94124
415-920-1111
415-920-1110 (FAX)
M-F, 8:30am-4:30pm

Lunch and dinner meal delivery (M-F) for home-bound seniors over sixty and living in San Francisco. Diabetic, low sodium and mechanically softened meal plans are available for clients with special nutritional needs. \$5.00/day contribution is requested, however no one is denied meal delivery service if they are unable to contribute financially.

North & South Market Adult Day Health

55 Mabini St. (Mabini Center)
350 Golden Gate Ave. (Golden Gate Center)
301 Ellis Street (Presentation Center)
415-882-7301 - Mabini Center
415-359-9210 - Golden Gate Center
415-923-0245 - Presentation Center
415-882-7390 (FAX)
M- F: 8am-4pm

A multi-service adult day health center (3 sites) for residents of the northeast of San Francisco. Provides comprehensive services to frail elders and individuals (age 18 or over) with a disability, which enable them to remain at home as long as possible. Services include rehabilitation, nursing and personal care, van transportation to and from the center, social and recreational activities and a hot noon meal.

On Lok Senior Health Services

1333 Bush St., 94109
415-292-8888
888-886-6565 (Enrollment Information)
415-292-8745 (FAX)
M-F: 8am-4:30pm. After 4:30pm night physicians are on call.

On Lok Senior Health is a health plan especially designed to cover acute and long-term care for older adults, featuring full medical care, prescription drugs, home care, adult day health and transportation.

Eligibility Requirements: 55 years or older and living in San Francisco; experiencing ongoing medical problems, memory loss, and/or need daily help with bathing, walking, eating, or dressing; and, may be considering a nursing home but prefer to stay at home.

On Lok serves many ethnic groups, including Chinese, Vietnamese, Filipino, Korean, Central and South American, Mexican, African-American, Italian and Russian.

On Lok is not a nursing home.

Rosa Parks Senior Center

111 Buchanan, 94115
415-292-2000
M-F: 9am-5pm. Closed holidays.

A senior activity center providing a hot lunch M-F: 11:30- 1pm, \$1.25 donation requested, and a variety of social and recreational activities (call for more information). Activity Program membership \$ 1.00 a month, \$12 a year. Spanish, Mandarin, German, Russian. First floor of building is wheelchair accessible. Restroom is not wheelchair accessible.

San Francisco Department of Aging and Adult Services - Senior Information and Referral

1650 Mission Street 5th floor
San Francisco CA, 94103
415-626-1033 (Information and Referral line)
415-355-3555 (Office)
415-355-6785 (FAX)
M-F: 8am-4:30pm, answering service after hours (Information and Referral Line) M-F:
9am-5pm (Office)

Provides information and referral for seniors, informal caregivers and agencies serving seniors. Provides referrals for health care, social services, legal assistance, housing, adult day health centers, transportation, in-home support services, nutrition, etc. Distributes senior Gold Cards and MUNI identification cards. Provides Payee Services. Publishes an annual resource guide of services for seniors in San Francisco and produces a variety of specialty lists. A 24-hour Elder Abuse Referral Line answers questions about suspected elder abuse and connects callers with the appropriate agencies in the Elder Abuse Consortium for further action. Conducts orientation sessions regarding services for interested agencies or programs.

San Francisco Department of Human Services - Adult Protective Services

P.O. Box 7988, 94120
415-557-5230 (Hotline/Referrals/Info)
800-814-0009
415-557-5377 (FAX)
24 hours daily

Investigates possible abuse or neglect of elders and disabled/dependent adults. The abuse may be physical, emotional, financial, neglect by others, or self-neglect. If abuse is suspected, social workers provide short-term counseling, case management and referral services to stop the abuse and ensure the ongoing safety of the person, involving the courts, if required and if the victim agrees. These services are available to all San Francisco residents, aged 65 and over, or disabled/dependent younger adults, 18-64. There are no fees for these services.

San Francisco Department of Human Services - Cash Assistance Program for Immigrants (CAPI)

1440 Harrison St., 94103 (P.O. Box 7988, 94120)
415-558-1978
415-558-2332 (FAX)
M-F: 8am-12pm, 1pm-5pm

A cash assistance program for immigrants who are disabled, blind, or age 65 or older. To qualify, they must not be receiving SSI/SSDI benefits, they cannot be a citizen or a national of the United States, and they must not be a fleeing felon. Other rules and regulations also apply. Call for details.

San Francisco Department of Human Services - Human Services Agency, In Home Support Services

1650 Mission St., 2nd Floor (P.O. Box 7988, 94120)
415-557-5251
415-557-5271 (FAX)
M-F: 8am-4:30pm. (Applications by telephone. In home interviews)

Assists elderly, blind or disabled people to remain safely in their own homes when they are no longer able to fully care for themselves or handle routine household tasks. The program pays for approved housework and personal care as an alternative to out-of-home placement. An applicant or referent should call and be prepared to answer questions about income, living arrangements, doctor contact information as well as medical diagnosis. One also needs to provide date of birth, social security number, and emergency contact information. Processing may take several months. No cost to SSI recipients. For others who qualify, a monthly share of the cost is the amount of income over the SSI grant. Spanish, Mandarin, Cantonese, Tagalog, German. All initial business done by phone, with follow up at client's home.

San Francisco Department of Public Health - Community Behavioral Health Services - Central City Older Adult Program

90 Van Ness Ave., 94102
415-558-5900
415-558-5959 (FAX)
M-F: 8:30am-5pm

Provides a variety of mental health services for seniors (age 60 or over). Services include crisis outreach, psychiatric evaluations, individual, family and group therapy, home visits, medications, case management and referrals to community programs. Provides brief therapy and long-term therapy. Also offers community education and consultations.

San Francisco Municipal Railway - Regional Transit Connection Discount Card Program

2630 Geary Blvd. (@ Masonic) (Drop off only. Not a mailing address)

415-923-6070

415-923-6070

M, Tu, W: 10:30am-4pm (drop off)

M-F: 9am-5pm (Application Information)

Provides Regional Transit I.D. cards to elderly people (65 or older) and individuals with physical or mental disabilities so they are eligible to receive discount fares on over 15 transit systems in the greater Bay Area, including AC transit, BART, Caltrain, MUNI, and SamTrans. To apply call MUNI or any of the participating transit systems. Seniors age 65 or older, individuals with a DMV placard, and Medicare cardholders can fill out a Basic Application Form. All other consumers must fill out a brief Certification Form requiring a doctor's verification of need. Once completed the form can be dropped off at the MUNI Transit Office. Discount I.D. card users are charged reduced fares when using participating transit systems. Wheelchair accessible.

San Francisco Senior Center - Downtown Branch

481 O'Farrell St., 94102

415-771-7950

415-771-1135 (FAX)

M-Th: 9am-4pm; F: 9am-3:30pm; Sa, Su: 10am-2pm

Lunch served daily at 12noon. Reservations in person at 9:15am or by phone at 10am weekdays; 30 minutes later on weekends. Requested donation is \$1.50, more is appreciated. Individual services include: blood pressure screening, and health insurance counseling, legal assistance regarding SSI, Social Security, and Medicare. Social Services is provided on M,T,W,F. Activities provided are: Tai Chi, movies, ballroom dance lessons, and tea dance. Languages spoken: Cantonese, Mandarin.

Computer Learning Center

415-923-4496

Introduces beginners to the world of computers using IBM-compatible computers.

To register, drop by the office front desk or send a self addressed stamped envelope to:

Self-Help for the Elderly www.selfhelpelderly.org

407 Sansome St., Ste. 300, 94111

415-677-7600

415-296-0313 (FAX)

M-F: 8:30am-5pm

A multiservice agency that provides a broad range of bilingual/bicultural social, recreational and educational services to seniors and individuals with disabilities.

Offers citizenship services, with application completion, English as a Second Language (ESL) and citizenship classes, tutoring, interview preparation and voter preparation.

The Care Management Program provides assessment of physical, psychological, social and living situations and includes care planning and services arrangement, follow-up care monitoring, counseling, advocacy, crisis intervention, information and referral and home visits.

Fifteen senior centers offer services which can include assistance filling out forms, translation, letter-writing, information and referral, consumer and health education and social and recreational activities, discount card programs and congregate site and home delivered meals for seniors, age 60 or over. Menus include western style, Asian style and Filipino style meals.

Provides adult day services to frail elders, disabled adults and seniors with Alzheimer's disease or other dementia. Provides bilingual, bicultural skills nursing, therapies, medical social work and certified home health services to homebound Chinese individuals.

The Elder Care Program provides free of charge services including chore services, housekeeping, homemaking and non-medical personal care on an emergency and temporary basis.

Provides employment training and placement programs to senior immigrants so they may earn a living wage and continue to be independent. Offers a variety of training opportunities including certified home health aides and certified housekeepers, childcare, food service and clerical support workers.

Operates four residential facilities: Lady Shaw Senior Center, with 70 low-income subsidized apartments unites in Chinatown / North Beach and Leonard House, a 10 bed facility designed to care for frail seniors who need 24 hour board and care services. Provides residential care facilities in Santa Clara County for 34 seniors and 25 seniors with Alzheimer's disease. Also offers assistance in locating low-income public and private independent housing and residential board and care homes. Housing counselors help with the application, education seniors in tenant rights and provide counseling on landlord / tenant disputes.

Senior Power

325 Clementina St. 94103-1404
415-541-9629
415-541-9630 (FAX)
M-F: 9am-3pm

Services include information and referral and senior rights education. Publishes the "Senior Power" newsletter quarterly (distributed nationally). Affiliated with the Congress of California Seniors and the California Legislative Council for Older Americans and is a member of the Senior Action Network (SAN). Offers presentations to educate seniors on older adult issues and resources.

Services are free. \$5 or more suggested donation per year for newsletter. Walk in or apply by phone.

St Anthony Foundation - Senior Outreach and Support Services

121 Golden Gate Avenue
415-241-2600 (Administration, Program numbers listed below)
415-252-1635 (FAX)
M-F: 8:30am-5pm (Administration, Program days and times listed below)

Offers comprehensive case management for low-income seniors over age 60 in the Tenderloin and South of Market Neighborhoods. Services include on site and in home visits providing information, service referral, money management, representative payee program, housing, coordination of in home supports, and assistance with accessing medical and mental health resources. We are located in the Madonna Senior Center and Residence. Languages : Spanish

St. Mary's Medical Center - Senior Services

450 Stanyan, 94117
415-750-4800
415-750-4861 (FAX)
M-F:9am-4pm
Monthly calendar of health care and recreation activities. Call for more information.
1500 Howard St., 94103
415-255-7200
415-255-9488 (FAX)
M-F: 8am-4:30pm

Provides vocational skills training and supported employment to persons with developmental disabilities and their families/caretakers. They also provide independent and supported living skills training for clients. They have services for seniors with an emphasis on recreation and leisure activities.

Western Addition Senior Center

1390 1/2 Turk St., 94115

415-921-7805

415-931-1993 (FAX)

M-Sat: 11:30am-2pm; Sun: 11:30 - 3pm

Provides support services, information and referral, and outings for people age 60 or older.

SUBSTANCE ABUSE/ METHADONE MAINTENANCE/DUAL DIAGNOSIS

AL-ANON/ALA-TEEN www.ncwsa.org

415-626-5633 (To speak with a volunteer)
415-626-5634 (Meeting info)
800-344-2666 (Meetings outside of San Francisco)
650-794-9654 (Spanish)
Message phone available 24 hours a day.

Support group for relatives and friends whose lives are affected by someone else's drinking. Ala-teen is especially for teens. Child care is available at a few meetings. All calls are completely anonymous. No dues or fees.

Alcoholics Anonymous (AA) www.aasf.org

1821 Sacramento Street, 94109
415-674-1821 (24 hr. hotline)
415-674-1822 (business line)
415-674-1801 (FAX)
24-hour line staffed by volunteer AA members.

Caller will receive information on meeting times and locations convenient for them. Over 550 meetings/week in San Francisco and Marin Counties. Mutual support to maintain sobriety. No dues or fees.

Spanish-speaking program:
S.F. Oficina Central Hispana
383 Valencia, 94103
415-554-8811 (24 hour hotline)

Alcoholics Rehabilitation Association

1035 Haight St., 94117
415-863-3661
415-863-3670 (FAX)
M-F: 9am-5pm
Co-ed transitional living facility primarily for alcoholics (will service those with other drug issues). Social model alcohol recovery home for employable or employed adults. \$105 per week to start. Offers some moving services. Contact an intake worker. Must have attend 28-day program within the last year to be eligible.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Asian American Recovery Services

www.aars-inc.org

965 Mission St., Ste 325, 94103
415-541-9404 415-541-9986 (FAX)
M-F: 9am-5:30pm

Offers treatment, prevention, research, education, and outreach services for substance abuse in San Francisco, San Mateo and Santa Clara counties. Call for specific information. Most of the programs are free or sliding scale. Vietnamese, Cantonese, Mandarin, Samoan, and Tagalog. Wheelchair accessible.

Baker Places, Inc.

120 Page Street, I" floor
San Francisco, CA 94102
415-255-6544 (Administrative)
Office) 415-255-7726 (FAX)
M-F: 9am-5pm

Operates many residential treatment programs which provide a highly structured, supportive therapeutic community in which residents can work through emotional difficulties and learn or re-learn practical living and social skills in order to live more independent and self-directed lives. Accepts adults with psychiatric history, dually diagnosed clients (psychiatric and drug/alcohol addiction), and people with HIV/AIDS. 24 hour staffing. Clients can stay 3-5 months. Spanish, Cantonese, Tagalog. Different sites.

Bay Area Addiction Research & Treatment Inc. (BAART)

1040 Geary St., 1st Floor, 94109 (Geary Street Clinic)
1111 Market St., 1st Floor, 94103 (Market Street Clinic)
415-928-7800 (Geary Street)
415-863-3883 (Market Street)
415-563-9816 (for pregnant drug users)
M-F: 6am-2pm (Market Street)
M-F: 7am-3pm (Geary Street)

Provides outpatient Medically Monitored Opiate Withdrawal Services through the California Detoxification Program (CDP). Methadone Maintenance and Drug Free Treatment Programs are the primary service specialties of BAART.

The Family Addiction Center for Education and Treatment (FACET) program offers services for pregnant drug users who are anxious to stop using drugs and hoping to optimize their chances of delivering a healthy baby. All of BAARTS programs are sensitive to the specialized needs of clients including those struggling with HIV/AIDS, 15-week outpatient drug and alcohol recovery program for men and women. The program consists of groups that meet twice each day with a substance abuse counselor. Participants tell their stories, learn to define themselves and discover the causes for their chemical dependencies in order to learn to resist drug and alcohol use. The program also

Substance Abuse / Methadone Maintenance /Dual Diagnosis

offers domestic violence classes, co-dependency support groups, anger management groups, self-esteem support groups and aftercare counseling.

Haight Ashbury Free Clinic - Substance Abuse Treatment Center - Outpatient Substance Abuse Treatment

529 Clayton St., 94117

415-565-1908

415-255-6706 (FAX)

M-Th: 10am-5pm; F: 12-6pm; Closed Sat. & Sun.

The program uses social model substance abuse counseling. Provide one on one and group counseling. Services are Free. Request Donations.

Haight Ashbury Free Clinics, Inc. - Smith-Ryan House

764 Chinook Court, Treasure Island, 94117

415-398-4928

M-F: 6:30am-6:30pm (Intake)

Provides an inpatient, safe environment for women (18-64 years) to detox from alcohol and crack cocaine addictions. A ten-bed facility where women can stay for 3-5 days and receive non-medical support. \$20 donation accepted, but not required. Staff members are in recovery themselves. Referrals provided for outpatient detox clinics, etc. There are in-house AA, NA, and CA meetings, and consultations on women's needs. Open 24 hours a day. Call first for a phone screening. Requires that person has been using drugs or alcohol within past 24 hours. Must have medical clearance from a physician stating that it is safe to be admitted into a non-medical setting.

Horizons Unlimited of San Francisco

440 Potrero Ave., 94110

415-487-6700

415-487-6724 (FAX)

M-Th: 9am-7pm; F: 9am-6pm

Provides substance abuse intervention and prevention for youth, ages 12-26. Also provides employment training and placement, information and referral, basic remedial education and AIDS education information workshops. Must be a San Francisco resident, 12-26 years old. Spanish. No cost.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Jelani Inc.

1601 Quesada Avenue, 94124
415-822-5977
415-822-5949 (Intake)
415-822-5943 (FAX)
M-F: 8am-5pm (Office), M-F 9am-5pm

Provides 24 hour staffing for residential programs. Offers drug and alcohol residential treatment programs for pregnant women and women with children ages 5 and under. Also, offers a residential drug and alcohol program for couples, men and women. Provides therapeutic drug free environments; peer support; relapse prevention; and case management services. Duration of stay varies according to programs (client must be willing to commit to the entire stay). Visits are restricted and monitored for the first 45 days of treatment. Family reunification service is also available for clients. Also offers outpatient substance abuse services with child care to women and men. Fee: sliding scale; Medi-Cal accepted. Languages spoken: Spanish

Mount St. Joseph-St. Elizabeth

100 Masonic Ave, 94118
415-567-8370
415-292-5531 (FAX)
M-F: 9am-5pm

Provides a structured clinical program utilizing a recovery- based approach and designed to meet the mental, physical, and spiritual needs of women with and without children (18+ with children under the age of 3). The program is designed to prepare women to lead a productive and successful life of sobriety. The program includes acupuncture, drug education, process groups, life skills groups, individual counseling and therapeutic early intervention childcare services. Apply by phone for an interview. Wheelchair accessible.

Nar-Anon - San Francisco

415-292-3241
24 hour recorded message

Fellowship of support for friends and family members of people with drug addictions. Follows a 12-step format. Recorded message gives meeting times and locations for San Francisco meetings (there are no meetings in Marin listed on this recording). No dues or fees.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Narcotics Anonymous of San Francisco

78 Gough St., 94102
415-621-8600
24 hour recorded message

Services for addicts. Offers a book store and all meetings provide literature. A recorded message lists meeting times/locations and individuals may speak in-person to a recovering addict. Meetings open to all. No dues, fees or membership.

National Council on Alcohol and Other Drug Addictions

944 Market St., 3rd Floor, 94102
415-296-9900 (Office/24 hour Helpline)
415-296-0500 (DUI Program)
415-296-1108 (TTY)
415-296-0626 (FAX)
M-F: 9am-5pm

Information, assessment and referral for persons concerned about own or other's use of alcohol/other drugs. Professional education and community trainings, library/videos. Volunteer opportunities. Call for appointment. Sliding scale. Nobody turned away for lack of funds.

Oasis Center Office of Self Help

1095 Market St., Rm 202, 94103
415-575-1400
415-575-1401 (FAX)
Tu-Sat: 11am-4pm

Provides services for individuals who have mental health diagnosis and substance abuse issues. Serves consumers who are homeless, formerly homeless or living in board and care facilities. Offers structured and unstructured activities, peer counseling, information and referrals, educational training, and a computer lab. Offers support groups such as housing, dual diagnosis, schizophrenic and art groups. Has free acupuncture once a week and a nurse practitioner twice a week. Also offers Reiki treatments by appointment only. Every Friday is women's day. Services are only provided for women on this day. The office is run by mental health consumers and people who were formerly homeless.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Planned Parenthood Golden Gate (PPGG) - SAGE / Bayview Hunter's Point Center

815 Eddy, Ste. 300, 94109

800-967-7526 (Appointments and Information)

415-441-7858 (Clinic Administration)

800-967-PLAN ext: 3 (Facts of Life Hotline)

415-885-2462 (FAX)

M: 8am-8pm, Tu: 8am-5pm; W: 9am-8pm; Th: 8am-5pm; F: 8am-5pm; S: 9am-2pm

(On all days, last appointment is 1 hour before closing)

SAGE

1275 Mission Street

415-905-5050

Organized by and for survivors of prostitution, trauma and abuse. Offer support systems to help get women clean and find shelter. Some of the services offered are: detox and full body acupuncture, individual/group counseling, health care referrals and counseling, hepatitis C counseling and education, holistic health care, chiropractic care for occupational injuries, and massage. PPGG offers reproductive health services for women one day a week. Clients wanting to receive services at SAGE must be clients of SAGE.

Bayview Hunter's Point 1625 Carroll Street

The Center is a methadone treatment center that also offers acupuncture treatment for its clients. PPGG offers reproductive health services for women one day a week. Men can be seen for sexually transmitted infection testing and treatment. Clients must be part of the

Redwood Center

100 Edmonds Road, Redwood City, 94062

650-366-5723

650-366-5326 (FAX)

Provides a comprehensive program of treatment and referral designed to meet the needs of substance abusing men and their family members.

Salvation Army - Adult Rehabilitation Center

1500 Valencia St., 94110

415-643-8000 (Administration)

415-643-8028 (Intake)

415-864-5974 (FAX)

M-F: 8am-4pm (Administration) 8:00-4pm (Intake)

Provides a long-term (6-12 month) residential rehabilitation program for men and women with substance abuse and other social or spiritual problems. Residents receive spiritual counseling, individual and family counseling and group therapy. Residents must be physically able to work, seeking treatment for substance abuse, detoxed before entering,

Substance Abuse / Methadone Maintenance /Dual Diagnosis

agrees to participate in weekly Twelve-Step programs such as Alcoholics Anonymous or Narcotics Anonymous, chapel services and bible studies.

Pinehurst Lodge

Offers a separate facility for women only. Transition houses for men and women graduates are also available. Nicotine Cessation class is a required part of the program. Call 415-643-8000 for more information.

Harbor Light Detox Center for Alcoholism and Drug Abuse

Safe, warm clean environment for withdrawal from alcohol and other drugs. Meals, linens and clothes provided. Medical back-up by S.F. General Hospital. Detox counselors assess needs of each individual and make referrals to other programs. Wheelchair.

Harbor Light Secondary Recovery Home

Long-term residential program (6 mos.-year). Residents develop and implement re-entry plan. Other services include employment seeking skills, continuing educational or vocational training and re-socialization. Alcohol and drug addicted adults. Agency referral or client should call for an appointment to fill out an application. Appropriate placement after completion of primary program. Wheelchair accessible.

Other services of Harbor House include: individual and group counseling and social activities.

San Francisco General Hospital (SFGH)- Substance Abuse Services

1001 Potrero Ave., Ward 93, 94110
415-206-8000 (General Information)
415-206-3191 (Substance Abuse Services)
415-206-8558 (Sliding Fee Eligibility Line)
415-206-6875 (FAX)
24 hours daily (General Information)
M-F: 6:30am-2pm; Sat, Sun: 8am-11am
M-F: 7:30am-4pm (Sliding Fee Eligibility Line)

Provides outpatient treatment for abuse of heroin and opiates with emphasis on treating individuals with HIV disease and TB. Offers a methadone-assisted detoxification program. A wide range of social, psychiatric and medical services are available to patients. Individual and group counseling is provided (including HIV support groups).

San Francisco Suicide Prevention/Drug Line/Drug Relapse Line

PO Box 919350, 94119
415-362-3400(Drug Line)
415-834-1144 Drug Relapse Line
415-984-1921(FAX)
24 hours daily (Drug and Relapse Lines)
Drug Line

Answers questions individuals may have about drug use, drug testing and will give information about treatment programs. Confidential service.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Drug Relapse Line

Assists individuals in recovery, their friends and relatives, who are under stress and dealing with issues surrounding relapse.

SOS of Northern California, Secular Organizations for Sobriety

P.O. Box 965, Sausalito, 94966

M,W: 7:30pm (St. Mary's hospital, Hayes and Stanyan Sts., Dining Room, Floor B)

Non-spiritual alcohol or chemical dependence self-help groups in the Bay Area provide an alternative or supplement to the Alcoholic Anonymous/Narcotics Anonymous 12-Step groups. Call for meeting information or send a self addressed stamped envelope to SOS West to the address above for a full meeting list. Meetings are free.

St. Anthony Foundation - Alcohol and Drug Recovery Services

121 Golden Gate Avenue

415-241-2600 (Administration)

415-252-1635 (FAX)

M-F: 8:30am-5pm (Administration)

The Father Alfred Center (formerly Covenant House and Seton Hall) houses two drug and alcohol rehabilitation programs in the city providing 61 men a safe and supportive environment in an urban residential setting.

Primary Program

Substance Abuse /Methadone Maintenance /Dual Diagnosis

hepatitis C or other addiction related disorders. Primary medical services are offered to BAART and CDP patients, their family members and community-at-large.

To enter treatment, a prospective patient must be at least 18 years of age (or have authorization from the Department of Health, or written consent from a parent or guardian), provide identification in the form of a driver's license or U.S. passport, and show evidence of addiction to heroin or other opiates through physical or physiological symptoms.

Not free of charge, but Medi-Cal accepted. Both clinic locations are wheelchair accessible. Spanish

Bayview-Hunter's Point Foundation - Substance Abuse Program

1625 Carroll St., 94124

415-822-8200

415-822-6822 (FAX)

M, T, W, and F: 7:30am-3:30pm, Th: 7:30am - 6:30pm (Evening group on Thursdays)

Provides outpatient alcohol and drug treatment programs for San Francisco residents, primarily in the Bayview Hunter's Point District. Provides substance abuse education, prevention and information, parenting classes and consultation to the community.

Individual, group and family therapy is also provided.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Provides counseling and methadone treatment for heroin addicted adults. Outpatient Methadone Maintenance (OMM) provides long-term maintenance. Outpatient Methadone Detoxification (OMD) provides short-term (up to 21 days) maintenance. The Alcohol and Other Drugs Program provides individual and group counseling services and acupuncture to individuals who are addicted to crack cocaine.

Cocaine Anonymous

415-821-6155

Recorded message gives meeting times, locations, and names and numbers of people to call for assistance. A fellowship of recovering users helping others to recover. Does not provide treatment, counseling or therapy at their meetings. Open to users of any mind-altering drug, including alcohol. No dues or fees.

Community Awareness & Treatment Services, Inc. (CATS) - CATS' Outpatient Program

43 Fell St., 94102
415-241-1173

Provides a comprehensive outpatient program for men and women affected by chemical dependency. Treatment services include intake and assessment, treatment planning, individual counseling, group counseling, art therapy, aftercare and relapse prevention services. Outpatient recovery services for family members and significant others who have been affected by chemical dependency include a family recovery group, individual counseling and individual, family and couples counseling.

Community Awareness & Treatment Services, Inc (CATS) - Golden Gate For Seniors

637 South Van Ness Ave, 94110
415-626-7553
415-626-9198
M-F 8am-5pm

A 20-bed residential recovery facility specifically designed for chemically dependent men and women, 55 years of age and over, who have completed a primary treatment program. Individuals must call for appointments. There is a requirement to get T.B. test done.

Residents stay an average of six months in the center while following an individually tailored recovery plan which includes counseling and case management, 12-step meetings, education on alcohol and other drugs, sound health practices and development of interests and activities that are conducive to a sober lifestyle. Residents are prepared for life outside the center through health and financial counseling, transitional and follow-up services and assistance in finding permanent housing.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Community Awareness & Treatment Services, Inc. (CATS) - Counseling Services For Drinking Drivers

43 Fell St., 94102
415-241-1187
415-553-3939 (FAX)
M-F: 9am-4pm (office hours)
M-Th: days, evenings (client hours)

By appointment (usually court or DMV referred). Counseling and educational services for individuals convicted more than once of DUI charges within the past seven years. Individual, group, and follow-up treatment. Second DUI: 18 month program. Third DUI: 30 month program. Also offers a 6 month program to offenders who had a high blood alcohol level at time of arrest and a 12-month program for first-time offenders.

Community Awareness & Treatment Services, Inc. (CATS) - Eddy Street Apartments

425 Eddy St., 94109
415-563-0432
415-563-1573 (FAX)
M-F: 9am-5pm

A clean and sober permanent housing program with support services for individuals who have completed residential drug treatment and/or outpatient drug treatment. The site, which consists of 25 studio apartments, is located in the Tenderloin area. On-site support services include individual and group counseling and case management services.

Community Awareness & Treatment Services, Inc. (CATS) - Mobile Assistance Patrol (MAP)

1446 Market St., 94102 (Mailing address)
415-431-7400 (General)
415-241-1189 (Administration)
415-553-3939 (FAX)
24 hours daily

A fleet of nine vans will pick-up and transport willing homeless and/or substance abusers to needed facilities. Radio dispatched. Referrals from MAP patrols, police, Health Dept., public and self. Helps the homeless access overnight shelters. Wheelchair accessible and lift.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Delancey Street Foundation

600 Embarcadero/Brannan, 94107
415-957-9800
415-512-5186 (FAX)
M-F: 8:30am-5pm (office)

Complete, highly structured residential care in a minimum 2-year program for former convicts, hard-core substance abusers, and former prostitutes. Individual and group counseling, educational and vocational training. No fees. Must be 18 years or older. Co-ed. Drop-in O.K. for interviews. No counselors, doctors or psychologists. Operates restaurant, moving and transportation services.

Epiphany Center for Families

100 Masonic Ave., 94118
415-567-8370 x4248 (Residential)
415-351-4052 (Outpatient)
415-567-8370 x4212 (Linda Fenn)
415-346-2356 (FAX)
M-F, 8:30am-5pm (Office)

Outpatient drug treatment services for women over 18, with or without children. Services include drug treatment groups, parenting groups, case management, health assessments and referrals, life skills groups, therapeutic child care for children under 2 years, and in-patient drug treatment for women and their children between the ages of infant to 2 years. Four days per week, 9:30-3pm.

Epiphany In-Home Services offers case management and parenting support services in the home to families with children under three at risk of losing custody. Referrals from DHS, hospital social workers, self-referrals. Bilingual Spanish services.

Fort Help

Address is not published for client confidentiality reasons
415-777-9953
415-777-4717 (FAX)
fort_help@earthlink.net
M-F: 6:30am-9:00am and 11 am- 12:30pm
Sat, Su: 8:30am-10:30am
Closed on State and Federal holidays

Independent, non profit clinic (financed entirely by client fees) providing methadone maintenance treatment by an experienced, compassionate and well qualified staff. Cost is \$80/week payable by cash, check or money order (courtesy dosing is \$15/day - counselor from other clinic should call ahead to make arrangements). Do not accept Medi-Cal or private insurance (will offer assistance with insurance reimbursement).

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Friendship House/Association of American Indians

56 Julien Ave., 94103 (Residential Program)
1815 - 39th Ave., Oakland, 94601 (Lodge Program)
415-865-0964 (Residential Program)
510-535-3445 (Lodge Program)
415-865-5428 (Residential Program)
510-535-3445 (Lodge Program)
M-F: 8am-5pm. Phone for intake.

Alcohol and drug recovery program and transitional housing primarily for Native American men and women with individual, group and family counseling, alcohol education, Native American culture, and Twelve Steps. Operates two residential facilities, one in San Francisco with an 80-bed capacity for men and women, and one in Oakland for women with their children. Fees: sliding scale. No Medi-Cal.

Glide Memorial Church - Recovery Programs

330 Ellis St., First Floor, 94102
415-771-6865 (Office)
415-565-1989 (FAX)
M-F: 9am-5pm

The first stage of our alcohol/drug recovery program lasts five to six months. Candidates must be at least 18 years of age, willing to perform physical labor, and willing and able to adjust to the requirements of a residential program. Candidates must also be without any source of income, including SSI, SSA, GA or Unemployment Insurance. During their stay, they participate in one of the structured work components of the program for 35-40 hours per week. They pursue intensive rehabilitation for chemical dependency, which consists of education, individual and group counseling, basic living skills, social skills, positive work habits, and an intensive AA/NA program to introduce a clean and sober lifestyle.

Secondary Program

The second stage of the program lasts six months. It is a transitional program that helps residents prepare for a full return to society, while maintaining a clean and sober lifestyle. Residents go to school, work, or seek employment; continue their 12 step program; learn to manage money; and save enough money for an independent living situation upon completion of the program. The residents also learn to maintain a stable employment situation and develop a clean and sober support system in the recovery community.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

St. Anthony Foundation - St. Anthony Farm

11207 Valley Ford Road

Petaluma, CA 94952

707-794-7120

415-241-8338 (Intake Questions)

707-795-2305

Program is 24 hours, Mon-Sun (residential)

For intake questions, call 415-241-8338, or drop by 55 Jones St. M-Th 8:30am-11am.

Voluntary residential alcohol and drug treatment program located on an organic dairy farm. Residents at the Farm work in the dairy, garden, on grounds, on maintenance, or in the kitchen as part of their work component. The program lasts six months and includes individual counseling, educational groups, structured recreation opportunities, AA/NA groups and outside meetings, and the structured work component. Participants must be at least 18 years old; have no assets or income; physically able to work; 72 hours clean and sober; not outstanding court dates, warrants or other legal matters requiring the personal appearance while at the Farm; and no physical or psychiatric conditions that would prevent full participation in the program.

St. Vincent de Paul Society - Ozanam Center

1175 Howard St., 94103 (between 7th and 8th Sts.)

415-252-5305 (24 Hours Reception)

415-864-0296 (Social Services)

415-864-3057 (Administration)

415-621-6458 (Howard St. Detox)

415-864-3163 (FAX)

24-hour detox facility for men and women. No shelter services -- has converted to detox center -- but will refer to shelter on completion of detox. Offers detox/recovery programs: Reception/Stabilizing Detox; the Howard St. Detox (after stabilization, last 3-5 days). Open 24 hours a day, 7 days a week for Detox. Drop-in Center for individuals accessing substance abuse services. AA meetings, access to telephones, temporary mailing address, representative payee program.

Treatment Access Program (TAP) (a program of the San Francisco Department of Public Health - Community Substance Abuse Services

679 Bryant St., San Francisco 94107

415-538-5500 (main line)

1-800-750-2727

415-538-5555 (FAX)

M-F: 9:30am-3pm

An assessment program(no direct treatment) that helps adults obtain access to substance abuse treatment services. Provides support while clients are waiting for treatment services. Spanish.

Substance Abuse / Methadone Maintenance /Dual Diagnosis

Walden House, Inc.

520 Townsend St., 94103 (Administration office)
415-554-1100 (Administration)
415-934-3408 or 415-934-3409 (Intake)
415-554-1122 (FAX)
M-F: 8am-5pm

Operates two facilities with 2 different approaches to substance abuse treatment. A number of clients are court referred for treatment in lieu of incarceration, or they are fulfilling their parole obligation. Spanish.

Residential Treatment Facilities

815 Buena Vista West, 94117
890 Hayes, 94117
415-701-5111
415-934-3451 (Intake)
24 hours daily

Variable in length of stay (3-18 month), structured residential program for drug addicts in a therapeutic community. Includes individual and group counseling and educational/vocational training. Free for SF residents. Call intake number for interview.

Multi-Service Center

1885 Mission, 94103
415-554-1130
M-F: 8am-8pm (generally), call for weekend hours

Day treatment center for drug addicts, either as an alternative to or as preparation for Substance Abuse/ Methadone Maintenance/ Dual Diagnosis residential treatment. Assessments, individual/group counseling and therapy. Intake by appointment; drop in also accepted. Free for S.F. residents.

TAXES

www.irs.gov

IRS tax information for your constituents: Tax help online or by phone. Convenient self service options are available through the IRS at www.irs.gov or by calling one of the IRS toll-free **telephone numbers at:**

Form and publications: 800-829-3 676

TeleTax (recorded tax info) 800-829-4477

Tax Help line for individual: 800-829-1040

Go to www.irs.gov and click on 1040 Central to find information to help file federal tax returns. Get forms publications, information and answers to frequently asked questions, too.

Free tax return preparation is available through the IRS Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs in most communities. Volunteers help prepare basic tax returns for individuals who have low or limited income. Some sites offer electronic filing without charge:

Call 800-829-1040 to find the nearest VITA or TCE sites or call AARP at 888-AARP-NOW (888-227-7669) for the nearest sites.

The IRS offers a Spanish language web site at www.irs.gov/espanol assistance is also available on the toll free phone lines.

The Tax Payer Advocate Service: The Tax Payer Advocate Service is an independent organization within the IRS, headed by the National Taxpayer Advocate, helps individual and business taxpayers resolve problems with the IRS by:

Ensuring taxpayer problems that are not resolved through normal IRS channels are promptly and impartially handled;

Assisting taxpayers who are facing hardships;

- Identifying issues that compromise taxpayer rights, increase taxpayer burden or create problems; and bringing these issues to the attention of IRS management;

can be contacted via 1-877-777-4778 or via correspondence to 1301 Clay St., Suite 1540 S., Oakland, CA 94612 - Phone: 510-637- 2703, Fax: 510-637-2715

Bayview-Hunter's Point Multipurpose Senior Services Center

1706 Yosemite Ave., 94124

415-822-1444

415-822-5327 (FAX)

M, T, W, F: 8am-5pm Th: 8am-8pm

Provides social and recreational activities; arts and crafts; and nutritional and health programs to seniors primarily living in the southeastern part of San Francisco. Lunch is served from 11:30 a.m. to 12:30 p.m., Monday through Friday. Classes include Bible study, exercise, line dancing, quilting, and water aerobics. Speakers provide health and community service information. Health screening is provided for blood pressure and podiatry. A barber is available weekly. Also provides income tax assistance and referrals for legal advice. Transportation is provided to and from the center (for eligible clients).

TAXES**Chinese Newcomers Service Center**

777 Stockton, Rm. 104, 94108
415-421-2111
415-421-2323 (FAX)
M-F: 9am-12pm, 1pm-5pm

Facilitates the adjustment process of Chinese immigrants and refugees by providing multiple services including bilingual information and referral, adjustment counseling, translation and interpretation, emergency contact, cultural education, job orientation, placement and training, immigration / (adjustment of status, family visas and community information) and forms assistance, English as a Second Language (ESL) classes, citizenship classes, small business seminars, volunteer income tax assistance, Low Income Tax Clinic, consumer education and educational seminars, independent living consultation and Victim and Witness Assistance. Cantonese / Mandarin. Wheelchair accessible.

Golden Gate Senior Services

6221 Geary Blvd (Richmond), 94121
117 Diamond Street (Diamond), 94114
415-752-6444 (Richmond)
415-863-3507 (Diamond)
415-831-7370 (Richmond FAX)
415-252-7495 (Diamond)
Monday-Friday, 9am-4pm (Diamond)
Monday-Friday, 10am-3:30pm (Richmond)

Two neighborhood centers offer a wide range of services and activities for seniors, including: counseling, educational and art classes, medical screening, physical fitness, tax assistance, recreational trips, community service, voter registration (Richmond only), and transportation. Daily nutritional lunches served (\$1.50 suggested donation requested). Only age 60

Tax-Aid

www.tax-aid.org

55 Second Street, Suite 1400, 94105
Tax-Aid Hotline: 415- 963- 8633

Tax-Aid is a 501(c)3 nonprofit organization founded in 1988 by a coalition of accountants and lawyers. Its mission is to provide free income tax preparation to low-income families throughout the Bay Area. Tax-Aid has always placed a special emphasis on increasing access to the Earned Income Credit and the Child Tax Credit.

Tax-Aid helps the working poor. Although any individual with income under \$36,000 is eligible for Tax-Aid, the average Adjusted Gross Income per client last year was just over \$14,000.

The majority of Tax-Aid clients are immigrants who do not speak English or who speak English as a second language. Fear and language barriers often keep them from filing their taxes. Many clients are single mothers struggling to get off or stay off welfare.

Others are AIDS patients or senior citizens living on fixed incomes. Tax-Aid provides free tax return preparation—in their communities and with translation assistance in Spanish, Mandarin, Cantonese, Vietnamese and Russian.

TRANSPORTATION SERVICES

American Cancer Society

835 Jackson Street, # 413, 94133
415-394-7100
800-227-2345 (Outside San Francisco)
415-394-7101 (FAX)
M-F: 9am-5pm

Transportation for people with cancer to and from radiation or chemotherapy treatment. People need to be able to provide documents verifying the cancer and the treatment. For San Francisco residents only. The patient has to be ambulatory. The patient's treatment facility must set up the appointment with the American Cancer Society. Individuals may not make the arrangements, but should ask their providers to call the American Cancer Society.

Amtrak www.amtrak.com

101 Embarcadero Center, Suite 118, 94111
800-872-7245
415-546-4556
415-546-4484 (FAX)
M-F: 5:45am - 9:45pm
Daily: 6am - 10pm.

Reduced fare for students, veterans, people with disabilities and the elderly. People 62 years or older and people with disabilities receive a 15% discount off the full fare. Must provide proof of age or disability. Proof of disability can include any I.D. card that indicates you have a disability, such as an S.S.D. card. Wheelchair accessible. Only has bus service out of 31 Embarcadero and Market Street. No train in and out of San Francisco. Buses will travel to the train station.

Community Awareness & Treatment Services, Inc. (CATS) - Mobile Assistance Patrol (MAP)

1446 Market St., 94102 (Mailing address)
415-431-7400 (General)
415-241-1189 (Administration)
415-553-3939 (FAX)
24 hours daily

A fleet of nine vans will pick-up and transport willing homeless and/or substance abusers to needed facilities. Radio dispatched. Referrals from MAP patrols, police, Health Dept., public and self. Helps the homeless access overnight shelters. Wheelchair accessible and lift.

Greyhound Bus Lines-Helping Hands Personal Care Attendant Services

800-752-4841

24 hours, 7 days/week

Persons with a disability who cannot perform some necessary functions while on a Greyhound bus may have an attendant companion ride for free. The companion must be capable of helping the person with their disability (feeding, using restroom, giving medications, etc.). Final eligibility determination is made by the local ticketing agent. Arrangements can also be made for Greyhound staff to help passengers on and off bus. This service is available on any type of ticket, even specials. Call 48 hours before departure to arrange service. Spanish. Wheelchair accessible.

Homeward Bound

1235 Mission Street

San Francisco, CA

(opens at 9am)

415-557-5000 (Human Services Agency)

415-355-3555 (Department of Adult & Aging Services)

The Homeward Bound Program (HBP) reunites homeless people living in San Francisco with family and friends. Homeless clients who request to return home must meet the criteria. The client must be homeless and living in San Francisco, and be medically stable enough to travel to the destination. HBP staff directly contacts the client's family member or friend at the point of destination to ensure that the client will have a place to reside and have ample support to assist in establishing stabilized housing and transition from homelessness.

The client cannot have any outstanding warrants or other legal problems that would prevent them from leaving San Francisco. Clients who meet the criteria receive a bus ticket home. HBP staff will follow up one month later to check on their well-being. Homeless persons wishing to access this service can go to the Mission Street address.

Kimochi Nutrition and Hot Meals Program & Senior Center

1715 Buchanan, 94115 (Administration)

1840 Sutter St., 94115 (Transportation Program)

415-931-2294 (Administration)

415-931-2287 (Transportation Program)

415-931-2299 (FAX) (Administration and Transportation Program)

M-F: 9am-5pm

Door to door transportation services are offered to seniors who find it difficult or are unable to use public transportation services. Staff drive and escort individuals and groups from their homes to Kimochi program sites.

Services are provided free of charge, but donations are appreciated.

Night Ministry

1031 Franklin St., 94109 (mailing address only)
415-441-0123
10pm-4am, 7 days a week

Middle of the night crisis counseling, referral, and intervention. Trained volunteer crisis line counselors respond to telephone calls for help with any concern or problem. When requested, a minister or priest will meet a person in need anywhere the person chooses in the city. Occasionally, the Night Minister will provide transportation by car when needed. Can help get caller into shelter. Free. Welcomes volunteers.

San Francisco Municipal Railway - Regional Transit Connection Discount Card Program

2630 Geary Blvd. (@ Masonic) (Drop off only. Not a mailing address)
415-923-6070
415-923-6307 (FAX)
M, Tu, W: 10: 30-4pm (drop off)
M-F: 9am-5pm (Application Information)

Provides Regional Transit I.D. cards to elderly people (65 or older) and individuals with physical or mental disabilities so they are eligible to receive discount fares on over 15 transit systems in the greater Bay Area, including AC transit, BART, Caltrain, MUNI, and SamTrans. To apply call MUNI at 415-923-6070 or any of the participating transit systems. Seniors age 65 or older, individuals with a DMV placard, and Medicare cardholders can fill out a Basic Application Form. All other consumers must fill out a brief Certification Form requiring a doctor's verification of need. Once completed the form can be dropped off at the MUNI Transit Office. Discount I.D. card users are charged reduced fares when using participating transit systems. Wheelchair accessible.

San Francisco Paratransit Broker- A TC/Intelitran

1449 Webster St., 94115
415-351-7000 (Reception)
415-351-7050 (Intake and Application) 415-351-3134 (FAX)
M-F: 9am-4:45pm

Provides discount taxi services on a limited group of clients & individual and shared van service. Service is provided for those whose disability prevents them from using public transportation. This can include being unable to get on and off a bus; unable to walk two blocks; unable to stand and wait more than 15 minutes; to grasp coins, tickets or handles; and unable to read or understand transit schedules due to a developmental disability or blindness. Application form must be completed in full. Waiting period while processing application before eligible. Materials available on computer disk, cassette tape, or in large print upon request. The criteria for the program is mandated by the Americans with

Disabilities Act (ADA) and is strictly enforced. The program is a complementary service to MUNI's fixed route service. Russian, Spanish.

UTILITIES

California Telephone Access Program (CTAP)

800-806-1191
800-806-4474 (TTY English)
800-896-7670 (TTY Spanish.)
866-324-8747 (Mandarin)
866-324-8754 (Cantonese)
800-704-4636 (FAX)
M-F: 8am-6pm
S: 9am-5pm

Provides services for individuals who are hearing impaired, disabled, and/or vision impaired. A doctor, state rehabilitation counselor or other social worker providing services to an applicant must certify disability using a form provided by Pacific Bell. Services provided free of charge if applicant has no unpaid telephone bills. Free directory assistance. Most languages immediately available by phone. Sign Language, Spanish available to drop-in customers. Wheelchair/restroom accessible.

Deaf and Disabled Telecommunications Program (DDTP) - a Program of the California Public Utilities Commission (CPUC) www.ddtp.org

1970 Broadway, Suite 650, Oakland, CA 94612
1-800-806-1191 (English)
1-800-949-5650 (Spanish)
1-866-880-3394 (Hmong)
1-866-324-8754 (Cantonese)
1-866-324-8747 (Mandarin)
1-800-806-4474 (TTY in English)
1-800-896-7670 (TTY in Spanish)
1-800-889-3974 (FAX)
Service Centers M-F: 9am-5pm

Call Center M-F: 8:30am-6pm, Sat.: 9am-5pm. *Please note: hours of operation for the Hmong voice, Cantonese voice, and Mandarin voice lines are ONLY M-F: 10am-4pm. Description: The Service Center provides free telephone and telecommunications equipment and services for people who have difficulty hearing, seeing, moving, remembering, or speaking. Equipment is distributed throughout the California Telephone Access Program (CTAP). Equipment may also be available to small businesses that employ people with disabilities. DDTP offers speakers and public education presentations. Call the Outreach Request office at 800-995-6831 to make arrangements. Eligibility: California resident who lives in a household with telephone service (service does not have to be in the individual's name). One of the following disabilities: deaf or other hearing impairment, blind or other vision impairment, mobility or manipulation impairment, speech impairment, or cognitive impairment. Disability may be permanent or temporary. Eligible individuals may also be eligible for equipment at work. Free

UTILITIES

Application: Disability must be certified by an authorized health provider or other professional. Forms are available from the DDTP website or by calling the Call Center. Transportation to Service Center - Oakland: AC Transit and Bart (19th Street Station). Language: American Sign Language (ASL), Spanish, and Cantonese. Hmong and Mandarin are available by telephone ONLY. Other services provided for the following related subject(s): Neurological Impairments, nonambulatory, blindness, visual impairments, deafness, hearing impairments, disabilities, assistive technology equipment, TTY equipment.

Economic Opportunity Council (EOC) - Low-income Home Energy Assistance Programs (LIHEAP)

1426 Fillmore St., Suite 301, 94115 (administrative office) 415-749-5600 Office
415-749-6491 General
415-749-3956 (FAX)
M-F: 8:30am-5:00pm (Office)

Administers the Low Income Home Energy Assistance Program (LIHEAP) offering assistance to offset the costs of heating and/or cooling dwellings and/or having a dwelling weatherized to make it more energy efficient.

The Weatherization Program provides free attic insulation, weather-stripping, minor household repairs and related conservation measures.

Applicants can receive one payment per program year and payments are credited to the applicant's utility bill. For more information call 800-433-4327 (800-433-HEAP). Also assists with applications for the Energy Crisis Intervention Program (ECIP) which provides payments for weather-related or energy-related emergencies. Payments are credited to the applicant's utility bill.

JC Decaux - San Francisco

1000 Quesada Ave., 94124
415-671-1250
415-671-1254 (FAX)
M-F: 9-5

Installs and maintains the self-cleaning public toilets in San Francisco. Tax-exempt organizations and city agencies serving the homeless and needy are eligible to receive bags of reusable toilet tokens. Fax a copy of your organization's tax-exemption and a piece of stationery with your letterhead stating the name of the person responsible for token distribution.

VETERANS

American Red Cross

85 - 2nd St., 8th Floor., 94105
800-660-4272 (Military personnel services)
415-427-8104 (FAX)
M-F: 8:30am-5pm
24 hours (emergency disaster)

Counseling and crisis intervention is provided to military families. Worldwide 24-hour communication system helps verify and report emergency situations affecting military personnel and their families and helps to reestablish and maintain relationships. Financial assistance is available to assist military families and eligible veterans with basic needs. Assists veterans applying for military discharge review and offers representation at hearings.

Central Committee for Conscientious Objectors (CCCO)

405 14th St., Ste 205, Oakland, 94612
510-465-1617
800-394-9544 (GI Rights Hotline)
510-465-2459 (FAX)
M-F: 9am-5pm

A non-profit organization dedicated to promoting GI Rights and alternatives to the military and war, including:

GI Counseling: 800# available for GIs to call about their rights, legal referrals and military regulations.

Draft counseling: provides information about draft registration and Conscientious Objection.

Counter-military recruiting: provides educational materials promoting alternatives to military service for young people and non-violent conflict resolution.

Activist training: provides draft and military counselor training for local activists nationwide. Counseling and literature is free; small fee for some books, videos and requested sliding scale fee for activist trainings.

Also provides services regarding Discharges. Wheelchair accessible.

Department of Veteran's Affairs (VA) - Regional Office www.va.gov

1301 Clay St., Room 1300, 94612
800-827-1000 (Information Line)
510-637-6304 (FAX)
M-F: 8am-4:00pm.

The VA provides services and benefits to veterans and their dependents depending on nature of discharge, degree of disability, and length of service. These include VA medical care, job training, counseling, educational assistance, vocational rehabilitation, loan guarantee program, pensions, disability benefits, alcohol and drug treatment, life insurance, burial benefits and dependent benefits. If veteran has used VA services since

VETERANS

discharge, s/he may already be in VA computer as qualified for services. If not, s/he must have a copy of Form DD214 (discharge papers). Spanish. Wheelchair accessible.

Employment Development Department (EDD) - Career Link - One Stop Career Center**www.edd.ca.gov**

801 Turk St., 94102 (Turk)
3120 Mission St., 94110 (Mission)
1800 Oakdale Ave., 94024 (Southeast)
415-749-7503 (Turk)
415-401-4800 (Mission)
415-970-7762 (Southeast)
415-749-7476 (FAX - Turk)
415-401-4834 (FAX - Mission)
415-970-7711 (FAX - Southeast)
M-F: 8am-5pm

Veterans receive priority placement assistance including job search preparation and referrals to supportive services.

Goodwill Industries – Career Services**www.sfgoodwill.org**

1500 Mission St., 94103
415-575-2100
415-575-2170 (FAX)
M-F: 8am – 5pm

San Francisco Training Partnership

Serves veterans and/or ex-offenders who are homeless San Francisco residents. The program's flexible design allows for customized short-term training, life-skills workshops, paid transitional employment and permanent job placement. The partnership is a collaborative effort that includes Swords to Plowshares, the Northern California Service League, the Urban University, and Goodwill. The SFTP is funded by the federal Department of Housing and Urban Development (HUD) and is administered locally by the S.F. Department of Human Services.

San Francisco County Veterans Service Office

875 Stevenson St, Ste 250, 94102
415-554-7100
415-554-7106 (TDD)
415-554-7101(FAX)
M-F: 9am-12pm, 1pm-4pm

Assists veterans, their dependents and survivors file claims for federal and state veterans' benefits. Acts as a liaison between the residents of San Francisco and both US Dept. of Veterans Affairs and California Dept. of Veterans Affairs. Established 1993. Locally

VETERANS

funded by the city and county. Have information on compensation, pension, education, life insurance, medical treatment, home loans, burial benefits, discharge upgrading, survivor benefit plan, and the California Veterans' Home of Yountville, Barstow and Chula Vista.

San Francisco VA Medical Center - Downtown Clinic www.sfmed.va.gov

401 Third St., 94107

415-551-7300 (to enroll) (Please see below for specific services phone numbers)

415-551-7344

Provides veterans primary medical care, laboratory services, physicals, immunizations, social work, referrals and specialty services, health screening and education, pharmacy, and medical advice nurse.

Mental Health Outpatient Services

415-551-7344

M-F: 8am- 12pm (Intake)

Provides psychiatric outpatient care, day treatment center, intensive psychiatric community care substance abuse services, group and individual counseling, and PTSD.

San Francisco VA Medical Center (Fort Miley)

4150 Clement St., 94121

415-221-4810 (Switchboard)

800-733-0502 (Phone Care Nurse)

415-752-1212 (Telecare)

415-750-2044 (Social Work Service)

415-750-6980 (TTY)

415-750-2177 (FAX), 415-750-2140 (FAX)

24 hours daily (Switchboard, Phone Care Nurse, TTY) M-F: 8am-3:30pm (Telecare)

M-F: 8-4:30 (Social Work Service)

Provides general medical, surgical and psychiatric services for veterans. Inpatient and outpatient services include arthritic rheumatology, cardiology, dermatology, endocrinology, eye, ear/nose/throat, gastrointestinal, hematology, hemodialysis, infectious disease, medical research, neurology, neurosurgery, nuclear medicine, heart surgery, ophthalmology, orthopedics, plastic surgery, podiatry, respiratory care, social work services and substance abuse. Provides limited dental care, eye glasses and other prosthetics, based on eligibility. Maintains a 120-bed nursing home providing skilled nursing and hospice care.

The Women Veterans Comprehensive Health Center provides medical and psychiatric care for women of all ages. Evaluation and treatment is available for acute and chronic general medical problems, sexual trauma, preventive care, health screenings and testing

and comprehensive gynecological services. Call 415-750-2174, M-F: 8am-4:30pm for information.

VETERANS

Veterans need a VA card for all services. Veterans without a card can take discharge papers to Medical Administration Services in Bldg. 200. Fees for most services vary according to veteran status and income, private insurance accepted. No fees for alcohol and drug treatment programs. Spanish.

Swords to Plowshares

1060 Howard St., 94103

415-252-4788

415-252-4790 (FAX)

M-F: 9am-12pm, 1pm-5pm

Tuesday and Thursday afternoons hours are by appointment only

Multiple services, including counseling and social services, for homeless veterans and Gulf War Vets. Legal counseling and assistance concerning VA benefits, Agent Orange, Gulf War Illness and discharge upgrading. Individual and group counseling for issues such as Post Traumatic Stress Disorder (PTSD). Alcohol and drug abuse intervention. Employment workshops and on-the-job training programs to qualify vets for better positions. Limited transitional housing available.

Substitute Payee Program

Clients in case management through Swords to Plowshares may be eligible for money management services through the Public Guardian's Office. Any veteran, regardless of discharge status, may be eligible.

Gulf War Veterans/Desert Storm

Information and referral for Gulf War vets having health problems.

US Department of Veteran's Affairs/San Francisco Vet Center

505 Polk St., 94102

415-441-5051

415-441-5092 (FAX)

M-F: 8am-4:30pm

Other hours by appointment only or for groups.

Full readjustment counseling and support services for any war-zone or Vietnam/Vietnam-era veteran. Also serves any vet who was sexually assaulted during their time in the military. Psychological counseling for post-traumatic stress disorder, family/marital problems, complete employment services (must be registered with the EDD), specific veteran's benefits assistance and other issues. Services for women and Asian-American veterans. Agency referrals. Free of charge. Wheelchair accessible.

VETERANS

Veterans Industries

205 - 13th St., Ste. 2170, 94103

415-551-7325

415-861-0323 (FAX)

M-F: 8am-4pm

Provides vocational rehabilitation through work therapy and transitional work experience.

Individual counseling and support groups. Only for veterans.

California Department of Child Support Services Offices by County**Alameda**
800-809-2955**Butte**
530-538-7221**Contra Costa**
886-244-5382**Fresno**
559-494-1090**Imperial**
760-482-2300**Kings**
888-252-9656**Los Angeles**
800-615-8858**Mariposa**
209-966-3400**Modoc**
866-233-6216**Napa**
707-253-4251**Placer**
530-889-5700**Sacramento**
916-875-7400**San Diego**
866-230-2273**San Mateo**
866-366-8221**Santa Cruz**
831-454-3700**Siskiyou**
888-823-6318**Stanislaus**
209-558-3000**Alpine**
888-250-3849**Calaveras**
888-251-4769**Del Norte**
707-464-7232**Glenn**
530-934-6527**Inyo**
760-873-3659**Lake**
888-313-0863**Madera**
559-675-7885**Mendocino**
707-463-4214**Mono**
760-924-1720**Nevada**
888-781-1253**Plumas**
530-283-6264**San Benito**
831-636-4130**San Joaquin**
209-468-2601**Santa Barbara**
800-818-1386**Shasta**
866-440-4443**Solano**
707-784-7210**Sutter**
866-901-3212**Amador**
209-223-6318**Colusa**
530-458-0555**El Dorado**
866-901-3212**Humboldt**
707-441-3200**Kern**
800-980-2021**Lassen**
530-251-2630**Marin**
800-497-7774**Merced**
877-521-5437**Monterey**
831-755-3200**Orange**
888-594-7600**Riverside**
951-955-4100**San Bernardino**
909-799-1790**San Luis Obispo**
805-781-5734**Santa Clara**
888-687-7500**Sierra**
888-786-1253**Sonoma**
888-271-4214**Tehama**
530-527-3110

California Department of Child Support Services Offices by County Cont.

Trinity
888-331-2033

Tulare
888-823-6588

Tuolumne
209-553-6400

Ventura
805-654-5200

Yolo
866-901-3212

Yuba
530-749-6000

HOUSING-GENERAL RESOURCES

Asian, Inc.

www.asianinc.org

1670 Pine Street, 94109

415-928-5910

415-921-0182 (FAX)

Provides small business development assistance including feasibility studies, loan packaging, marketing plans and financial systems to San Francisco residents and refugees in the Bay Area. Maintains a library on business methodology and Asian studies. Packages below-market-rate loans for housing rehabilitation in low-income neighborhoods. Acquires multiple-unit buildings for low-income and moderate-income residents. Call for residency information. Has 4 handicap accessible units (2 at 518 Minna Street and 2 at 2300 Van Ness), both of those properties have wheelchair accessible entrances.

Bernal Heights Neighborhood Center - Housing Program

515 Cortland Avenue, 94110

415-206-2140

415-648-0793 (FAX)

M-F: 9am-5 pm

Provides and preserves stable and affordable homes for adults with low incomes and their children, many of whom are homeless and have special needs due to mental health issues, HIV/AIDS diagnosis, and substance abuse problems. To date, 13 rental developments have been built or rehabilitated providing a total of 229 apartments. These apartments currently provide stable and affordable homes for nearly 500 low-income adults and children.

BHNC had developed eight properties for individuals and families with special needs in various neighborhoods citywide. Vacancies for our special needs properties are filled either by referrals from the service providers with whom we collaborate or by referrals from the San Francisco Housing Authority depending on the specific development. The service providers with whom we work are Black Coalition on AIDS, Asian American Recovery Services, Positive MATCH-Rita Da Cascia Program, Lutheran Social Services, and Progress Foundation. Anyone interested in our special needs properties should contact the service providers listed above and the San Francisco Housing Authority.

BHNC's remaining developments that provide housing for individuals, families, and seniors are managed by Caritas Management Corporation. Please contact their office at 415-647-7191 for apartment availability.

Catholic Charities - Assisted Housing Health Programs

180 Howard St., Suite 100, 94105

415-972-1333

415-972-1200 (Catholic Charities Main Reception Line)

415-972-1339 (FAX)

M-F: 9am-5pm. Call for an appointment.

New Clients seen on drop in basis between 2-4pm

Promotes stability in the lives of persons living with HIV/AIDS by providing rental and housing assistance, and financial assistance for medical expenses and housing needs.

Second Start Program

For people who are or have been diagnosed with disabling HIV or AIDS, are interested in going back to work or school, and are paying more than 50% of their income toward rent each month. Qualified individuals may be eligible for a monthly rental subsidy for up to 18 months. Documentation required: CA State I.D., proof of gross monthly income, letter of diagnosis from San Francisco doctor, proof of rent, proof of employment, job training/school enrollment. Waiting List.

CARE Partial Rent Subsidy Program

For those with disabling HIV/AIDS who have been residents of the city & county of San Francisco for at least one year and do not currently live in subsidized housing. Qualified individuals may receive a small monthly subsidy to offset rental expenses. Priority given to those receiving General Assistance. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$900), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year), proof of San Francisco residency. Must call monthly to maintain name on Waiting List.

HOPWA Rental Subsidy Program

For those with disabling HIV/AIDS who have been on the Housing Waitlist (CHIPS) for at least one year and do not currently live in subsidized housing. In collaboration with the SF Housing Authority, provides a monthly rental subsidy for SF residents who are diagnosed with disabling HIV or AIDS and have a very low income. Recipients of this subsidy pay 30% of their income toward rent and the SF Housing Authority pays the balance of the rent to the property owner. Documentation required: CA State I.D., proof of gross monthly income (dated within the last 60 days), letter of diagnosis from San Francisco doctor (dated within the last 90 days), proof of San Francisco residency (or intent to reside), birth certificate, bank statements (if applicable). This program only takes referrals from the Housing Wait List (CHIPS). For more information regarding the Housing Wait List call the AIDS Housing Wait List at 415-487-8040.

Housing-General Resources

St. Joseph's Health Fund (SJHF)

Offers assistance to individuals with disabling HIV or AIDS to pay for certain medical expenses. Fund is limited to \$500/year and only covers certain obvious medical expenses or other expenses that are deemed necessary by client's physician. Eligible expenses include: prescription medication, insurance premiums, co-payments, eye exams, eyeglasses/contacts (up to \$250), and dental care. Check with SJHF staff for information about alternative therapies qualifications. Checks are sent directly to providers. Documentation required: CA State I.D., proof of gross monthly income (not to exceed \$ 1,000), letter of diagnosis from San Francisco doctor (for disabling HIV, the letter must be dated within the last year) proof of San Francisco residency, proof of medical insurance (Medicare, Medical, or private), if applicable. Wait List, must call monthly to maintain place on list.

Department of Building Inspection - Housing Inspection Division

1660 Mission St. 6th floor, 94103
415-558-6220
415-558-6249 (FAX)
M-F: 8am-5pm

Oversees the effective, efficient, fair and safe enforcement of the City and County of San Francisco's building, housing, plumbing, electrical, and mechanical codes. Inspects apartments and hotels. Will inspect anonymous complaints. Maintains records of complaints and inspections. Clients can walk in or phone.

Housing Conservation and Development Corporation

221 Sansome St., Ste. 200, 94104
415-395-9698
415-395-4780 (FAX)
Monday-Friday: 8:30am-5pm

Receives contributions and distributes funds for neighborhood and community improvement primarily in Oceanview-Merced Heights-Ingleside, Bayview-Hunter's Point and Visitacion Valley. Acquires and rehabilitates family rental units to provide longterm affordability for low to moderate-income households.

Housing-General Resources**Independent Living Resource Center (ILRC)**www.ILRCSF.org

649 Mission St. (at 3rd), 3rd Fl, 94105
415-543-6222
415-543-6698 (TTY)
415-543-6743 (Spanish)
415-543-6768 (Chinese)
415-543-6318 (FAX)
M-F: 9am-5pm

Offers a variety of services for people with disabilities. Services include: peer counseling and peer counseling training, attendant referral services, employment and benefits related services, housing services, information and referral and Housing – General Resources
Services provided in English, Spanish, Chinese, and American Sign Language.

Low-Income Investment Fund

1330 Broadway, Ste. 600, Oakland, 94612
510-893-3811
510-893-3964 (FAX)
M-F: 8:30am-5:30pm

Provides funding to low income housing developers. Call for appointment. Spanish.
individual assistance advocacy.

Mayor's Office on Housingwww.sfgov.org/moh

1 South VanNess Avenue, 5th Floor, 94103
415-701-5500
415-701-5507 (FAX)
M-F: 8am – 5pm

Information on home ownership programs funded through the city. Offers below market interest rate loans for low to moderate income first time home buyers. Many have waiting lists and are not affordable for GA recipients. To obtain a list of affordable housing, visit their web site.

Oakland Citizens Committee for Urban Renewal (OCCUR)

1330 Broadway, Ste. 1030, Oakland, 94612
510-839-2440
510-268-9065 (FAX)
M-F: 9am-5pm

Community technical assistance with housing development, neighborhood revitalization, land use analysis and planning, and training of non-profits in proposal writing and organizational development.

Housing-General Resources

Project Sentinel

430 Sherman Ave., Ste. 308, Palo Alto, 94306
415-468-7464 (415-HOUSING)
650-321-6291 (Office)
650-321-4173 (FAX)
M-F: 9am-12pm, 1pm-4pm

Regional fair housing program investigating housing discrimination cases (based on race, religion, national origin, sex, presence of children, marital status, sexual orientation or disability). Also provides enforcement, education, counseling, rental dispute mediation, Housing - General Resources

HUD certified counseling for those in mortgage delinquency and default. Also offers attorney referrals. Spanish.

San Francisco AIDS Foundation - Housing Wait List (HWL)

San Francisco Department of Public Health

415-554-2690 (To Access the Wait List)
415-487-8000 (San Francisco AIDS Foundation - HIV Services and Treatment Support Department Client Advocacy)
M, W, F: 9am-12:30 (SF AIDS Foundation Drop-In other times available by appointment)

Provides HIV+ individuals and HIV/AIDS service providers with accurate and timely information on housing resources. Contact an HIV/AIDS service provider or drop in at the San Francisco AIDS Foundation to obtain a Housing Wait List (HWL) form. Please call M-F 9am-5pm if you are on the waitlist for information on housing resources.

San Francisco Department of Human Services - Modified Payment Program (MPP)

170 Otis St, 94103 (Physical)
P.O. Box 7988, 94120 (Mailing)
Call your Eligibility Worker or Employment Specialist in Department of Human Services - 415-557-5000

Participation in the Modified Payment Program (MPP) through CalWORKs/TANF may help a family convince a landlord to rent to them. Families on the Modified Payment Program (MPP) through CalWORKs/TANF have their rent paid directly to their landlords by CalWORKs/TANF. The CalWORKs/TANF check paid to the recipient will be reduced by the amount of the rent. CalWORKs/TANF recipients must speak to their eligibility worker to gain access to the MPP. More information on the MPP is listed under Tenderloin Housing Clinic.

San Francisco Tenants Unionwww.sftu.org

558 Capp St. (@ 21st) 94110
415-282-6622
415-282-6622 (FAX) Drop-In Clinic Hours

Offers advice on all landlord/tenant problems such as evictions, repairs, rent increases, etc. Publishes an inexpensive tenant's handbook with legal information, available to members. Annual dues vary according to income. Provides telephone advice to members. Non-members are seen on a drop-in basis only. There is a minimum fee for each drop-in session. No one turned away for lack of funds. Private independent housing and residential board and care homes. Housing counselors help with applications, education in tenant rights and provide counseling on landlord / tenant disputes.

St. Peter's Housing Committee (SPHC) (Comite de Vivienda San Pedro)

474 Valencia St. #156, 94103
415-487-9203
415-487-9022 (FAX)
M,W,F: 9am-5pm (closed noon to 1pm). Call for counseling appointment.

Provides advocacy and renters' rights counseling to San Francisco's low-income tenants. Brief counseling appointments are available every afternoon. Focused primarily on the Spanish-speaking community, SPHC also operates several programs including:

Lead Hazard Reduction Program - educating parents and service providers about the dangers of lead poisoning

Mission SRO Collaborative - a collaborative between SPHC, Mission Agenda, Mission Housing Development Corporation and SF SAFE that works to stabilize conditions in slum housing and organize very low-income tenants

Family Eviction Prevention Consortium - a collaborative effort between SPHC, Catholic Charities, Eviction Defense Collaborative and the Volunteer Legal Service Program which works to keep families out of homeless shelters

Code Enforcement Outreach Program, a collaborative effort between SPHC, the Housing Rights Committee of SF, San Francisco Apartment Association and the Department of Building Inspection seeking to abate habitability violations in rental housing.

All staff is bilingual (English/ Spanish).

RESOURCE CENTERS:

Mission Neighborhood Resource Center

165 Capp St (Between 16th St. and 17th St.)

415-869-7977

M,T,W,F: 7am - 12pm; 2pm - 7pm and Thur: 7am - 5pm, 6pm - 8pm (women only) Bus

Route: 14 Mission, 22 Fillmore

St. Vincent de Paul Society - Multi-Service Center South (MSC South)

525 - 5th Street (at Bryant), 94107

415-597-7960 (24 hours)

415-597-7946 (FAX)

Daily: 9am - 3pm, Reservation Desk: 7am - 11am, 5pm - 9 pm

Multi-Service Center South is a resource center for other shelters. They are also a 24 hour shelter. Clients must book a reservation for a shelter bed through a resource center (Mc Millan drop-in center). (MSC - South does not refer clients to their own shelter.) Clients who are referred by a resource center can stay 7 days at the shelter. Also, See Shelter Section for other details and services.

Tenderloin Health Resource Center (formerly Tenderloin AIDS Resource Center)

187 Golden Gate Ave, 94102

415-431-7476

M,T,Th,F: 1am -12pm, 1pm-4pm, 5pm-8:30pm; W: 7am-12pm, 5pm-8:30pm

Provides TB screening for shelter access daily 8am - 12pm. Provides direct access to one of the San Francisco Department of Human Services' (DHS) shelters for homeless residents.

United Council-Bay View Hunter's Point Resource Center

2111 Jennings St. (Between Van Dyke Ave and Wallace Ave)

415-671-1100

M-F: 5pm - 9pm (drop in) Sat/Sun: 5pm — 7pm Bus Route: 54 Felton, 19 Polk

HOUSING - SHELTERS / TRANSITIONAL HOUSING

SHELTERS: For most shelters you need to reserve your shelter space by going to one of the Neighborhood Resource Centers listed in this brochure. The first time you reserve a space, you will enroll in the CHANGES computer system giving your name, date and place of birth, gender, ethnicity and a Social Security Number (Social Security Number is Optional). Your photograph will be taken to establish your "unique identity". This is done to ensure that only YOU can claim the shelter space you reserve. If you wish to do so, you may also give your "finger image" so that check-in at shelter will be speedy and automatic.

After enrolling in CHANGES, you can reserve a shelter space any day at any Resource Center listed here.

Reservations are taken from 8:00am throughout the day until all available spaces are filled. Unclaimed spaces will be available for reservation at Resource Centers after 8pm. Additional unclaimed spaces in night shelters will be available at 11:30pm and again at 12:30pm.

If you have not provided a finger image during enrollment, your finger will be "read," then shelter staff will also ask you for the "unique identity" information that you provided during enrollment. When this is entered in the CHANGES computer, your photo will appear on the screen, confirming your identity and your reservation. You will then be checked-in.

PROTECTING YOUR PRIVACY

Finger-imaging is NOT the same as finger-printing. When you have your fingers "imaged," the computer uses a mathematical formula to count the ridges of your fingers and produce an identification number. Like a finger printing, no two people will have the same number. This number is stored in the shelter computer system. No picture of the finger printing is stored in the computer system

When you enter shelter, scanners "read" your finger ridges again, and confirm your identification number. This number cannot be matched with any external records and will not be shared with law enforcement or immigration agencies

NO IMMIGRATION PENALTY FOR SHELTER USE

For those concerned that use of the shelter system may affect your eligibility for permanent residency, please note that shelter residency does NOT affect your status and does NOT make you a Public Charge.

SHELTERS:

150 Otis Shelter

150 Otis Street

Hours: 10 pm - 7 am 32 beds, Male only

Asian Women's Shelter

www.sfaws.org

Mailing: 3543 - 18th St., #19, 94110 (Shelter Address Confidential)

415-751-7110 (Office)

877-751-0880 (Crisis Line, Toll Free)

415-751-0806 (FAX)

M-F: 9 am - 5pm (Crisis Line)

24 hours (Shelter)

M-F: 9 am - 5 pm (Office)

Comprehensive shelter program for battered women and their children. Special focus on serving non-English speaking Asian populations. Services available in Cantonese, Japanese, Korean, Lao, Mandarin, Mein, Tagalog, Thai, Vietnamese, Hindi, Indonesian, Javanese, Spanish, Tamil, Arabic, Taiwanese, Kannada, Cambodia

Catholic Charities - Saint Joseph's Family Center

220 10th St., 94103

415-575-4920 (St. Joseph's)

415-592-9200 (Office)

415-551-1283 (FAX)

M-F: 8:30am-5pm, closed 12-1 for lunch 24 hours, daily (Shelter/Emergency)

M-F: 9am-5pm (Office)

Provides homeless families and homeless pregnant women with 24 hour shelter, three meals a day, and an array of support services designed to help them address the issues of homelessness and work towards a position of economic self-sufficiency and stable housing.

Provides housing to 65 families. Comprehensive services include: substance abuse counseling, child assessments and referrals, medical care, money management training, housing, job search support, family and/or child counseling, children's activity program, case management, and 24-hour support.

Housing - Shelters / Transitional Housing

Central City Hospitality House for Men

146 Leavenworth St. (at Turk), 94102
415-749-2103
415-749-2136 (FAX)
24 hours (closed 8am-4pm)

Male participants in need of shelter can qualify for a comprehensive 15-month program that begins with placement in the Case Management Dormitory. Houses 30 beds and provides a three month intensive program in which individuals identify a series of goals designed to transition them into a stable housing situation. Individual counseling and support groups focusing on substance abuse and job seeking and retention skills are provided on site.

Community Awareness & Treatment Services, Inc. (CATS) - A Woman's Place

1049 Howard Street (between 6th & 7th), 94103
415-487-2140
415-703-9657 (FAX)
24-hours/7-days

An entry level emergency shelter for homeless women. Provides on-site services including breakfast, lunch and dinner, referrals, housing and medical information, substance abuse counseling, art therapy and case management. Staff are available for one-on-one peer counseling with guests on a 24 hour basis. Can accommodate 40 women. Registration for the lottery held at 39 Fell St. Clients 55 and older can register on-site. 9 substance abuse slots for women.

The SHP and Care programs allow women to stay for up to 18 months. Fees include 30% of income (no fee for one night stays). Must be seen by appointment by an intake worker to be put on waiting list. The Primary Substance Abuse Program based on the 12-Steps of Alcoholics Anonymous offers 30-120 days stay.

Compass Community Services - Compass Family Center

942 Market St., 6th Floor, 94102
415-644-0504 (Admin)
415-644-0507 (Compass Family Center)
415-644-0514 (FAX)
M-F: 9am-12pm, 1pm-5pm (admin)
Housing Intake done through Connecting Point, call 415-217-7330.

Provides emergency housing and support services for approximately 150 families annually. Families stay up to 90 days in private rooms with access to communal

Housing - Shelters / Transitional Housing

cooking facilities. Support services include counseling, housing placement assistance, peer support groups, a youth enrichment program, a food and clothing bank, and money management training. An aftercare program is designed to help families maintain their housing while developing employment related skills and healthy support systems

Compass Community Services - Connecting Point

942 Market Street, 7th Floor, 94102
415-644-0504 (administration)
442-5130 (Shelter referral)
888-811-7233 (Client Hotline, Telephone Intake)
415-442-5130 (Office)
415-442-5138 (FAX)
M-F: 9am-5pm (Intake)

Centralized telephone intake for four family shelters in the city: Compass Family Center, Raphael House, St. Joseph Shelter and Hamilton Family Center. Also provides intake for Compass Community Services. Call for an intake appointment. Collect calls accepted. After office hours and weekends, call Hamilton Family Center, 415-665-2354. Crisis counseling and resource information for homeless individuals and linkage to eviction prevention services are also available by phone.

Dolores Street Community Serviceswww.dscs.org

938 Valencia St., 94110 (Office)
415-282-6209 (Office)
M-F: 9 am - 5 pm (Shelters open from 7pm-7am daily)

Provides neighborhood-based shelter, housing, advocacy, and support for people seeking dignity, health and hope. Shelters target Latino men, most of whom are working but cannot afford San Francisco rents. Our core programs include: **The Dolores Housing Program (DHP)**, which provides emergency shelter and case management services to approximately 82 single adult men every night. The majority of shelter guests are recent immigrants from Latin America, and many work as day-laborers. Our overall goal at DHP is to prevent newly-arrived immigrants from falling into the cycle of homelessness. The array of services combined with the friendly, community-based nature of our shelters help us to meet that goal. Phone: 415-282-3078 Fax: 415-282-2826

The Richard M. Cohen Residence, a 10-unit residential care facility for formerly homeless men and women with HIV/AIDS, provides an array of services including nursing case management, attendant care, and social activities designed to stabilize the health of our residents and enhance their overall health and well-being.

Housing - Shelters / Transitional Housing

Phone: 415-558-0503
Fax: 415-558-9642
Email: cohen@dscs.org

The Valencia Community Center provides low cost and free meeting space where community organizing and development activities can take place. This center houses a meeting/event space with kitchen facility, computer lab, clothing bank, drop-in information/referral and case management services, and incubator offices for other small community-based non-profit organizations.

Phone: 415-282-6209 x22
Fax: 415-282-2826

The Community Planning and Development program, a new initiative whose goal is to develop the organization's capacity to build and manage housing for homeless immigrants and day laborers, as well as to facilitate the participation of Dolores Street staff, shelter guests, and residents to participate more fully in the Mission District Community Planning Process. The director of this program is also the coordinator of the Mission Anti-displacement Coalition (MAC), of which Dolores Street is a member.

Phone: 415-282-6209 x 13
Fax: 415-282-2826

In addition to our core programs, Dolores Street is also the lead and fiscal agent for two dynamic collaborations. These are:

The San Francisco Immigrant Legal & Education Network, a collaborative of 13 organizations throughout the city who provide outreach, community education, and free legal services to immigrants from many diverse countries and regions of the world.

Phone: 415-282-6209 x15

info@simmigrantnetwork.org www.simmigrantnetwork.org **The Mission SRO Collaborative**, a partnership with St. Peter's Housing Committee and the Mission Neighborhood Resource Center, whose goals include: fire prevention in SRO hotels, raising awareness around emergency preparedness, improving living conditions, and empowering tenants to know their rights and come together to work for positive social change in their communities. The community capacity building project of the Tobacco Free Project will be integrated into and support the goals of this program.

Phone: 415-282-6209 x16 Fax: 415-282-2826

Housing - Shelters / Transitional Housing**Episcopal Community Services - Interfaith Emergency Winter Shelter**

201 - 8th St., 94103
415-863-3893 (Sanctuary)
415-252-1743 (FAX)
24 hours daily

A rotating shelter program (mid November to mid March) providing emergency shelter at rotating church locations. Beds are assigned either through the resource centers or from one's CAAP worker. CAAP reservations are of negotiable length. Case management beds are initially for 7 days with possible extensions to 90 days. One night beds are also available through the resource centers. In addition to case management, mental health is available.

Episcopal Community Services - Next Door

www.ecs-sf/programs/nextdoor

1001 Polk Street, 94109 (at Geary)
415-292-2180
415-292-2181
415-292-2178 (FAX)
24 hours daily

A transitional shelter focused on case management for homeless individuals 18 or older. Provides a total of 100 beds for women and 150 beds for men. 20 beds for men and 10 beds for women available on the respite floor. Bed spaces are for clients who are willing to participate in the case management program. Maximum length of stay is 6 months. Storage space and space for up to 10 pets are available. Restrooms, showers, soap and towels are available. Breakfast and dinner are available to clients. Boxed lunches are available to clients who are employed. Offers mental health services, substance abuse services, health care, and vocational services. Sign up at the front desk. (Waiting list/reservations are made at the Next Door front desk, not through the resource centers, although a limited number of 7-day-only beds are distributed by the resource centers) A limited number of beds are also available via the CAAP program (6month max stay). Clients interested in the 6 month case management program need to REQUEST that they get on the waiting list. The client needs to take the initiative to get on the list and to maintain their place on the waiting list by checking in daily.

Housing - Shelters / Transitional Housing**Episcopal Community Services - Sanctuary**

201 - 8th Street (at Howard), 94103
415-863-3893
415-487-3729 (FAX)
24 hours daily

Provides emergency shelter for men and women. Individuals must be referred by a resource center or through one's CAAP worker. Operates a mail/message service where residents can receive mail, benefit checks and telephone messages from other agencies and prospective employers. 2 meals daily. Medical services for women. Participation in case management is required for those staying over 90 days; case management is optional for all others. Free voice mail, employment counseling, culinary skills training program (CHEFS), GED and computer classes are available to everyone via the neighboring skills center.

Hamilton Family Emergency Center

1631 Hayes Street
415-409-2100 (Administration)
415-345-0470 (FAX)
415-409-2100 (Transitional)
415-345-0471 (FAX)
M-F: 9am-5:30 pm (Administration)
260 Golden Gate Avenue
415-217-7330 (Connecting Point Intake)
415-292-5228 (Emergency Shelter)
415-292-9930 (6 Month Shelter)
415-292-9930 (Housing and Aftercare)
415-292-9951 (Fax)
24 Hours daily

A crisis residential program for homeless families. Services include children's programs, meals, case management, advocacy, individual and family counseling, health care, housing search assistance and an after care program. The shelter has emergency 1 night beds and 60-day beds.

Housing - Shelters / Transitional Housing

La Casa de las Madres

Shelter Address Confidential*

415-503-0500 (Business)

415-503-0301 (FAX)

M-F: 9am-5pm

All services are offered in English and Spanish and are free of charge.

Two 24-Hour Crisis Phone Lines

1-877-503-1850 (24-hour Adult Crisis Line)

1-877-923-0700 (24-hour Teen Crisis Line)

Trained staff and volunteers provide callers with support, crisis counseling and information about community resources and services.

Emergency Shelter

24-hour shelter intake services by calling: 1-800-503-1850

Has the capacity to shelter and provide comprehensive advocacy and supportive services throughout the development of a Care Plan to 35 women and children per night.

Emphasized individual counseling, support groups and vocational/ educational referrals to reverse isolation caused by domestic violence.

Lark Inn

869 Ellis Street

415-749-2968 / Fax 415-749-2967

24 hours

Youth 18 y.o. to 24 y.o. Forty spaces for both male and female.

Missionaries of Charity - Queen of Peace Shelter

55 Sadowa St., 94112

415-586-3449

M-F: 8am -12pm (Intake)

For pregnant women. No women under age 18. New clients are not taken in on Thursday or Saturday. Proof of pregnancy, HIV test and TB test required. Women may stay until one month after childbirth. Breakfast, lunch, dinner. Multi-lingual staff. Call for interview appointment.

Providence

1601 McKinnon at Third Street / at Bayview

Hours: 10pm - 1am

125 Mats - Male, Female and Families

Housing - Shelters / Transitional Housing

Raphael House www.raphaelhouse.org

1065 Sutter Street (between Hyde & Larkin), 94109
415-217-7330 (Connecting Point - conducts intake) 415-474-4000 (Shelter Assistance)
415-474-4621 (Office)
415-474-7020 (FAX)
M-F: 9 am-5 pm (Connecting Point)
M-F: 9 am-5 pm (Office)

Works with families to help them overcome homelessness while providing a safe, structured environment in which the families can resolve other difficult problems relevant to their homelessness. Also accepts pregnant women in 9th month. Shelter, intensive children's program and casework. Call Connecting Point to schedule interview. Best to call in morning before noon. Adults asked for \$0-3 daily, children \$0-2 daily. No drugs/alcohol. 3 meals daily. 5:45 pm curfew. No one is turned away for lack of income. Spanish.

Riley Center Emergency Shelter of St. Vincent de Paul Society www.rileycenter.org

3543 - 18th St. Ste.4, 94110
415-552-2943 (Riley Center Community Office)
415-255-0165 (24 hour crisis line)
415-552-0337 (FAX)
M-F: 9am-5pm (Office)
24 hours daily (Crisis line)

Emergency shelter and 24-hour crisis line for battered women and their children. Provides shelter, food, counseling, advocacy, case management, and other resources and referral assistance. Women can stay for up to 12 weeks, and are charged on a sliding scale of \$0.00 to \$6.00 per day per family. Call the crisis line for referrals or appointments. Not wheelchair accessible. Spanish & Mandarin. Will get other interpreters as necessary.

Housing - Shelters / Transitional Housing**St. Vincent de Paul Society - Multi-Service Center South (MSC South)**

525 - 5th Street (at Bryant), 94107

415-597-7960 (24 hours) (referrals are made by resource centers-see below for details)

415-597-7946 (FAX)

7 days/week, 9am-2:30pm (Drop-in center for men)

7 days/week, 9am-2pm; 4pm-9pm (showers)

7 days/week, 5am-12pm (to enter lottery); 7 days/week, 12:30pm-6pm (lottery result)

Multi-Service Center South is a 24 hour shelter. Clients must book a reservation for a shelter bed through a resource center (Mc Millan drop-in center, Mission Neighborhood Resource Center, United Council, and TARO). Clients who are referred by a resource center can stay 7 days at the shelter. Clients may stay for 45 days if referred by General Assistance (GA).

Has space for 45 women and 295 men each night. There are 340 beds available of which 68 are Care Managed. One-night cots are available daily. Sleeping hours are 9pm-6am. One night Clients must leave by 8am. Reservation clients have access to their beds for 24 hours. The drop-in area is open during the day from 9am-2:30pm. Showers open to the public from 9am-3pm. Dinner is served beginning at 4:30pm for women and 5:15pm for men until 7pm.

Other services include: case management, crisis counseling, information and referral, medical care, mental health and substance abuse treatment, emergency clothing and washers and dryers for doing laundry.

TRANSITIONAL HOUSING:**Ark of Refuge, Inc. - Restoration House**

www.arkofrefuge.org

304 Gold Mine Drive, 94131

415-285-2302

415-285-2303 (FAX)

M-F: 9am-5pm

Shared housing for 6 HIV+ / AIDS African-American women and women of color recovering from substance abuse, preferably 3-7 days clean and sober. Residents attend day treatment through Walden House or the Iris Center. Program fees vary according to income. Transitional housing for up to 18 months. While program is focused on women of color, it is open to all races, ethnicities, and nationalities. Also willing to accept women who are currently using - they do detox there. Program is flexible and willing to work with specific needs of individual residents.

Housing - Shelters / Transitional Housing

Black Coalition on AIDS (BCAS) - Rafiki Housing Program www.bcoa.org

2800 3rd St., 94107
415-615-9945
415-615-9943 (FAX)
M-F: 9-5 (Office)
24 hours daily (Housing Program)

A community-based, 11 bed, HIV/AIDS transitional housing program which provides a sober and safe environment for homeless African Americans with AIDS/HIV. Provides case management for clients seeking permanent housing. Also offers support groups and individual support concerning issues of HIV/AIDS and substance abuse.

Brennan House - Riley Center of St. Vincent de Paul Society

3543 - 18th St. Ste.4, 94110
415-552-2943 (Riley Center Community Office)
415-255-0165 (24 hour crisis line)
415-552-0337 (FAX)
M-F: 9am-5pm (Office)
24 hours daily (Crisis line)

A transitional housing facility for women or women and their children who have left a battering situation. Women must have been in any type of shelter for at least 4 weeks, demonstrating an ability and willingness to participate in group living. Individuals and families may stay in transitional housing from 3 months to 18 months. Also offers employment counseling, support groups, individual peer counseling, income advocacy, legal advocacy, parenting education/support groups, children's counseling, permanent housing searches and follow-up support.

This comprehensive program addresses both the physical and emotional needs of domestic violence survivors and their children. A total of 30 beds are available. The location of the facility is confidential.

Housing - Shelters / Transitional Housing

Catholic Charities - Guerrero House - Transitional Living Program

899 Guerrero, 94110

415-550-4478 (24 hours/7days)

415-972-1200 (Administrative Office)

415-405-2002 (Intake)

415-550-4481 (FAX)

M-F: 9am-5pm (Office)

Client Advocate should call to schedule an appointment.

Eighteen month transitional housing program (20 beds) with social services for young men and women, ages 18-23. Targets older youth with high risk history, including homelessness, family violence, substance abuse, HIV disease and street exploitation. Develops action plan to address an individual's needs, then coordinates services. Program fees: 30% of income. 30% is put into a savings account which is returned when leaving program.

Catholic Charities - Saint Joseph's Family Center

220 10th St., 94103

415-575-4920 (St. Joseph's)

415-592-9200 (Office)

415-551-1283 (FAX)

M-F: 8:30am-5pm, closed 12-1 for lunch 24 hours, daily (Shelter/Emergency)

M-F: 9am-5pm (Office)

Provides homeless families and homeless pregnant women with 24 hour shelter, three meals a day and an array of support services designed to help them address the issues of homelessness and work towards a position of economic self-sufficiency and stable housing.

Provides housing to 65 families. Comprehensive services include: substance abuse counseling, child assessments and referrals, medical care, money management training, housing, job search support, family and/or child counseling, children's activity program, case management, and 24-hour support.

Housing - Shelters / Transitional Housing

Clara House

111 Page St., 94102

415-863-0681, ex. 2

415-863-0684 (FAX)

M-F: 8am-6pm (intake)

Closed on Monday and Thursdays 1-2:30pm (staff/clinical meetings)

Provides transitional housing for 13 homeless families. Comprehensive services include: licensed childcare, after school program serving youth in grades 1-12, education and employment counseling and planning, psychotherapy (adults and children), literacy tutoring, GED preparation, and linkages to college courses, linkages to employment programs, substance abuse education and counseling, peer support groups, parenting education and resources, health care support, weekly life skills workshops, and six-month aftercare program for graduates. Families must be referred from a social service agency and referring workers can call the intake coordinator (Brad Harms, ext. 7) or the program director (Jane Schisgal, ext. 2) prior to completing an intake packet.

Compass Community Services - Compass Family Center

942 Market St., 6th Floor, 94102

415-644-0504 (Admin)

415-644-0507 (Compass Family Center)

415-644-0514 (FAX)

M-F: 9am-12pm, 1pm-5pm (admin)

Housing Intake done through Connecting Point, call 415-217-7330.

Provides homeless and low-income families in San Francisco with crisis intervention, shelter, counseling, pre-employment training, enriched childcare, transitional housing, and help finding and keeping permanent housing. Connection point, Compass Family Center, Clara House, and the Tenderloin Childcare Center are programs of Compass Community Services. Compass community services provide emergency housing and support services for approximately 150 families annually. Families stay up to 90 days in private rooms with access to communal cooking facilities.

Housing - Shelters / Transitional Housing

Compass Community Services - Connecting Point

942 Market Street, 7th Floor, 94102
415-644-0504 (administration)
442-5134 (Shelter referral)
888-811-7233 (Client Hotline, Telephone Intake)
415-442-5130 (Office)
415-442-5138 (FAX)
M-F: 9am-5pm (Intake)

Centralized telephone intake for four family shelters in the city: Compass Family Center, Raph'l House, St. Joseph Shelter and Hamilton Family Center. Also provides intake for Compass Community Services. Call for an intake appointment. Collect calls accepted. After office hours and weekends, call Hamilton Family Center, 415-665-2354. Crisis counseling and resource information for homeless individuals and linkage to eviction prevention services are also available by phone.

Conard House/ Jackson Street Residential Program

1385 Mission St., Ste. 200, 94103 (Administration)
415-864-7833 (Administration)
415-864-2231 (FAX)
M-F: 9am-5pm

16-bed residential treatment program for psychiatrically disabled adults. Maximum stay is 3 months. Goal is to help clients stabilize after a recent mental health crisis and to prepare them for more independent living. Of the 16 beds, 8 are designated for the Asian Residential Services Program (ARS), which serves monolingual and bilingual Asian consumers. A dual diagnosis track for clients in recovery from substance abuse is also available.

Housing - Shelters / Transitional Housing**Hamilton Family Emergency Center**

1631 Hayes Street
415-409-2100 (Administration)
415-345-0470 (FAX)
415-409-2100 (Transitional)
415-345-0471 (FAX)
M-F: 9am-5:30 pm (Administration)
260 Golden Gate Avenue
415-217-7330 (Connecting Point Intake)
415-292-5228 (Emergency Shelter)
415-292-9930 (6 Month Shelter)
415-292-9930 (Housing and Aftercare)
415-292-9951 (Fax)
24 Hours daily

Provides 20 individual units of transitional housing for 1 and 2 parent families, pregnant women or expectant couples and same sex couples, pregnant or with children. Families can stay up to 18 months. While in the program, families receive comprehensive support services including case management, support groups, a children's program and a licensed child care center on-site.

Hamilton Family Center

Offers a crisis residential program for homeless families. Services include children's programs, meals, case management, advocacy, counseling, health care, housing search assistance and an aftercare program. Families can stay in the residence up to 6 months.

Mary Elizabeth Inn

1040 Bush Street, 94109
415-673-6768
415-441-7451 (FAX)
Daily, 9am-11 pm

A residence for low-income women (age 18 or over). Residents receive a single room, a shared bathroom, linen service and share other living facilities. Two meals a day are served Monday-Saturday. No drugs, alcohol, pets or weapons are allowed on the premises.

Chinese/Tagalog/French.

Housing - Shelters / Transitional Housing

Missionaries of Charity - Gift of Love Home

164 Milagra Drive, Pacifica, 94044

650-355-3091

650-355-1543

Daily (except Thursdays) 9am-11:30am, 3:30pm-6pm (Intake)

Provides a 13 bed facility for men with severe to life threatening AIDS. Must have referral from health care worker or be unable to care for self. Residents remain until death. Not open for visits or intakes on Thursdays.

Mount St. Joseph-St. Elizabeth

100 Masonic Ave., 94118

415-567-8370

415-292-5531 (FAX)

M-F: 8am-5pm; 24-hour infant or residential care

Residential care for adolescent girls, some of whom are pregnant or with diagnosed emotional problems; residential care for infants exposed in-utero to drugs and/or alcohol. Eligibility: must be screened by social work staff, infants placed through the San Francisco Department of Human Services. Spanish. No fee to California residents if placed by County or private placement paid by State.

Offers transitional housing for individuals age 18 or over, with or without children, who have been clean and sober for 4-6 months.

Offers in-home case management for at-risk families with a child under age 3. The program lasts for one year.

Progress Foundation

www.progressfoundation.org

368 Fell Street, 94102

415-861-0828 (Main Office)

415-861-0257 (FAX)

M-F: 9am-5pm

Provides four different types of psychiatric programs designed to meet the specific needs of individuals in various phases of rehabilitation and re-socialization. Programs vary in the length of stay and the degree of structure and support needed, providing an alternative to hospital-based or institutional care. Each program is located in a small, home-like setting, in the middle of residential communities. Except where otherwise noted, there are no requirements of income for entry into the programs. In addition, there are programs located in Napa. Intake for all programs can be done by calling the agency's Evaluation, Referral, and Consultation Unit at 415-750-9859; individuals can call without a referral unless otherwise noted.

Housing - Shelters / Transitional Housing

Salvation Army - Pinehurst Lodge

1500 Valencia St., 94110
415-643-8000 (Administration)
415-643-8028 (Intake)
415-695-0647 (FAX)
M-F: 8am-4pm (Administration) 8:00-4pm (Intake)

Offers a separate facility for women only. Transition houses for men and women graduates are also available. Nicotine Cessation class is a required part of the program.

Salvation Army-Harbor Light Secondary Recovery Home

1500 Valencia Street (Administration)
415-643-8028 (Intake)
415-864-5974
M-F 8am-4pm

Long-term residential program (6 mos.-year). Residents develop and implement re-entry plan. Other services include employment seeking skills, continuing educational or vocational training and re-socialization. Alcohol and drug addicted adults. Agency referral or client should call for an appointment to fill out an application. Appropriate placement after completion of primary program.

HOUSING OPPORTUNITIES

The following section is a listing of housing in the San Francisco area. The list is often changing so please call for details and availability.

**Some housing opportunities are for specific populations (family, elderly, disabled, etc.).*

Asian Neighborhood Design (AND)

1182 Market St., Ste. 300, 94102

415-593-0423

415-593-0424 (FAX)

M-F: 8:30am-5:00pm

Develops affordable family housing, namely 555 Ellis Family Apartments (a 38-unit building), Connecticut Street Court (10-unit apartment building), and Minna Park Family Apartments (a 26-unit building). Call Caritas Management Corporation: 415-647-7191 to inquire about availability and applications. A.N.D. also does community urban planning, architectural design, and family self-sufficiency education.

Barcelona Apartments

270 Turk St. #105

415-292-7130

Call to schedule an appointment to view the unit or to have application faxed.

Bayview Apartments

5 Commer Court

415-285-7344

Beatrice Polite

321 Clementine (@ 5th/Folsom)

415-543-6207

Better Property Management

2166 Market St., Ste. A

415-861-9980

Housing Opportunities

Bridge Housing

345 Spear Street, Suite Housing - Opportunities
415-989-1111
415-267-7673 (Recording: Apartments/General Information)
415-495-4898 (FAX)
M-F: 8:30am-5:30pm

Bay Area non-profit housing developer serving low to moderate-income families and seniors. Developments include Coleridge Park Homes, Fell Street Apartments, Steamboat Point, Bayview Senior Housing and Church Street Apartments. Call general information number for recording of buildings taking rental applications.
Bridge Property Management 415-267-7673

Buchanan Park Apartments

1150 Webster St. (@ Turk)
415-563-1885

Caritas Management

415-647-7191
800-545-1833

Carlin Valencia Apartments

286 Valencia St.
415-410-6344 (Ed Sullivan)
For individuals ages 50+ Section 8 only.

Casa De Vida

5157 Diamond Heights (@ Clipper)
415-648-4990
Only for those that need wheelchair access

Catholic Charities - Derek Silva Community

20 Franklin St., 94102
415-553-8700
415-575-3729 (FAX)
M-F: 9am-5pm. Call for referrals or appointments.

Offers low-cost apartments for up to 66 residents who are low-income persons with disabling HIV/AIDS. Services include case management, 24-hour security and emergency assistance. Residents may participate in art and photography classes in-house, and may also make use of in-house library, gym, video loan program. There are 61 residential apartments (including 5 two-bedroom units). All units have kitchens and bathrooms.

Housing Opportunities

Eligibility requirement: \$15,200 maximum annual income. Applicants must be able to provide documentation of diagnosis, verification of San Francisco residency and income, TB screening, and be able to maintain a high degree of independence. Applicants must be referred through the Housing Wait List at 415-487-8040.

Century 21 - Baldini Realty

4977 Mission St.
415-587-4212

Coleridge Park Homes

190 Coleridge (at Virginia), 94110
415-821-3363
415-648-2550 (FAX)
M-F: 9am-5pm (Call for application)
***SENIORS ONLY* (Ages 62+)**

**Community Awareness & Treatment Services, Inc. (CATS) - Eddy Street
Apartments**

425 Eddy St., 94109
415-563-0432
415-563-1573 (FAX)
M-F: 9am-5pm

A clean and sober permanent housing program with support services for individuals who have completed residential drug treatment and/or outpatient drug treatment. The site, which consists of 25 studio apartments, is located in the Tenderloin area. On-site support services include individual and group counseling and case management services.

Housing Opportunities**Community Housing Partnership (CHP)** www.chp-sf.org

280 Turk St., 94102

415-929-2470

415-749-2791 (FAX)

M-F: 9am-5pm

Tenant Services Manager for the William Penn, Hamlin Hotel, & Cambridge Hotel:

Kathy Treggiari: 415-409-6173

Owns and operates subsidized housing for homeless individuals in 3 buildings. All units are Section 8. Tenants pay approximately 30% of their income. Requires letter of verification of homeless situation from homeless agency. On-site employment opportunities, vocational counseling by Baker Places. Some tenants are trained and paid to provide services. Applications for all 4 buildings accepted at Senator Residence, 519 Ellis Street (between Hyde and Leavenworth) on Tuesdays (applicants must be present by 7am). Only the first 6 applicants are seen. Applications not taken any other time. Spanish.

Senator Residence

519 Ellis, 94109

415-775-0506

Support Services:415-563-3205

Housing for Independent People's Jordan Apartments,

820 O'Farrell Street, 94109

415-346-7651

Fifty-four unit studio apartment building. McKinney rent subsidy for homeless single adults, half with mental disabilities.

San Cristina Residence

1000 Market St., 94102

415241-0380

Support Services 415-863-2124

Iroquois Residence

835 O'Farrell, 94109

415-346-4440

Support Services 415-346-4401

Housing Opportunities

Conard House-Supportive Housing Program

1385 Mission St., Ste. 200, 94103 (Administration)
415-864-7833 (Administration)
415-864-2231 (FAX)
M-F: 9am-9pm

Operates seven supportive sites and provide services to cooperative apartments. This program provides support and housing to over 425 psychiatrically disabled adults. Full-time case management staff on site from M-F 9 a.m. - 9 p.m. Offers income advocacy, counseling, money management, crisis intervention and vocational assistance.

Dunleavy Plaza Apartments

36 Hoff (@ 16th St.)
415-863-5376

Frederick Douglas Hayes Garden Apartments

1049 Golden Gate (@ Laguna)
415-563-3581

Freedom West Co-Operative I & II

820 McAllister St. (@ Octavia)
415-929-1011

Gateway Management & Realty

3236 - 21st St.
415-550-7069

Glenridge Apartments

137 Addison St. (@Diamond Heights)
415-587-5815

Hampton Court Apartments

370 Golden Gate Ave #532
415-292-9900
Call or go directly

King Garvey

1680 Eddy (@ Pierce)
415-921-3321

A retirement residence for seniors, not for families, accepts Section 8

Housing Opportunities**Lady Shaw Senior Center,**

1483 Mason (@ Broadway)
415-292-2333

LaSalle Apartments

30 Whitfield Court (@ Ingalls)
415-647-0607

Leandro Soto Apartments

2155 Mission St. (@ 17th St.)
415-552-9443

Leland House - Catholic Charities CYO

141 Leland Avenue, 94134
415-405-2000
415-337-1137 (FAX)
24 hours daily

A 45-bed residential facility serving low-income adults with disabling HIV/AIDS. The bed mix consists of 35 units for ambulatory individuals with middle to late-stage HIV disease who need supportive services, and 10 beds designed to provide end-stage care. Services include nursing and psychosocial case management, money management, 24-hour direct care staff, 3 meals a day + snacks, and activities. Residents live in their own fully furnished rooms, each cable and telephone ready. Residents will share common showers and restroom, as well as a spacious dining room and a family/community room which contains a fireplace and a large screen television. Applicants for the 35 assisted living beds must be referred through the Centralized Information and Placement Services (CHIPS) agency. Referrals for the 10 end-stage beds will be accepted from care providers, caseworkers, community agencies, etc. To refer prospective residents for the 10 end-stage/high-level care beds, please contact the Intake Coordinator at 415-405-2063. All applicants must go through intake process with Leland House prior to being accepted. A commitment to being clean and sober is necessary if substance abuse has been a problem. English, Spanish, French.

Leland Apartments

980 Howard St.
415-777-4849

Referral letter needed from one of three sources: South of Market Health Center 415-621-2951, Filipino Resource Center 650-992-5867, or Independent Living Resource Center (ILRC) 415-543-6222. Must be low-income with mobility impairment.

Housing Opportunities

Loren Miller Co-Operative Homes

937 McAllister (@ Laguna)
415-922-8911

Lutheran Social Services of Northern California - North Coast

290 8th Street, SF, CA 94103
415-581-0891
415-581-0898 (FAX)
M-F: 8:30am-5pm

Hazel Betsey Apartments

Provides permanent, subsidized housing and supportive services to formerly homeless women with AIDS and their children, who are recovering from histories of substance abuse and mental health problems.
Although the program is currently at capacity, a waiting list is maintained by the San Francisco Department of Public Health.

Mackras Real Estate

1193 Church St.
415-931-2202

Maria Alicia Apartments

3090 16th St. (@ Valencia)
415-552-7379

Martin Luther Tower

1001 Franklin (at Ellis), 94109
415-885-1084
415-771-2137 (FAX)
M-F: 8:30am-12pm, 1pm-4:30pm
Seniors 62 years. Disabled (able to live independently). Income guidelines.

Mendelsohn House

737 Folsom (@ 3rd St.)
415-243-8140

Housing Opportunities

Mercy Services Corporation

1360 Mission Street, Suite 300, 94103

415-355-7100

415-355-7101 (FAX)

M-F: 8:30am-5pm

Manages rental property for low-income individuals and families developed by Mercy Charities Housing California. Call for availability and information on how to apply to waiting lists. Spanish. Supportive services on site.

Meridian Management Group

1 Nob Hill Circle

415-434-9700

Mission Bart Apartments

2834 Mission St.

415-821-0510

New Grand Apartment

57 Taylor St. (@ Turk)

415-474-4094

Oasis Apartments

351 Turk St.

415-885-3343

Padre Apartments

241 Jones (@ Turk)

415-474-8415

Plaza Romona Apartments

250/260 McAllister St.

15-255-0213 (Mario Zuniga)

Pick up application between 1pm-4pm @ 250 McAllister St.

Prince Hall Apartments

1120 McAllister

415-922-2775

Raskin Real Estate

300 - 25th Ave

415-664-0608

Housing Opportunities

Real Management Co.

1234 Castro St.
415-821-3167

Ridgeview Terrace

140 Cashmere (@ Hudson)
415-821-7440

Royal Adah Arms

1240 Fillmore (@ Turk)
415-567-3840

San Francisco Housing Authority (SFHA) www.sfha.org

440 Turk Street, 94102
1815 Egbert, 94124 (Section 8 office)
415-554-1200
415-715-3280 (Section 8 office)
415-554-1242
M-F: 8am-5pm

Maintains low-cost permanent housing units in San Francisco. In all subsidized units, the tenant's rent is 30% of individual's adjusted annual income, no matter how low that may be. Unfortunately the waiting list for most units and programs is extremely long.

The Housing Authority does not discriminate on the basis of income so individuals receiving GA, CalWorks/TANF or SSI can be eligible for help.

To apply for low-income public housing walk in to pick up an application or print out an application from the website at www.sfha.org. Wheelchair accessible. Cantonese, Korean, Mandarin, Russian, Spanish, Tagalog, Vietnamese.

Section 8 Housing Choice Voucher

This program provides vouchers, which allow an individual to locate an apartment or studio in the private market with the Housing Authority paying part of the rent. However the waiting list for the program is closed and has been for some time. Until it reopens, no applications will be accepted for vouchers.

SFHA provides Public Housing buildings throughout San Francisco. Fill out an application at 440 Turk st.

Saxe Real Estate

1360 Franklin St.
415-474-3171

Housing Opportunities

Shoreview Apartments

35 Lilian St. (@ Beatrice)
415-647-6922

Silvercrest Apartments

133 Shipley (@ 4th St.)
415-543-5381
Seniors Only

Skyline Realty

2101 Market St.
415-861-1111

Soma Studios

1190 Howard St., 94102
415-861-3220

St. Anthony Foundation- Madonna Senior Center and Residence

121 Golden Gate Ave
415-241-2655
415-252-1635 (FAX)

Madonna Senior Center and Residence, which provides housing for low-income women 60 and older. The Madonna Residence provides furnished rooms, three meals daily, social and recreational programs, and intensive case management services. Languages: Spanish

Steamboat Point

800 Embarcadero (@ Townsend)
415-995-4980

Tenants and Owners Development Corporation (TODCO)

230 - 4th Street, 94103
415-896-1880 (Administration)
415-281-5607 (Recorded Housing Available Information)
415-896-0358 (FAX)
M-F: 9am-5pm

Creates and maintains quality, low-income, senior and single-room-occupancy housing with accompanying recreational and social services to improve the South of Market community.

Eligibility: For senior/low income housing, must be at least 62 years of age or have a disability and be low-income; for SRO housing, must be at least 18 years of age and low-income; for programs.

Housing Opportunities

Tenderloin Housing Clinic (THC)

472 Turk St.
415-771-2427 (modified payments)
415-771-9850 (tenant advice)
415-921-8691 (FAX)
M-F: 9am-4:30pm

Modified Payment Program

Provides placement services in residential hotels for single adults. Rent is then paid on a regular basis through the MPP. There are no fees charged for the services provided by THC. In order to enter the MPP program a person must be referred by a City approved emergency shelter, the County Adult Assistance Program (CAAP) or by a community based organization approved by the Human Services Agency.

THC leases residential hotels through the SRO Housing program. THC provides Property Management and Support Services at the leased hotels. In order to participate, clients must have an income and be referred as noted above. Income can be either SSI income from employment or veteran's benefits. People living in shelters or working with other homeless service providers should ask their case managers about obtaining a referral.

The County Adult Assistance Program provides a housing subsidy to homeless CAAP recipients. CAAP clients must be referred by their CAAP Worker to the Housing Access Team.

Support Services

The Support Services program provides case management and other services to MPP participants. Employment services, counseling and many group activities are offered on site in the hotels and at THC offices.

Representative-Payee and Money management Services are also available to those who are participating in the MPP.

Shelter Plus Care

As a sponsor for the Shelter Plus Care Program, THC administers 90 sponsor-based subsidized units for clients who are homeless and disabled. Clients must apply through city agencies approved by the Human Services Agency. Clients who are accepted are referred to either the William Penn or the Cadillac Hotel, where on site support services are available.

Housing Opportunities

Tenderloin Neighborhood Development Corporation (TNDC)

201 Eddy Street, 94102
415-776-2152
415-776-3952 (FAX)
M-F: 8:30am-5pm

Owns and operates multiple buildings. Some have subsidized units. Buildings have community kitchens and some have support services. Maintains a wait list.

The Paramount

680 Mission St.
415-227-0680 (Contact Milena)
Call for application

The Union Group

1700A Union St.
415-202-7444

Thomas Paine Square

1086 Golden Gate Avenue #G (@ Buchanan)
415-929-1161

Trinity Properties

333 Bay St.
415-433-3333

Univista Apartments

1340 Turk (@ Webster)
415-563-5932

Vista del Monte

49 Goldmine Dr. (@ Diamond Heights)
415-282-1634

Webster Tower & Terrace

1489 Webster St. (@ Geary)
415-931-6300

Western Park Apartments

1280 Laguna (@ Ellis)
415-922-5436

Housing Opportunities

Yosemite Apartments

480 Eddy St.
415-850-3034
Pick applications M-F

YWCA Apartments

940 Powell St. (@ Clay Street), 94108
415-397-6886
415-397-1011 (FAX)
M-F: 9am-5pm

Turk Apartment

381 Turk (@ Hyde)
415-441-4919
Section 8 only

111 Jones Apartments

111 Jones (@ Golden Gate)
415-474-2680

2000 Post Street Apartments

2000 Post St. (@ Steiner)
415-922-2006
Occupancy requirement = ten people per bedroom

205 Jones St. Apartments

205 Jones (@ Turk)
415-474-2680
Studios only

SRO HOTELS:

Acer Hotel

280 O'Farrell Street (@ Mason)
415-956-9939

Admiral Hotel

608 O'Farrell Street (@ Leavenworth)
415-885-4989

Adrian Hotel

493 Eddy (@Hyde)
415-885-9318

Housing Opportunities

Albergo Hotel Verona

317 Leavenworth St (@ Eddy St)
415-775-1641

Albert Hotel

2135 Mission (@ 17th & 18th Street)
415-864-0655

Alexander Residence

230 Eddy (@ Taylor)
415-441-0260

All Hallows Community

1711 Oakdale (@ Newhall)
415-550-1637
415-550-0306 (FAX)

All Hallows Garden

65 Navy Road
415-647-6922
M-F: 8am-4pm (Pick up application)

Allen Hotel

1693 Market St (@ Gough St.)
415-552-1641

Ambassador Hotel

55 Mason St.
415-749-6994
Pickup applications
M-F: 10am- 12pm, 1 pm-2pm

Antonia Manor

180 Turk (@ Jones)
415-771-2446

Arlington Residences

480 Ellis St.
415-673-9600
Pick up applications M-Th: 9am-3pm
SRO, units have a bath facility

Housing Opportunities

Ascot Hotel

1657 Market St. (@ Gough)
415-864-9034

Aspen South Hills

50 Reardon #111 (Bayview district)
415-648-1910 (Contact Ella)

Aspen Tenderloin Apartments 1

165 Turk (@ Jones)
415-673-5879

Aspen Tenderloin Apt I & II

165 Turk (Apt. I)
49 Eddy (Apt II)
415-673-5879
Send self-addressed envelope to 165 Turk St for application

Auburn Hotel

481 Minna (@ 6th Street)
415-781-1984

Avalon at Nob Hill

965 Sutter St.
415-928-0840
Every day 9am-7pm
Call and leave a name on waitlist for low-income opportunities.

Balboa Hotel

120 Hyde St (@ Golden Gate)
415-441-9136

Baldwin House

74 6th Street (@ Mission)
415-621-1234
Community bathrooms

Banneker Homes

765 Fulton (@ Buchanan)
415-863-7450

Housing Opportunities

Bayanihan House

88 6th St.

415-318-8680

Has SRO units. Shared Bathrooms. Common areas include laundry facilities, Kitchen, and TV room.

Bayview Apartments

5 Commer Court (@ LaSalle)

415-285-7344

Boyd Hotel

41 Jones (@ Golden Gate)

415-621-1046

Bristol Hotel

56 Mason (@ Eddy)

415-296-0980

Cadillac Hotel

380 Eddy (@ Leavenworth)

415-673-7223

Pickup applications M-F: 11 am- 1 pm

12 rooms for homeless seniors who require referral from social worker. Security deposit.

Bring ID, proof of income, and social security number.

Cambridge Hotel

473 Ellis St.

415-674-3592

Tenant Services Supervisor: Joseph Aponte Applications available

M-F: 9am-4pm

Casa Loma Hotel

610 Filmore St. (@ Fell)

415-552-7100

Casa Valencia

504 Valencia (@ 16th St.)

415-552-0825

Clean and sober, requires security deposit equal to 1st month's rent

Housing Opportunities

Castro Hotel

705 Vallejo St. (@ Stockton)
415-788-9709

Central YMCA of San Francisco

220 Golden Gate AVE. (@ Leavenworth)
415-865-0460

Chase Hotel

1278 Market St (@ Larkin)
415-864-1562

Chinatown Child Development Center (CCDC)

1525 Grant Avenue, 94133 (between Union and Filbert)
415-984-1450
800-735-2929 (TDD)
415-362-7992 (FAX)
415-929-1499 (FAX) (Housing Development)
415-673-3176 (FAX) (Property Management)
M-F, 9am-5pm

Operates low-income housing in several neighborhoods. Majority of units are Single Room Occupancy (SRO). Tenants share baths and kitchens. Most rooms allow only 1 person. Simple, one-page housing flyer with instructions on how to apply for housing is available at CCDC office for residency in the following buildings:

Bayside Elderly Housing

77 Broadway

The Cambridge,

473 Ellis Street, 94111 (homeless, employable, clean, sober singles)

Clayton Hotel

657 Clay Street 94111 (residential hotel)

The Consorcia

1204 Mason Street (apartment building)

Golden Gate Apartments

1820 Post St. (apartments)

Housing Opportunities

Hamlin Hotel

385 Eddy Street (residential hotel)

Larkin/Pine Senior

1303 Larkin St. (single rooms w/ community kitchen)

Namiki Apartments

1776 Sutter St. (one-bedroom units for seniors)

Notre Dame Apartments

1590 Broadway (studio and one-bedroom units for seniors)

St. Claire Residence

585 Geary St., (single room w/ shared bath and community kitchen)

Swiss American Hotel

534 Broadway, (single rooms w/ community kitchen and baths)

Tenderloin Family Apartments

201 Turk St., (studios, 1-4 bedroom units)

Tower

1527 Grant Ave., (single rooms with community kitchen and baths)

William Penn Hotel

160 Eddy St., (single rooms w/ community kitchen and some pvt. Bath)

1370 California Apartments

1370 California St. @ Hyde St., (apartments)

523 Grant

523 Grant Ave. @ Pine St., (single rooms with community kitchen and baths)

665 Clay

655 Clay Street @ Kearny, (single rooms with community kitchen and baths)

9th Avenue Terraces

289 - 9th Ave. @ Clement St., (single rooms w/ shared kitchen and baths)

Applications are only accepted at the individual building's management office at specific times. Pick up and turn in applications at the buildings for which you wish to apply.

Housing Opportunities

Civic Center Hotel

20 12th Street (@ Market)

415-861-2373

Requires key deposit, rents by night, week, community bath

Civic Center Residence

44 McAllister

415-431-2870

Applications Available M-F: 10am- 12pm, 2pm-4pm

Columbia Hotel

411 O'Farrell St (@ Taylor)

415-673-8007

Columbus Hotel

354 Columbus (Between Vallejo & Broadway)

415-399-0309

Rents by week or month

Conard House Hotel Program

1385 Mission St., Ste. 200, 94103

415-864-7359

415-864-7093 (FAX)

Monday-Friday, 9am-5pm

Conard House provides both transitional and long-term housing programs.

Services include money management, representative payee and income advocacy services, assistance in maintaining stable housing, support without psychiatric treatment, community events and groups (participation is voluntary). Case Managers available M-F, 9am to 9pm.

Overnight and weekend on-site desk clerks. No curfews. Rent is 30% of income plus \$86.00 in program fees monthly.

Admission Criteria:

Homeless persons with serious and persistent psychiatric disabilities. Persons soon to be discharge from residential programs qualify as homeless. Community Program Placement Team approval necessary. Must be able to live independently maintain room and clothes, healthy diet, self-administer medication.

Program Rules and Expectations:

No violence or threats of violence are permitted. No loud noise. Responsible behavior related to alcohol and substance use is encouraged. Service animals allowed.

Admission Procedure:

Admission to transitional housing is through the Community Program Placement

Housing Opportunities

Team. If you currently have a mental health care provider, request they refer you through the Placement Team at (415) 401-2639. If you have no provider, you can contact ACCESS at 1-888-246-3333. An intake interview will be arranged following Placement Team approval. Contact Conard Intake Coordinator, after receiving Placement Team approval at 864-7359. All admissions to the Lyric are handled by the Shelter Plus Care program. There are also ten Shelter Plus Care rooms available at the Midori and the El Dorado. Call 558-1980 for Shelter Plus Care admissions procedures. Admission to Long-Term Housing is open only to clients exiting Conard Transitional Housing.

Operates six residential programs. The Dolores and Washburn Residence are 24-month transitional programs. The El Dorado, Midori, Lyric, and Aarti Programs provide longterm housing. All residents have private rooms and access to shared community space.

Location

Long-Term Housing: Lyric, Aarti and Midori are in the Tenderloin. The El Dorado is South of Market.

Transitional Housing: the Washburn is South of Market.

Coronado

373 Ellis Street (@ Jones)
415-673-3380

Covered Wagon

917 Folsom (@ 5th Street)
415-974-1296

Crescent Manor

467 Turk St. (@ Larkin St.)
415-441-4919
Must be a senior or disabled

Crystal Hotel

2766 Mission St (@ 23rd St.)
415-642-4992

Dalt Hotel

34 Turk St.
415-474-7712
Tues & Thurs. room showing @ 11 am

Desmond

42 6th Street (@ Market)
415-621-8184

Housing Opportunities

Donnelly Hotel

1272 Market St (@ Larkin)
415-552-3373

Dorel Hotel

1507 California (@ Larkin)
415-563-9503

Edgeworth Hotel

770 O'Farrell
415-931-0723

El Capitona Hotel & Hostel

2361 Mission St. (Between 19th & 20th St.)
415-695-1597

Ellis Hotel

465 Ellis St. @ Jones St)
415-771-4654

Elm Hotel

364 Eddy St. (@ Leavenworth)
415-673-5636

Europa Hotel

310 Columbus (@ Broadway)
415-391-5779
Must go in person to meet manager to rent a room

Foley Inn

235 O'Farrell (@ Powell)
415-397-7800
Tourist nightly stays - no deposit - community bath.

Golden Eagle Hotel

402 Broadway (@ Montgomery)
415-781-6859
Requires key deposit.

Housing Opportunities

Hamlin Hotel

385 Eddy Street (@ Leavenworth)
Tenant Services Supervisor: Vanessa Brown 415-409-6042
Applications available M-F: 9am-4pm

Henry Hotel

106 6th Street (@ Mission)
415-861-0889

Herbert Hotel

161 Powell (@ O'Farrell)
415-362-1600

Hotel Sutter - Larkin

1048 Larkin St (@ Sutter St.)
415-474-6820

Isabel Hotel

1095 Mission St.
415-255-2159
SRO units with kitchen facilities. Shared bathrooms.

Italian American Hotel

838 Sansome (@ Broadway)
415-986-9782

Jefferson Hotel

440 Eddy Street (@ Hyde)
415-885-5052

Kenmore Hotel

1570 Sutter St. (btw.. Gough & Octavia)
415-776-5815
Community bath, rents by month.

Knox Hotel

241 6th Street (@ Tehama)
415-957-0616
SRO studio apartment complex. Shared bathrooms.

Lyric Hotel

140 Jones St.

415-776-3660

Must be referred by the Shelter Plus care program

Housing Opportunities

Marilyn Inn

97 Monroe St.

415-392-6102

Mission Hotel

520 S.Van Ness (@ 16th Street

415-621-4422

Community bathrooms, lobby with TV

Mission Housing Development Corporation

474 Valencia Street, Suite 280, 94103

415-864-6432

864-0378 (FAX)

Monday-Friday, 8:30am-5pm

Owns properties, managed by Caritas Management, 415-647-7191.

Call for availability and applications.

Monroe Hotel

1870 Sacramento (bt. Franklin & Van Ness)

415-474-6200

Rents by week, community bath, requires key deposit.

New Pacific Hotel

706 Polk St. (@ Eddy St)

415-775-8201

Nob Hill Hotel

835 Hyde St (Between Bush & Sutter)

415-885-2987

Oak Hotel

171 Fell (@ Franklin)

415-621-9110

Oakwood

44 5th Street

415-495-9740

Palo Alto Hotel

1685 Sacramento St. (@ Polk St.)

415-441-9361

Housing Opportunities

Park Hotel

1040 Folsom (@ Howard & 6th)
415-621-9050

Phillips Hotel

205 9th Street (@ Howard)
415-701-0405

Pierre Hotel

540 Jones St (@ O'Farrell)
415-346-2074

Pontiac Hotel

509 Minna St (@ 6th St.)
415-863-7775

Potter Hotel

1288 Mission St.
415-431-4686
Pick up application on site

Ritz Hotel

216 Taylor (@ Eddy)
415-775-9712

Royal Hotel

668 Clay (@ Kearny)
415-956-9503
405 Valencia St. (@ 15th St.)
415-621-2063

San Joaquin Hotel

112 Columbus
415-392-0823

Seneca Hotel

34 6th St., 94103
415-487-1376

Sheldon Hotel

629 Post St (@ Taylor)
415-474-5330

Housing Opportunities

Shi Hu Hotel

1137 Folsom (@ 11th Street)
415-552-7268

Shirley Hotel

1544 Polk St. (@ Sacramento)
415-928-3353

South Park Residences

Madrid Hotel

22 South Park, 94107
415-974-5018

Park View Hotel

102 South Park, 94107
415-974-5102

Provide low-income, secure single room occupancy (SRO) housing for individuals capable of independent and community living. Supportive community with support groups, social activities, community kitchens and community bathrooms. Homeless and formerly homeless individuals welcome to apply. Waiting list. Need letter of recommendation from community agency before appearing in person. Call for intake information.

Spaulding Hotel

240 O'Farrell St. (@ Powell St.)
415-433-4703

Stanford Hotel

250 Kearny (@ Bush)
415-956-7140

Sunnyside Hotel

135 6th Street (@ Mission) 415-777-2491

Sunrise Hotel

447 Valencia St. (@ 16th St.)
415-431-2211

Sweden House Hotel

570 O'Farrell St (@ Jones St.)

415-885-9773

Housing Opportunities

The Coast Hotel

516 O'Farrell St. (@ Jones)
415-474-5330

The Rose

125 6th St.
415-543-5101
Pick up applications every Thurs. @ 2pm (no later than 2:30pm)
SRO apartments for currently homeless individuals.

Triangle Hotel

24 Columbus (@ Green)
415-433-5122

Twin Peaks Hotel

2160 Market (@ Sanchez)
415-621-9467

Vincent Hotel

459 Turk St.
415-563-5540
Call THC @ 415-771-2427 ext. 103.

Warfield Hotel

118 Taylor (@ Eddy)
415-673-5812

West Hotel

141 Eddy St.
415-561-9635
Pick up applications M-F:10am- 12pm, 2pm-4pm
SRO Units with and without baths.

William Penn

160 Eddy (@ Taylor)
Senior Tenant Services Counselor: Craig Roney 415-292-6069

Windsor Hotel

238 Eddy St.
415-885-0101
Referral through Department of Public Health Program only.

Housing Opportunities

Winsor Hotel

20 6th St (@ Market)
415-863-2627

Family Law Facilitators by County

Alameda locations:

1. 1225 Fallon Street, Room 240, Oakland, CA 94612

Phone: 510-208-4969 Fax: 510-267-9477

2. 224 West Winton, Room 179, Hayward, CA 94544

Phone: 510-670-5150 Fax: 510-267-9477

3. 661 Washington St., 2nd Floor, Oakland, CA 94607

(Wednesday, 5:00 p.m. to 7:00 p.m. only)

Alpine:

1354 Johnson Blvd, S. Lake Tahoe, CA 96150

Phone: 530-573-3066 Fax: 530-544-6532

Amador:

500 Argonaut Lane, Jackson, CA 95642

Phone: 209-754-1443 Fax: 209-754-9726

Butte:

1931 Arlin Rhine Dr, Oroville, CA 95965

Phone: 530-532-7004 Fax: 530-532-1765

Calaveras:

891 Mtn. Ranch Rd, San Andreas, CA 95249

Phone: 209-754-1443 Fax: 209-754-9726

Colusa:

547 Market Street, Courthouse Annex, Colusa, CA 95932

Phone: 530-458-0601 Fax: 530-458-2904

Contra Costa locations:

1. 751 Pine Street, Martinez, CA 94553

2. 100 – 37th Street, Room #201, Richmond, CA 94805

Phone: 925-957-7887 Fax: 925-957-7988

Del Norte:

625 F St., Suite B, Crescent City, CA 95531

Phone: 707-465-3894 Fax: 707-465-4255

El Dorado locations:

1. 495 Main Street, Placerville, CA 95667

Phone: 530-621-6433 Fax: 530-295-2536

2. 1354 Johnson Blvd., Ste. 2, S. Lake Tahoe, CA 96150

Phone: 530-573-3066 Fax: 530-544-6532

Fresno:

255 N. Fulton St., Suite 106, Fresno, CA 93701

Phone: 559-497-6500 Fax: 559-497-2794

Glenn:

526 W. Sycamore Street, Willows, CA 95988

Phone: 530-934-6380 Fax: 530-934-6449

Humboldt:

825 Fifth Street, Eureka, CA 95501

Phone: 707-269-1210 Fax: 707-445-7632

Imperial:

939 Main Street, El Centro, CA 92243

Phone: 760-482-4739 Fax: 760-482-4962

Inyo:

314 W. Line Street, Suite H, Bishop, CA 93514

Phone: 760-872-4444 Fax: 760-872-4448

Kern locations:

1. 1215 Truxtun Avenue, Bakersfield, CA 93301

2. 132 E. Coso Street, Room A, Ridgecrest, CA 93555

3. 1775 Highway 58, Mojave, CA 93501

4. 1122 Jefferson Street, Delano, CA 93215

5. 325 Central Valley Highway, Shafter, CA 93263

6. 12022 Calle Main, Lamont, CA 93241

Phone: 661-868-4815 Fax: 661-868-5486

Kings locations:

1. 1426 South Drive, Hanford, CA 93230

Phone: 559-582-1010 x 3093 Fax: 559-582-4051

2. 1000 Chittenden Ave., Corcoran, CA 93212

Phone: 559-992-5193

3. 501 E. Kings St., Avenal, CA 93204

Phone: 559-386-5225

4. 449 C St., Lemoore, CA 93245

Phone: 559-924-7757

Lake:

485 N. Main Street, Lakeport, CA 95453
Phone: 707-263-9024 Fax: 707-263-4319

Lassen:

145 South Lassen St. Susanville, CA 96130
Phone: 530-251-8353 Fax: 530-257-8756

Los Angeles locations:

1.

111 N. Hill St., Room 428-F, Los Angeles, CA 90012
Phone: 213-974-5004 Fax: 213-346-9151

2.

600 S. Commonwealth Ave., #1617, Los Angeles, CA 90005
Phone: 213-637-8470 Fax: 213-738-9962

3.

12720 Norwalk Blvd., Room 202, Norwalk, CA 90650
Phone: 562-807-7300 Fax: 562-651-1506

4.

300 E. Olive Street, Room 100, Burbank, CA 91502
Phone: 818-557-3583 Fax: 818-843-3146

5.

200 W. Compton Blvd., #1001, Compton, CA 90220
Phone: 310-603-3218 Fax: 310-763-3074

6.

42011 Fourth St. West, #3575, Lancaster, CA 93534
Phone: 661-974-7348 Fax: 661-537-2662

7.

415 West Ocean Blvd., Room 43B, Long Beach, CA 90802
Phone: 562-491-6432 Fax: 562-590-3633

8.

300 E. Walnut St., Room 100B, Pasadena, CA 91101
Phone: 626-356-5030 Fax: 626-793-8522

9.

400 Civic Center Plaza, #114, Pomona, CA 91766
Phone: 909-620-3150 Fax: 909-868-1338

10.

900 Third Ave., San Fernando, CA 91340
Phone: 818-898-2606 Fax: 818-898-8608

11.

825 Maple Ave., Outside Dept. J, Torrance, CA 90503
Phone: 310-222-1714 Fax: 310-222-1713

12.

6230 Sylmar Ave., Room 212A, Van Nuys, CA 91401
Phone: 818-374-7108 Fax: 818-376-8439

Madera:

117 South Lake Street, Madera, CA 93638
Phone: 559 674-5600 Fax: 559- 674-5674

Marin:

3501 Civic Center Dr., Rm. C-27, San Rafael, CA 94903
Phone: 415-473-3062 Fax: 415-473-3063

Mariposa locations:

1.

5081 Bullion Street, Mariposa, CA 95338
Phone: 209-966-3007 Fax: 209-742-6353

2.

5092 Jones Street, Mariposa, CA 95338
Phone: 209-966-5320 Fax: 209-742-5320

Mendocino:

100 N. State St., #212, Ukiah, CA 95482
Phone: 707-463-5666 Fax: 707-463-6874

Merced:

622 West 23rd Street, Merced, CA 95340
Phone: 209-725-4165 Fax: 209-725-4118

Modoc:

201 S. Court Street, #28, Alturas, CA 96101
Phone: 530-233-2008 Fax: 530-233-2008

Mono:

452 Old Mammoth Road, 3rd Floor, Mammoth Lakes, CA 93546
Phone: 760-924-3740 Fax: 760-924-8049

Monterey:

1200 Aguajito Road, Monterey, CA 93940
Phone: 831-647-5800 Fax: 831-647-5897

Napa:

825 Brown Street, Napa, CA 94559
Phone: 707-299-1137 Fax: 707-253-4229

Nevada/Sierra locations:

1.
201 Church Street, Suite 10, Nevada City, CA 95959
Phone: 530-470-2567 Fax: 530-478-1946

2.
10075 Levon St, Truckee, CA 96161

Orange:

341 The City Drive, Orange, CA 92868
Phone: 714-935-6568 Fax: 714-935-8096

Placer:

11546 B Avenue, Auburn, CA 95603
Phone: 530-889-7465 Fax: 530-889-7464

Plumas:

89 Court Street, Quincy, CA 95971
Phone: 530-283-4792 Fax: 530-283-2529

Riverside locations:

1.
880 North State Street, Hemet, CA 95243
Phone: 909-600-6443 Fax: 909-600-6420

2.
4175 Main Street, Riverside, CA 92501
Phone: 909-955-1583 Fax: 909-955-6633

3.
46-200 Oasis Street, Indio, CA 92201
Phone: 760-863-7880 Fax: 760-863-7940

4.
30755-D Auld Rd., Murrieta, CA 92563
Phone: 951-304-5100 Fax: 951-304-5131

Sacramento:

3341 Power Inn Rd., #113, Sacramento, CA 95826
Phone: 916-875-3400

San Benito:

440 Fifth Street, Hollister, CA 95023
Phone: 831-636-4079 Fax: 831-636-4117

San Bernardino locations:

1.

351 N. Arrowhead Avenue, San Bernardino, CA 92415
Phone: 909-387-3060 Fax: 909-387-3927

2.
14455 Civic Drive, Victorville, CA 92392
Phone: 760-243-8757 Fax: 760-243-8976

3.
8303 North Haven Avenue, Basement Level, Rancho Cucamonga, CA 91730
Phone: 909-948-4679 Fax: 909-948-4685

4.
6527 White Feather Road, Joshua Tree, CA 92252
Phone: 760-366-4100

5.
655 W. 2nd Street, San Bernardino, CA 92410
Phone: 909-386-9126 Fax: 909-386-9143

San Diego locations:

1.
220 W. Broadway, Room 4001, San Diego, CA 92101
Phone: 619-531-3234 Fax: 619-685-6242

2.
1555 - 6th Avenue, San Diego, CA 92101
Phone: 619-531-3234 Fax: 619-557-2134

3.
250 E. Main Street, El Cajon, CA 92020
Phone: 619-531-3234 Fax: 619-441-4446

4.
325 S. Melrose Drive, Vista, CA 92083
Phone: 760-940-4952 Fax: 760-941-4154

5.
500 Third Avenue, Room 390, Chula Vista, CA 91910
Phone: 619-531-3234 Fax: 619-691-4867

San Francisco:

400 McAllister St., #402, San Francisco, CA 94102
Phone: 415-551-3991 Fax: 415-551-4002

San Joaquin:

222 E. Weber, #361, Stockton, CA 95202
Phone: 209-468-8280 Fax: 209-468-9676

San Luis Obispo:

1120 Mill Street, Suite A, San Luis Obispo, CA 93408
Phone: 805-788-3418 Fax: 805-788-2490

San Mateo locations:

1.
400 County Center, Floor 2, Redwood City, CA 94063
Phone: 650-363-4590 Fax: 650-599-1302

2.
1050 Old Mission Rd., South San Francisco, CA 94080

Santa Barbara locations:

1.
1100 Anacapa St., 1st Floor, Santa Barbara, CA 93101
Phone: 805-568-3133 Fax: 805-568-3144

2.
201 S. Miller Street, Suite 208, Santa Maria, CA 93454
Phone: 805-346-1476 Fax: 805-934-1184

Santa Clara locations:

1.
99 Notre Dame Avenue, San Jose, CA 95113
Phone: 408-882-2900 Fax: 408-882-2992

2.
605 W. El Camino Real, Sunnyvale, CA 94087
Phone: 408-481-3500

3.
170 Park Center Plaza, San Jose, CA 95113

4.
12425 Monterey Rd., San Martin, CA 95046

Santa Cruz locations:

1.
701 Ocean Street, Room 110, Santa Cruz, CA 95060
Phone: 831-454-2422 Fax: 831-454-3297

2.
1430 Freedom Blvd., Watsonville, CA 95060
Shasta: 1500 Court St., Room 115, Redding, CA 96001
Phone: 530-245-6900 Fax: 530-245-6985

Sierra/Nevada locations:

1.
201 Church Street, Suite 10, Nevada City, CA 95959
Phone: 530-470-2567 Fax: 530-478-1946

2.
100 Courthouse Square, Downieville, CA 95936

3.
604B Main Street, Loyalton, CA 96118

Siskiyou locations:

1.
311 Fourth St., Yreka, CA 96097

2.
550 Main St., Weed, CA 96094
Phone: 530-842-0157 Fax: 530-842-0198

Solano:

600 Union Avenue, Fairfield, CA 94533
Phone: 707-207-7348 Fax: 707-435-2605

Sonoma:

600 Administration Drive, Room 223-J, Santa Rosa, CA 95403
Phone: 707-565-2841 Fax: 707-565-2223

Stanislaus:

800-11th St., Room 220, Modesto, CA 95353
Phone: 209-525-6304 Fax: 209-525-7754

Sutter:

430 Center Street, Yuba City, CA 95991
Phone: 530-822-3305 Fax: 530-822-7389

Tehama:

756 Rio Street, Red Bluff, CA 96080
Phone: 530-529-1263 Fax: 530-529-9901

Trinity:

241 Washington St., Unit E, Weaverville, CA 96093
Phone: 530-623-5641 Fax: 530-623-9205

Tulare:

3400 W. Mineral King, Room C, Visalia, CA 93291
Phone: 559-737-4422 Fax: 559-737-4009

Tuolumne:

41 West Yaney, Sonora, CA 95370
Phone: 209-536-2984 Fax: 209-536-2919

Ventura locations:

1.
800 S. Victoria Avenue, Room 30, Ventura, CA
93009
Phone: 805-662-6661 Fax: 805-477-7118

2.
3855 F Alamo, Simi Valley, CA 93063
Phone: 805-662-6661 Fax: 805-477-7118

Yolo:

725 Court Street, Woodland, CA 95695
Phone: 530-406-6794 Fax: 530-406-6780

Yuba: 120 Fifth Street, Marysville, CA 95901
Phone: 530-749-7685 Fax: 530-741-6261