

## Getting Out & Staying Out

A Guide to San Francisco Resouces for  
People Leaving Jails and Prisons

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## A Guide to San Francisco Resources for People Leaving Jails and Prisons

2018/19 edition  
1<sup>st</sup> Printing

**A publication of the  
Reentry Council of the  
City and County of San Francisco**

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***Copies of the Resource Guide may be downloaded at [www.sfgov.org/reentry](http://www.sfgov.org/reentry)***

## **Please freely copy and distribute this Guide.**

Since the original printing of *Getting Out and Staying Out* in 2007, many staff to the Reentry Council have contributed content, distributed copies, and made improvements so that it is as comprehensive and useful as possible. In partnership with The Last Mile (TLM), *Getting Out & Staying Out* will soon be a searchable online website with resources for individuals exiting jails and prisons. Please visit: **[sf-goso.org](http://sf-goso.org)**

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## FREQUENTLY ASKED QUESTIONS

Since the printing of our first edition in 2007, we have received thousands of letters from individuals incarcerated throughout the state. In response to those letters, we have summarized the most frequent questions.

### **How do I get more information on the Reentry Council of San Francisco and its meetings?**

The Reentry Council of the City & County of San Francisco began in 2009 to coordinate local efforts to support adults exiting jails and prisons. The multi-faceted council and community members meet quarterly to coordinate information sharing, planning, and engagement among stakeholders to address the unique needs of San Franciscans. The Reentry Council and its subcommittees identify funding, programs, needs and barriers that affect individuals returning to the San Francisco community post-incarceration. Meetings are public and everyone who feels connected to the work of reentry is encouraged to attend. The Reentry Council is not a program; we provide information to individuals about resources and services in the San Francisco area. For more information on the Reentry Council and its subcommittees please see pages 17-18 of the guide or visit [sfgov.org/sfreentry](http://sfgov.org/sfreentry)

### **Are there other resource guides like San Francisco's?**

California is comprised of 58 different counties, all with unique resources. Some resource information can be found online and can be difficult to obtain in hard copy format. Please contact your local CDCR or Probation Office to learn more about specific resources in your area. The California Reentry Council Network also maintains a list of stakeholders from counties throughout the state that you can reach out to for local resource information to learn more visit [calreentry.com](http://calreentry.com)

### **How can I go directly from jail/prison into a drug rehabilitation program?**

If you are currently incarcerated and seeking to gain acceptance into a program upon release we recommend you write the program directly. Your CDCR counselor, probation officer, or public defender may be able to help you with the process. If released in San Francisco, upon release, you can also drop into the San Francisco Department of Public Health's, Treatment Access Program at 1380 Howard Street, Monday – Friday from 8am-4:30pm or call 1-800-750-2727.

### **Is there any advice for lifers, who do not have a fixed release date, who are looking for a program?**

Apply anyway; do not let your current circumstances discourage you. Acceptance into a reentry program can be a condition of your release. Continue reaching out to programs listed in this resource guide or other resource guides.

### **Can I apply for benefits, Food Stamps (CalFresh), CalWORKS, CAAP etc. while incarcerated?**

While you are unable to apply for benefits while residing in an institution, the San Francisco Human Services Agency makes every effort to respond to applications received from community members within 72 hours. Please see the Benefits section of the guide to find more information on San Francisco public benefit programs and how to apply.

**How do I request a transfer of probation/post release community supervision to another county?**

First, contact your probation officer. Typically, the municipality which has been assigned to supervise you will require you show proof you live in another county. Next contact your attorney or public defender and ask to be put back on calendar and file a 1203.9 request to the court. These requests always have to go through the courts. If approved, the current probation department contacts the receiving agency and verifies the address before proceeding. This process can take anywhere from 3 to 6 months.

**How do I request a transfer of parole supervision to another county?**

A transfer of your parole supervision has to be initiated by your parole agent. In most circumstances, verifiable, permanent housing must be established for your transfer to be considered.

**Once released and stable, how do I volunteer or give back to the community?**

Many of the organizations in this guidebook seek volunteers on a regular basis. Follow up with organizations that hold a special connection to you. The Reentry Council welcomes the participation of individuals whose life experience reflects and enhances the purpose of the Council.



## **NEW PUBLIC POLICY: CALIFORNIA FAIR CHANCE**

### **California Fair Chance Act (AB 1008)**

On January 1, 2018, California's Fair Chance Ordinance (AB 1008) went into effect. The Ordinance requires public and private sector employers to delay background checks and inquires about job applicants' conviction records until later in the hiring process. Most employers must comply with the law, with exceptions to employers with fewer than five employees, law enforcement agencies or if a background check is required by law for a specific job. Only after an employer has given an offer of employment may an employer ask about conviction history or run a background check and must follow certain procedures if the conviction record presents an issue.

To view a list of frequently asked questions about the California Fair Chance Ordinance please visit the California Department of Fair Employment and Housing website at:  
[www.dfeh.ca.gov/resources/frequently-asked-questions/criminalhistoryinfoinemploymentfaqs/](http://www.dfeh.ca.gov/resources/frequently-asked-questions/criminalhistoryinfoinemploymentfaqs/)

## **IN THE SPOTLIGHT: THE SUCCESS OF FORMERLY INCARCERATED INDIVIDUALS**

In our 2018/19 edition, we are pleased to include "In the Spotlight" editorials throughout the resource guide. All too often we overlook the remarkable changes people have made in their lives. Here we highlight the unique accomplishments of 27 formerly incarcerated individuals, including 5 from the mayoral and board appointed members of the Reentry Council.

If you are incarcerated and reading this guide, or if you are struggling in the process of change, please know the individuals we have spotlighted were once in your shoes, facing the same challenges and hardships. Change is possible but requires a commitment to living life differently. We hope that their journey inspires you to not only get out and stay out of the cycle of incarceration, but get involved in making a difference in the community you return to. Do not be discouraged by resistance; set goals, stay focused, and rise to the challenge!

## ABOUT THE RESOURCE GUIDE

The Reentry Council of the City and County of San Francisco is proud to release the 2018/2019 edition of *Getting Out & Staying Out: A Guide to San Francisco Resources for People Leaving Jails and Prisons*. The Guide was first published in September 2007 and was the product of a collaborative reentry planning process focused on improving access to resources for individuals reintegrating into San Francisco communities after incarceration. Since the first issue, over 17,000 bound, and many more electronic, copies have been distributed. The Guide is used by a wide variety of individuals, including currently or previously incarcerated people and their family members; service providers; corrections staff; attorneys; probation and parole officers; and other advocates. People who use the guide find it comprehensive, accurate and use-friendly. The information the guide contains is as current as possible, but we do advise you to contact a listed resource directly for the most up to date information. A feedback postcard is enclosed—please fill it out and let us know how the Guide can be improved. Thank you!

## ABOUT THE REENTRY COUNCIL OF SAN FRANCISCO

*Getting Out & Staying Out: A Guide to San Francisco Resources for People Leaving Jails and Prisons* is just one of the strategies of the Reentry Council of the City and County of San Francisco to help individuals make successful and permanent returns from incarceration. From 2005 until 2008, two ad hoc reentry councils focused on different aspects of the reentry of people from prisons and jails to San Francisco communities: the Safe Communities Reentry Council (SCRC), co-chaired by Supervisor Ross Mirkarimi and Public Defender Jeff Adachi, and the San Francisco Reentry Council (SFRC), co-chaired by District Attorney Kamala D. Harris and Sheriff Michael Hennessey. In September of 2008, these ad hoc councils were unified and strengthened through the creation of the Reentry Council of the City and County of San Francisco (see San Francisco Administrative Code 5.1). Its purpose is to coordinate local efforts to support adults exiting San Francisco County Jail, San Francisco juvenile justice out-of-home placements, the California Department of Corrections and Rehabilitation facilities, and the United States Federal Bureau of Prison facilities. The Council coordinates information sharing, planning, and engagement among all interested private and public stakeholders to the extent permissible under federal and state law.

The Reentry Council is composed of 24 members. They represent the Office of the Mayor, the Board of Supervisors, the Public Defender's Office, the District Attorney's Office, the Sheriff's Department, the Adult Probation Department, the Juvenile Probation Department, the Police Department, the Department of Economic and Workforce Development, the Human Services Agency, the Department of Supportive Homelessness and Supportive Housing, the Department of Public Health, the Department of Child Support Services, the Department of Children, Youth, and their Families, the San Francisco Superior Court, the California Department of Corrections and Rehabilitation Division of Adult Parole Operations, and the United States Probation and Pretrial Services System. Seven formerly incarcerated individuals hold the remaining seats on the Council. The Co-Chairs of the Reentry Council are the Chief Adult Probation Officer, District Attorney, Mayor or mayoral designee, Public Defender, and Sheriff. For more information, please visit: [www.sfgov.org/reentry](http://www.sfgov.org/reentry)

## REENTRY COUNCIL OF SAN FRANCISCO SUBCOMMITTEES

The Reentry Council has two subcommittees. These subcommittees are made up of members of the public including formerly incarcerated individuals, nonprofits agencies, and government entities that provide input and advice to the Reentry Council. These subcommittees are made up of members of the public and provide input and advice to the Reentry Council. The following are the two subcommittees:

**Legislation, Policy, and Practices:** Its purpose is to develop local policy and law, and shape state and federal policy and law to better reflect the Council's shared vision.

**Direct Services:** Its purpose is to develop, promote, and expand effective reentry programs, services, and systems. This subcommittee also focuses on improve assessments, referrals, and connections for individuals across systems and institutions, including appropriate connections between institutions and the outside community through criminal justice and non-criminal justice entities. This subcommittee supports immediate reentry issues, leadership development, education, and advocacy of individuals impacted by incarceration.

Each subcommittee is open to new members. Everyone is welcome, and all meetings are open to the public. Subcommittees meet six times a year. If you would like to join a subcommittee or come to a meeting, please visit: [www.sfgov.org/reentry](http://www.sfgov.org/reentry)

For more information about the Reentry Council and its subcommittees, please visit: [www.sfgov.org/reentry](http://www.sfgov.org/reentry)

**LAUREN BELL** *DIRECTOR, REENTRY DIVISION SAN FRANCISCO ADULT PROBATION*



Lauren Bell is the Director of the Reentry Division of the San Francisco Adult Probation Department. Lauren has been working and partnering in San Francisco communities hard hit by crime and violence since 1995. She started as a case manager with youth in the Mission where she developed a love and appreciation for the power of community-driven solutions. In Bernal Heights, she helped acquire funding to expand violence prevention/leadership services for youth and transitional age youth. Lauren eventually went back to school to get a Master's degree in Public Administration. Since 2006, Lauren has worked in the City and County of San Francisco in the District Attorney's Office, the Mayor's Office and for the past eight years with the Adult Probation Department, currently as the Director of the Reentry Division. In this role, she led the effort to launch San Francisco's first-ever, multi-purpose Reentry Center, the Community Assessment and Services Center (CASC). With an incredible team, she administers a portfolio of funds that go to community based, reentry services providers, and oversees the work of the Reentry Council of the City and County of San Francisco. She honors the role of previously incarcerated people in developing reentry policy and services, and creates representative seats at the planning table. The picture of Lauren shows her on a mural at the entrance of the door to Precita Center in San Francisco.

**NOTES**

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# FIRST THINGS FIRST

The following pages contain advice for the different groups of people who use this resource guide: individuals who are in custody, individuals who have recently been released from custody, and individuals who are helping others returning to San Francisco.

## ADVICE FOR INDIVIDUALS IN CUSTODY

Thank you for picking up this resource guide and seeking out help. We know that planning for your release from jail or prison can be difficult for a number of reasons: You don't have access to the internet. It's almost impossible to reach people by calling collect. You might not have anyone to make arrangements on your behalf. Maybe you're feeling anxious about your upcoming transition. We hope this guide will make it easier for you to plan ahead. Here is some basic advice:

1. *Get started early.* We recommend that you begin planning for your release at least three months in advance. It is never too early to start thinking about the things you will need when you are released.
2. *Write things down.* Sometimes it's easier to face the things you need to do if you make a list. Jot down things you know you will need in order to be successful, such as a place to live, job training, more education, medical treatment, family support, help with a substance abuse problem, legal advice, etc.
3. *Work backwards from your list of needs.* Now that you know what you'll need, make another list of the things you'll have to do before you can accomplish what you want to accomplish. Be realistic. Don't make plans that you know would cause you to be out of compliance with parole or probation conditions. Don't rely on people or strategies that have let you down in the past.
4. *Use the guide to look for options.* Once you've got your to-do list, go through this guide to find organizations that offer housing, job training, education, and the other services you need. Be sure to read all of the details about each organization carefully so that you know you are eligible for the services you want. If, for example, you see that you will need identification or proof of income before you're able to receive services, add those items to your to-do list.
5. *Ask for help.* If you need more information about a service or organization, write them a letter and mail it to the address listed in each entry. Ask a friend to proofread your letter to make sure what you're asking for is clear and specific. Don't be discouraged if you don't receive a response. Write to them again! Sometimes you will have to wait a long time for a response to your questions.
6. *Make a back-up plan.* You can't always rely on Plan A, so it's a good idea to come up with a Plan B. Think about what you will do if your plans fall through. Try to figure out other options so that you're not stuck without a plan.
7. *Stay organized and optimistic.* Keep all of your notes and lists together in the same place so that you know where everything is. Stay positive, even when things seem difficult. You can do it!

## ADVICE FOR INDIVIDUALS WHO HAVE RECENTLY BEEN RELEASED

Congratulations! You've made it through a challenging time and now you have an opportunity to make some decisions which will help you move forward in your life. You may have heard that the first three months after your release from incarceration are the most important, because it's during those 90 days that you are at the greatest risk of being incarcerated again. This is not true for everyone, but some people find it difficult to make the transition, especially if they are struggling to find a stable place to live, a source of income, and a supportive group of people who will help them succeed. This guide will help you with some of those challenges. Here is some basic advice:

1. *Make a list of priorities.* If you weren't able to plan prior to being released from jail or prison, or if you've had to change your plans, start now by making a list of your priorities. What do you need to do first? What's in your way? Keep your list with you and scratch things off the list as you accomplish them.
2. *Find a safe space.* If you don't have a safe place to sleep, make that your number 1 priority. Finding housing in San Francisco can be very difficult, so be prepared to go through a long process before you are able to call a place "home." Refer to the Housing section of this guide for advice about how to find the right housing for you.
3. *Avoid risky situations.* You probably know what activities or neighborhoods or people can get you into trouble. Stay away from them! Changing your life means letting go of old habits, hangouts, and relationships. It might be lonely or strange at first, but you will find other ways of filling your time soon. Hang in there and trust that this transition is only temporary.
4. *Make and keep appointments.* Use this guide to find organizations that will help you meet your needs and goals. Call or drop in for an appointment – and be sure to follow through! Remember to refer to your list of priorities to see what is most important to accomplish. For example, do you need any medication? Do you need to get enrolled in public benefits? Do you need help with a mental health or substance use problem?
5. *Identify the people you can rely on.* Sometimes people coming out of jail or prison decide that they need to put distance between themselves and their old friends, family members, or other associates because these relationships have had negative consequences in the past. This might be a good idea, but you will need support from people who care about you and your best interest. Who can you count on? Sometimes a case manager, a teacher, a counselor, or a parole agent or probation officer is the person you will need to rely on for support while you build a new circle of friends.
6. *Be proactive.* Even when you're feeling overwhelmed, it's important to keep accomplishing tasks on your to-do list. Make and keep at least one appointment or commitment each day. Give yourself credit for making a plan and sticking to it.

## ADVICE FOR INDIVIDUALS HELPING OTHERS RETURNING TO SAN FRANCISCO

Thank you for seeking out this guide to help you help others make a safe and successful return to San Francisco. Here are some tips for using the guide effectively:

1. *Use the guide as a teaching tool.* Some individuals might not be familiar with reading a resource guide and will benefit from assistance in learning how to use it. Show the person you're helping how to navigate through the sections. Go through the table of contents and index together so s/he knows how to search through the guide for what s/he is looking for. Make sure you both are familiar with the format of each entry and know how to interpret eligibility information and other special instructions for accessing services.
2. *Verify the accuracy of information.* If you are using the guide within a few months of its most recent printing, chances are the guide is accurate and up to date, but it's still a good idea to call specific organizations to verify that the hours listed or contact information is consistent with what's printed. Double check the organization's website to make sure that there are no other major changes to services offered.
3. *Help us improve the guide.* Let us know if you notice an error or omission in the guide. We update the guide regularly and will be sure to incorporate any edits or suggestions you have for improving the guide's contents. We appreciate your help with this!
4. *Distribute the content freely.* We want to make sure that this important tool is distributed as widely as possible and to the people with the greatest need. If you have copies of the guide, give them to people who are in custody or who have been released recently. Please prioritize the bound copies for individuals who have experienced incarceration and those without access to the internet. People who have access to the internet are able to download the entire guide or portions of it at [www.sfgov.org/reentry](http://www.sfgov.org/reentry)



## 211 COMMUNITY SERVICES

211 provides important community services such as basic human needs, support for children and families, physical and mental health resources, employment services, support for seniors and persons with disabilities, and local volunteer opportunities and donations. 211 is a service provided by United Way of the Bay Area as a service to people living in and around San Francisco.

On your phone, simply dial “211.”

211 is free, confidential, and 24-hour service for speakers of 150 languages.

For TTY, dial (415) 808-4440. Website: [www.211bayarea.org](http://www.211bayarea.org)

If you are within San Francisco, call 2-1-1 anytime, 24 hours a day, 7 days a week.

If you are outside of San Francisco, call (800) 273-6222

## 311 SAN FRANCISCO SERVICES

311 provides information about non-emergency services provided by the City/County of San Francisco. Highly trained customer service representatives will assist you.

On your phone, simply dial “311.” 311 is free, and 24-hour service is available for speakers of 145 languages.

For TTY, dial (415) 701-2323.

If you are within San Francisco, call 3-1-1 anytime, 24 hours a day, 7 days a week.

If you are outside of San Francisco, call (415) 701-2311 anytime, 24 hours a day, 7 days a week.

Website: [www.sf311.org](http://www.sf311.org)

## 511 BAY AREA TRANSPORTATION

511 is a free phone and web service that consolidates 9-County Bay Area transportation information into a one-stop resource. 511 provides up-to-the-minute information on traffic conditions, incidents and driving times, schedule, route and fare information for the Bay Area’s public transportation services, instant carpool and vanpool referrals, bicycling information and more. This is an invaluable resource for navigating the many transit systems in the Bay Area, including BART, Muni, Caltrain, ACE, Santa Clara VTA, AC Transit, Golden Gate Transit, SamTrans, WestCAT, and others.

511 is free, and available 24-hours a day, within the 9-County San Francisco Bay Area region. On your phone, simply dial “511.”

Website: [www.511.org](http://www.511.org)

## SUPPORT GROUPS

**Alcoholics Anonymous** offers more than 700 meetings in and around San Francisco. More information on how to find a meeting is available in the “Health & Wellness” chapter. You can also call a 24-hour Hotline, (415) 674-1821 (for San Francisco).

**Narcotics Anonymous** offers meetings around the Bay Area, and makes no distinction between drugs, including alcohol. More information is available in the “Health & Wellness” chapter. You can call the NA Helpline at (415) 621-8600.

## CRISIS LINES

**San Francisco Suicide Prevention** provides telephone intervention to people experiencing a suicidal crisis, as well as more general counseling services. More information is available in the “Health & Treatment” listings. You can also call the 24-Hour Hotline at (415) 781-0500. Website: [www.sfsuicide.org](http://www.sfsuicide.org).

**San Francisco Domestic Violence Hotline** provides help to people experiencing domestic violence, battering, relationship abuse, or intimate partner violence. Domestic violence is a pattern of behavior used to establish power and control over another person through fear and intimidation, often including the threat or use of violence. Domestic violence is a crime that can include physical abuse, emotional abuse, economic abuse, and sexual abuse. Batterers use threats, intimidation, isolation, and other behaviors to maintain power over their victims. Domestic violence impacts everyone, regardless of income, race, ethnicity, gender, sexual orientation, or religion.

- Are you ever afraid of your partner?
- Does your partner threaten to hurt you?
- Does your partner control all the money?
- Has your partner ever pushed or shoved you, thrown things at you, or forced you to have sex?
- Does your partner stalk you, or show up uninvited at your job or when out with friends?

If these experiences are part of your life, you are not alone and help is available. If you are being abused, call the San Francisco Domestic Violence Hotline at (415) 333-HELP 24 hours a day, 7 days a week. If you are in immediate danger, call 911.

**San Francisco Parental Stress Hotline** 24-hour crisis and counseling line helps parents under stress. Operated by the San Francisco Child Abuse Prevention Council, the TALK Line provides counseling to parents experiencing stress, and provides resources to support them in dealing with the damaging effects of emotional abuse, lack of parenting skills, substance abuse, fragmented families, relationship violence, and poverty. If you are a parent who is stressed out and needs support, call (415) 441-KIDS 24 hours a day, 7 days a week.

## IMPORTANT MESSAGE ABOUT DRUG OVERDOSE

### **You may be at risk. Learn the facts, protect yourself.**

You may have used drugs in the past and may be tempted to use again in the future after you get out of jail or prison. It is important for you to know that when you come out of jail or prison, you don't have the same tolerance for drugs and alcohol that you might have had when you went in—even if you've only been locked up for a short time. **This reduced tolerance for drugs and alcohol puts you at risk for overdose.** You have the greatest chance of overdosing during the first few weeks and months after you get out if you decide to use again.

### **Overdose facts:**

- Overdoses can happen with any drug, but you are at highest risk if you use heroin, cocaine or prescription painkillers like oxycodone (examples: OxyContin, Percocet), hydrocodone (examples: Vicodin or some cough syrups), morphine, fentanyl, or methadone.
- A lot of overdoses happen when people use drugs after a period of not using—like when they get out of jail or prison—because their tolerance is lower. This means your body can't handle as much drugs or alcohol than it did before.
- It is very risky to mix drugs, especially downers and uppers (like heroin and cocaine) or downers with other downers—like alcohol and pills, alcohol and heroin, or benzodiazepines (aka "benzos," like Xanax, Klonopin, Valium, Ativan) and opiates (heroin, methadone, prescription painkillers).

### **Overdose deaths are preventable. There are ways you can lower your risk for overdose:**

- Get support upon release for issues with drug use. See the sections on HEALTH & TREATMENT and SUPPORTIVE SERVICES to find agencies that provide substance abuse treatment and ongoing support for people in recovery.
- If you do decide to use, do not use alone—no one will be able to help if you are in trouble.
- Try not to mix drugs, even "legal" drugs like prescription painkillers and alcohol—these are very dangerous combinations.
- Don't overestimate your tolerance. It has decreased since you've been incarcerated and your body won't be able to handle the same amount you may have done before.

### **How do I get more information about preventing overdoses, or what to do if one happens?**

There are programs all over the US that teach drug overdose prevention and what to do if you or someone you know overdoses. Some of these programs give out a drug called Narcan (also known by its generic name, Naloxone) that helps stop an overdose on opiates like heroin, methadone or prescription painkillers. These programs teach you how to use Narcan and do rescue breathing (mouth to mouth) in case someone overdoses and they give you a Narcan kit for emergencies. These programs are free and confidential. If you are interested in learning more about preventing overdoses or what to do in case of an overdose, please contact the **Harm Reduction Coalition** to find the program closest you.

**Phone:** (628) 225-2801

**Email:** marshall@harmreduction.org

# SAN FRANCISCO PUBLIC LIBRARY

## San Francisco Public Library



Cartography: NH Carroll

LIBRARY BRANCH	PUBLIC TRANSPORTATION
Main	BART*; F, J, K, L, M, N, T, 5, 6, 9, 19, 21, 26, 47, 49, 71
Anza	18, 31, 31AX, 38AX, 38L, 38 to 48th & Pt. Lobos
Bayview	T, 23, 24, 44, 54
Bernal Heights	24
Chinatown/Him Mark Lai	1, 8X, 8AX, 8BX, 10, 12, 30, 45 Cable Cars: Powell-Hyde, Powell-Mason
Eureka Valley/Harvey Milk	F, J, K, L, M, T, 22, 24, 33, 35, 37
Excelsior	14, 14L, 44, 49, 52
Glen Park	BART*; 23, 36, 44, 52
Golden Gate Valley	41**, 45
Ingleside	K, 8X, K-Owl, 29, 49, 91-Owl, 95
Marina	22, 28, 30, 30X, 43
Merced	M, 17, 18, 28, 28L, 29
Mission	BART*; 12, 14, 48, 49, 67

\* Use your Adult "A" Fast Pass® for travel within San Francisco.

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LIBRARY BRANCH	PUBLIC TRANSPORTATION
Mission Bay	N, T, 10, 30, 45, 47
Noe Valley/Sally Brunn	J, 24, 35, 48
North Beach	8X, 8BX, 30, 39, 41**, 45; Cable Car: Powell-Mason
Ocean View	M
Ortega	16X, 29, 48, 71, 71L
Park	33, 37, 43, 66, 71, 71L
Parkside	L, 28, 28L
Portola	8AX, 8X, 9, 9L, 54
Potrero	10, 19, 22
Presidio	1BX, 1, 2, 3, 24, 43
Richmond/Senator Marks	1, 2, 38, 38BX, 38L, 44
Sunset	N, 16X, 28, 28L, 29, 71, 71L
Visitation Valley	T, 8AX, 8BX, 8X, 9, 9L, 56
West Portal	K, L, M, 17, 48
Western Addition	2, 24, 38, 38L

\*\* The 41 operates from 6 a.m. to 8 a.m. and from 4 p.m. to 6 p.m. on weekdays.

# LIBRARY LOCATIONS AND HOURS

Effective June 17, 2017

**ANZA** (415) 355-5717  
550 37th Ave. (near Anza) 94121  
M: 12-6; Tu: 10-9; W: 1-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**BAYVIEW / LINDA BROOKS-BURTON**  
(415) 355-5757  
5075 Third St. (at Revere) 94124  
M: 10-6; Tu: 10-8; W: 10-8; Th: 10-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**BERNAL HEIGHTS** (415) 355-2810  
500 Cortland Ave. (at Moultrie) 94110  
M: 10-6; Tu: 10-9; W: 12-9; Th: 10-6; F: 1-6;  
Sat: 1-6; Sun: 1-5

**CHINATOWN / HIM MARK LAI** (415) 355-2888  
1135 Powell St. (near Jackson) 94108  
M: 1-6; Tu: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5  
**Children's Room** (415) 355-2889

**EUREKA VALLEY / HARVEY MILK MEMORIAL**  
(415) 355-5616  
1 José Sarria Court (16th Street near Market) 94114  
M: 10-6; Tu: 10-9; W: 10-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**EXCELSIOR** (415) 355-2868  
4400 Mission St. (at Cotter) 94112  
M: 1-6; Tu: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5

**GLEN PARK** (415) 355-2858  
2825 Diamond St. (near Bosworth) 94131  
M: 10-6; Tu: 10-6; W: 12-8; Th: 10-7; F: 1-6;  
Sat: 10-6; Sun: 1-5

**GOLDEN GATE VALLEY** (415) 355-5666  
1801 Green St. (at Octavia) 94123  
M: 10-6; Tu: 10-6; W: 12-9; Th: 12-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**INGLESIDE** (415) 355-2898  
1298 Ocean Ave. (at Plymouth) 94112  
M: 10-6; Tu: 10-6; W: 10-8; Th: 12-7; F: 1-6;  
Sat: 10-6; Sun: 1-5

**MAIN LIBRARY** (415) 557-4400  
100 Larkin St. (at Grove) 94102  
M: 10-6; Tu: 9-8; W: 9-8; Th: 9-8; F: 12-6;  
Sat: 10-6; Sun: 12-5

**The Mix at SFPL at Main** (415) 557-4404  
100 Larkin St. (at Grove) 94102  
M: 1-6; Tu: 1-8; W: 1-8; Th: 1-8; F: 1-6;  
Sat: 12-6; Sun: 12-5

**MARINA** (415) 355-2823  
1890 Chestnut St. (near Webster) 94123  
M: 10-6; Tu: 10-6; W: 1-8; Th: 10-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**MERCED** (415) 355-2825  
155 Winston Dr. (at 19th Ave.) 94132  
M: 10-6; Tu: 10-9; W: 1-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5

**MISSION** (415) 355-2800  
300 Bartlett St. (at 24th St.) 94110  
M: 1-6; Tu: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5  
**Children's Room** (415) 355-2828

**MISSION BAY** (415) 355-2838  
960 Fourth St. (at Berry) 94158  
M: 10-6; Tu: 10-6; W: 11-8; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**NOE VALLEY/SALLY BRUNN** (415) 355-5707  
451 Jersey St. (near Castro) 94114  
M: 12-6; Tu: 10-9; W: 1-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**NORTH BEACH** (415) 355-5626  
850 Columbus Ave. (at Lombard) 94133  
M: 1-6; Tu: 10-9; W: 12-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**OCEAN VIEW** (415) 355-5615  
345 Randolph St. (at Ramsell) 94132  
M: 10-6; Tu: 10-6; W: 12-8; Th: 10-7; F: 1-6;  
Sat: 10-6; Sun: 1-5

**ORTEGA** (415) 355-5700  
3223 Ortega St. (at 39th Ave.) 94122  
M: 10-6; Tu: 10-6; W: 1-9; Th: 12-9; F: 1-6;  
Sat: 10-6; Sun: 1-5

**PARK** (415) 355-5656  
1833 Page St. (at Cole) 94117  
M: 12-6; Tu: 10-9; W: 1-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**PARKSIDE** (415) 355-5770  
1200 Taraval St. (at 22nd Ave.) 94116  
M: 1-6; Tu: 10-9; W: 12-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**PORTOLA** (415) 355-5660  
380 Bacon St. (at Goettingen) 94134  
M: 10-6; Tu: 10-6; W: 12-8; Th: 10-7; F: 1-6;  
Sat: 10-6; Sun: 1-5

**POTRERO** (415) 355-2822  
1616 20th St. (near Connecticut) 94107  
M: 1-6; Tu: 10-8; W: 12-8; Th: 10-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**PRESIDIO** (415) 355-2880  
3150 Sacramento St. (near Baker) 94115  
M: 1-6; Tu: 10-9; W: 12-9; Th: 10-6; F: 1-6;  
Sat: 10-6; Sun: 1-5

**RICHMOND/SEN. MILTON MARKS**  
(415) 355-5600  
351 9th Ave. (near Clement) 94118  
M: 1-6; Tu: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5  
**Children's Room** (415) 355-5610  
350 10th Ave. (near Clement) 94118

**SUNSET** (415) 355-2808  
1305 18th Ave. (at Irving) 94122  
M: 1-6; Tu: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5  
**Children's Room** (415) 355-2818

**VISITACION VALLEY** (415) 355-2848  
201 Leland Ave. (at Rutland) 94134  
M: 10-6; Tu: 10-8; W: 10-8; Th: 10-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**WEST PORTAL** (415) 355-2886  
190 Lenox Way (at Ulloa) 94127  
M: 1-6; T: 10-9; W: 10-9; Th: 10-9; F: 1-6;  
Sat: 10-6; Sun: 1-5

**WESTERN ADDITION** (415) 355-5727  
1550 Scott St. (at Geary) 94115  
M: 10-6; T: 10-6; W: 1-8; Th: 10-8; F: 1-6;  
Sat: 10-6; Sun: 1-5

**MOBILE OUTREACH SERVICES** (415) 557-4346

**TREASURE ISLAND LOCATION:**  
Chapel Parking Lot West at Avenue of the Palms  
and California Ave. M: 10-1; Th: 2-6

**EARLY LITERACY BOOKMOBILE** (415) 557-4346  
Call for hours and locations.

**GREEN BOOKMOBILE** (415) 557-4346  
Call for hours and locations.

**TECHMOBILE**  (415) 557-4346  
Call for hours and locations.

**LIBRARY ON WHEELS/SENIOR** (415) 557-4346  
**BOOKMOBILE**  Call for hours and locations.

All locations are wheelchair accessible and have wifi access (except bookmobiles.)

**WEB SITE:** [sfpl.org](http://sfpl.org)

 = Wheelchair Accessible

 = Wifi Access

Renewal Line: (415) 557-4511

 at least 30% post consumer content

SFPL 421 (06/17)

**2019 CALENDAR**

# 2019

JANUARY

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

FEBRUARY

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

MARCH

S	M	T	W	T	F	S
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

APRIL

S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

MAY

S	M	T	W	T	F	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

JUNE

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26	27	28	29	30	31	1
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9	10	11	12	13	14	15
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23	24	25	26	27	28	29
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JULY

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AUGUST

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SEPTEMBER

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
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OCTOBER

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NOVEMBER

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27	28	29	30	31	1	2
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DECEMBER

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# 2020

JANUARY

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FEBRUARY

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MARCH

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APRIL

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MAY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

## LIST OF FREE THINGS TO DO IN SAN FRANCISCO

### FREE MUSEUMS & RECREATION

#### Asian Art Museum

Free First Sunday of every month  
10am - 5pm  
200 Larkin St.  
(between Hyde and Van Ness)  
(415) 581-3500  
[www.asianart.org/family.htm](http://www.asianart.org/family.htm)

#### Cable Car Museum

Free always  
10am - 5pm  
1201 Mason (at Washington)  
(415) 474-1887  
[www.cablecarmuseum.org](http://www.cablecarmuseum.org)

#### California Academy of Sciences

Free Quarterly Sundays every year;  
Always free for children ages 3 & under  
11am-5pm  
55 Music Concourse Drive  
Golden Gate Park  
(415) 379-8000  
[www.calacademy.org](http://www.calacademy.org)

#### Cartoon Art Museum

Pay What You Wish Day - First Tuesdays;  
Always free for children ages 5 & under  
11am - 5pm  
655 Mission Street (between New  
Montgomery and Third)  
(415) 227-8666  
[www.cartoonart.org](http://www.cartoonart.org)

#### Children's Creativity Museum

Free First full weekends of every month for  
Bank of America Card Holders;  
Always free for children ages 2 & under  
Wed-Sunday 10am - 4pm  
221 Fourth St. (415) 820-3320  
[www.creativity.org](http://www.creativity.org)

#### Conservatory of Flowers

Free First Tuesday of every month;  
Always free for children age 4 & under  
10am – 4:30pm  
100 JFK Drive, Golden Gate Park  
(415) 831-2090  
[www.conservatoryofflowers.org](http://www.conservatoryofflowers.org)

#### Contemporary Jewish Museum

Free First Tuesday of every month;  
Always free for children ages 18 & under  
11am - 5pm  
736 Mission Street (between 3rd and 4th  
Streets)  
(415) 655-7800  
[www.thecjm.org](http://www.thecjm.org)

#### de Young Museum (Golden Gate Park)

Free First Tuesday of every month;  
Free First full weekends of every month for  
Bank of America Card Holders;  
Always free for children ages 12 & under  
9:30am - 5:15pm  
50 Hagiwara Tea Garden Drive  
(415) 750-3600  
[www.deyoung.famsf.org](http://www.deyoung.famsf.org)

#### Exploratorium

Free First Wednesday of every month;  
Always free for children ages 3 & under  
10am - 5pm  
Pier 15, San Francisco, CA 94111  
(415) 528-4444  
[www.exploratorium.edu](http://www.exploratorium.edu)

#### Golden Gate Park Carousel

Free for children ages 5 & under when  
accompanied by paying adult (\$2 per ride).  
\$1 per ride for children ages 6-12.  
10am-4:30pm daily (Memorial Day – Labor  
Day); Fri-Sun only (starting day after Labor  
Day) 320 Bowling Green Dr., (415) 831-5500  
[www.golden-gate-park.com/golden-gate-park-carousel.html](http://www.golden-gate-park.com/golden-gate-park-carousel.html)



**Legion of Honor**

Free First Tuesday of every month;  
Free First full weekends of every month for  
Bank of America Card Holders;  
Always free for children ages 12 & under  
9:30am - 5:15pm  
100 34th Ave. (at Clement St.)  
(415) 750-3600  
[www.legionofhonor.org](http://www.legionofhonor.org)

**Musée Mécanique**

Free always  
10am - 7pm  
Pier 45 at the end of Taylor Street,  
Fisherman's Wharf  
(415) 346-2000  
[www.museemecaniquesf.com](http://www.museemecaniquesf.com)

**Randall Museum**

Free always  
10am - 5pm, Tuesday through Saturday  
199 Museum Way  
(415) 554-9600  
[www.randallmuseum.org](http://www.randallmuseum.org)

**San Francisco Museum of Modern Art**

Free First Tuesday of every month,  
11am - 5:45pm  
Always free for ages 12 & under  
(must be accompanied by an adult)  
11am - 5:45pm, Thu 11am - 8:45pm,  
Closed Wed  
151 Third Street  
(between Mission and Howard)  
(415) 357-4000  
[www.sfmoma.org](http://www.sfmoma.org)

**San Francisco Public Library for Kids**

Family Story Time  
100 Larkin St.  
(415) 557-4554  
Call or check Web site for hours  
[www.sfpl.org/index.php?pg=1009222301](http://www.sfpl.org/index.php?pg=1009222301)

**San Francisco Zoo**

Free First Wednesday of every month;  
Always free for children ages 3 & under  
10am - 4pm  
Sloat Blvd. & the Great Highway  
(415) 753-7080  
[www.sfzoo.org](http://www.sfzoo.org)

**Yerba Buena Center for the Arts**

Free First Tuesday of every month;  
Always free for children ages 5 & under  
Tues, Thu-Sat 12pm - 8pm; Sun 12-6pm,  
701 Mission St. (at 3<sup>rd</sup>)  
(415) 978-2787  
[www.ybca.org](http://www.ybca.org)

**826 Valencia**

Free after-school tutoring program & creative  
workshops  
826 Valencia St  
(415) 642-5905  
[www.826valencia.org](http://www.826valencia.org)

**FREE MUSIC & THEATER FESTIVALS****Fillmore Jazz Festival**

Annually in July  
10am – 6pm  
Fillmore Street (Between Jackson & Eddy St)  
Check schedule online or by phone  
(800) 310-6563  
[www.fillmorejazzfestival.com](http://www.fillmorejazzfestival.com)

**Hardly Strictly Bluegrass Festival**

Annually in October  
Speedway, Lindley & Marx Meadow  
Golden Gate Park  
Check schedule online  
[www.strictlybluegrass.com](http://www.strictlybluegrass.com)

**San Francisco Free Folk Festival**

Annually in June  
Presidio Middle School  
450 30th Avenue (at Geary Blvd)  
Check schedule online  
[www.sffolkfest.org](http://www.sffolkfest.org)

**San Francisco Symphony**

Free outdoor concerts

In July

Dolores Park

Check online for more details

[www.sfsymphony.org](http://www.sfsymphony.org)

**Shakespeare in the Park**

In September

The Presidio's Main Post Parade Ground Lawn  
(between Graham St & Keyes Ave)

Check schedule online [www.sfshakes.org](http://www.sfshakes.org)

**Stern Grove Festival**

*Every season, Stern Grove Festival offers an array of free events.*

2pm start time for all concerts

Sigmund Stern Grove at 19th Ave

& Sloat Blvd

Check schedule online or by phone

(415) 252-6252

[www.sterngrove.org](http://www.sterngrove.org)

**Yerba Buena Garden Festival**

2012 Children's Garden Series

June – October

Yerba Buena Garden at the corner of Howard  
St & 4th St (near the Loof Carousel)

Check schedule online

[www.ybgf.org](http://www.ybgf.org)

**FREE SEASONAL FUN****Clancy's Christmas Trees & Pumpkin Patch**

Seasonal hours

1620 7th Ave

(415) 753-2689

[www.clancystrees.com](http://www.clancystrees.com)





# PROBATION & PAROLE

## SUCCESSFULLY COMPLETING PROBATION & PAROLE

### **Disabilities**

If you have a qualifying disability and cannot understand the conditions of your probation or parole, or you don't think that you can comply with the conditions because of your disability, talk to your probation or parole officer. The Americans with Disabilities Act requires that you receive the conditions in an understandable format and that barriers to your compliance be addressed.

### **Reporting to Probation or Parole**

Prior to release, you will receive information on your assigned probation or parole officer and when to report.

### **Conditions of Your Release**

The conditions of your supervision will vary. Make sure you understand all local, state or federal conditions.

Look closely at your basic conditions – be aware of your stay away, weapons and search conditions. Think critically: Is your required housing in a stay away area? Can the people living with you support the conditions of your probation or parole?

Communicate regularly with your probation officer. Keep appointments. Make phone call check-ins. Even when conversations get tense, stay level headed. Get answers.

Notify probation or parole if your address or job changes.

Check with your parole or probation officer prior to making plans to travel over 50 miles from your residence, to leave your county for more than 48 hours, or to travel outside of California.

Prior to probation or parole, you should be notified of your requirement to register if you have been convicted of a specified sex, drug, or arson offense. Register at the Hall of Justice, 850 Bryant Street, Room 475.

## SAN FRANCISCO ADULT PROBATION

The mission of the San Francisco Adult Probation Department is: “Protecting the Community, Serving Justice, and Changing Lives.” You may be connected to specific programs and services, depending on your needs, as determined by you and your probation officer. The Adult Probation Department is committed to assisting you to successfully complete probation, and to supporting you in having a healthier and happier life.

### Contact Information:

SF Adult Probation Department

Hall of Justice

850 Bryant Street, Room 200

San Francisco, CA 94103

Phone (415) 553-1706

Office Hours: Monday – Friday, 8:00am – 5:00pm

### I’m on Probation...Now What? (Some Guidance from the SF Adult Probation Department)

Leaving jail and all other legal troubles behind is something that you have been looking forward to for quite some time now, and now it’s finally happening. If you’re lucky you got some preparation before you got out, assuming you were in custody. But now, the Judge said that you’re on probation. What does that mean? What do you have to do?

Let’s start at the basics – what is probation? Probation is a suspended state prison or county jail sentence. In other words, instead of doing time in custody, you have been given an opportunity to go back to your community provided you follow some specific conditions. All probation sentences are different; however, there are some standard conditions that apply to most if not all persons placed on probation.

**1 - You need to contact the Probation Department as soon as you are released from custody.** If you are released after 5:00pm, please contact the Department the next business day. Offices open at 8:00am and close at 5:00pm, Monday through Friday. Main phone number is: (415) 553-1706.

**2 - When you contact the Department you will need to provide our support staff with your full name and date of birth.** If you have your court number, please provide it, too. Our support staff will be able to give you the name and phone number of your assigned probation officer.

**3 - Your probation officer will schedule an appointment to meet with you.** Please make sure to keep your appointment and be on time. If you cannot make your appointment, you must call the day before to re-schedule.

**4 - More likely than not the Court has ordered you to attend a counseling or rehabilitation program.** You and your officer will choose which programs best meet your needs. It is important that you contact the program and arrange for an intake session.

**5 - Stay out of trouble!** We know you’re facing a lot of challenges and difficulties getting your life back together, but if you need help or support, call your officer before you do something that puts you at risk.

## POST-RELEASE COMMUNITY SUPERVISION AND MANDATORY SUPERVISION

In October 2011, the State of California implemented the Public Safety Realignment Act of 2011, also known as Assembly Bill 109 (AB109). AB 109 transferred responsibility for some of the state prisoner population from CDCR to California counties. Under AB 109, individuals who were committed to state prison for certain felonies will be released to Post-Release Community Supervision (PRCS), which in most counties is administered by probation departments. In addition, AB 109 requires that individuals convicted of certain felonies serve their time in local jails, where previously they would have been sentenced to state prison. The new sentencing scheme is outlined in PC § 1170(h). If you have questions about whether you fall under AB 109, please contact your attorney.

If you are informed that you will be on Post-Release Community Supervision or Mandatory Supervision upon your release from jail or prison, you should contact the Adult Probation Department for specific information about the length and terms of your supervision. The Adult Probation Department is committed to your success and will work with you to make your return to San Francisco a safe and successful one.

### Contact Information:

SF Adult Probation Department  
Hall of Justice  
850 Bryant Street, Room 200  
San Francisco, CA 94103  
Phone (415) 553-1706  
Office Hours: Monday – Friday, 8:00am – 5:00pm

## DIVISION OF ADULT PAROLE OPERATIONS, CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

You must check in with your parole agent within 24 hours of your release from custody. If you do not report, the parole agent will make reasonable attempts to contact you prior to issuing a warrant for your arrest. Some individuals may be required to register under PC 290 (sex offense), PC 457.1 (arson), or H&S 11590 (drug offense) with the Police Department. Be sure that you understand the conditions of your parole, and work with your parole agent and community resources to successfully meet these conditions. [www.cdcr.ca.gov/parole](http://www.cdcr.ca.gov/parole)

The CDCR Office of Community Partnerships offers resources by county on their website: [www.cdcr.ca.gov/Community\\_Partnerships/Resource\\_Directory.aspx](http://www.cdcr.ca.gov/Community_Partnerships/Resource_Directory.aspx)

### San Francisco Parole Complex

1727 Mission Street  
San Francisco, CA 94103  
(415) 703-3164 (Units 1, 3, & 4)

## U.S. FEDERAL PROBATION

We are dedicated to upholding the highest standards of Judicial excellence by ensuring the fair and humane administration of justice. By our combined efforts, we provide thorough investigative reports with equitable recommendations. We supervise individuals with a commitment to compliance, community safety, and correctional treatment, with a focus on positive change for each individual. We are committed to following the rule of law and treating all parties with dignity and respect. Our pledge to outstanding service is promoted by encouraging the contributions and values of a diverse staff by empowering their efforts in developing organizational unity, mutual respect and individual growth. [www.canp.uscourts.gov](http://www.canp.uscourts.gov)

### **Contact Information:**

United States Federal Probation Office for the Northern District of California

San Francisco Office

450 Golden Gate Avenue, Suite 17-6884

San Francisco, CA 94102

Phone (415) 436-7540 --You will enter into an automated system. Press 0 (zero) for operator

[www.canp.uscourts.gov](http://www.canp.uscourts.gov)

### **Guidance for Federal Probationers**

You must check in with your federal probation officer within 72 hours of your release from custody. The probation officer will make reasonable attempts to contact you. Court action may result if you do not appear before your probation officer or you can't be reached.

"Release conditions" are rules set by the court that people on supervision must follow if they want to remain in the community. The court imposes release conditions to help structure the person's actions and activities. For example, release conditions may prohibit possession of guns or other weapons; prohibit contact with victims or witnesses; restrict association with certain persons; restrict travel; impose a curfew.

Among the many other release conditions the court may impose are community service, electronic monitoring, employment, mental health treatment, or substance abuse treatment. Be sure to talk to your Probation Officer about how to get connected to needed services or resources.

# IDENTIFICATION, BENEFITS & INCOME

## IDENTIFICATION

### BIRTH CERTIFICATE

**WHERE TO GET YOUR BIRTH CERTIFICATE DEPENDS ON WHERE YOU WERE BORN.**

#### **Born in City and County of San Francisco**

##### **GET A CERTIFIED COPY OF YOUR BIRTH CERTIFICATE**

**COST:** \$25

Payment Methods: VISA, Master Card, cash, money order, or personal or business check payable to Department of Public Health

##### **Office of the County Clerk**

- City Hall, Room 162, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102
- Hours: 8am – 4pm, Monday – Friday (closed major holidays)

In Person: You are required to complete an “Application for Certified Copy of Birth Record,” and present valid legal photo I.D. Processing time for orders in person is approximately 20 minutes. You must know this information to fill out the form:

- Full name at birth
- Date of birth
- Mother’s Full Name *at birth*
- Father’s Full Name
- Place of Birth (Hospital name if known)

#### **Born in California – Outside of San Francisco**

**Call the California Department of Health Services: (916) 445-2684 for information**

##### **GET A CERTIFIED COPY OF YOUR BIRTH CERTIFICATE**

**Cost:** \$25

##### **In-Person Request – County Recorder’s Office**

The best option is to go to the Recorder’s Office in the county in which you were born.

BEFORE YOU GO -- Call the California Department or County office and ask questions, including: Do you need to show identification to get the birth certificate? How long does it take to get the birth certificate?



## **Mailed-In Request – California Department of Health Services**

If you can't make it to another county's Recorder's Office, you can mail the request.

California Department of Health Services  
Office of Vital Records - M.S. 5103  
P.O. Box 997410  
Sacramento, CA 95899-7410

### **YOU MUST ENCLOSE THE FOLLOWING IN YOUR MAILED REQUEST:**

- Check or money order made out to California Department of Health Services for \$25
- Birth Certificate Application and Sworn Notarized Statement
- Formal written (or typed) request for birth certificate – A sample can be found at the end of this section.

### **IMPORTANT INFORMATION WHEN YOU MAIL IN THE REQUEST**

When requests for birth certificates are mailed in, you must submit a **sworn notarized statement** along with the application. You will see that this statement is attached to the standard application. A Notary is someone who is legally empowered to witness signatures and certify a document's validity.

There are many businesses that have a notary on staff.

One suggestion is the UPS Store at 660 4<sup>th</sup> Street, San Francisco, CA 94107.

Phone: (415) 615-6968.

There is a \$15 fee for the notarized service – Fees may vary from place to place.

To get a notarized statement, you need documentation of your identity, age, and legal presence. If you don't yet have any personal identification, try to get a statement from your probation or parole officer that testifies to your name, age, birth date, address, and parents' legal names. Also, bring a close family member who has I.D. with you to the notary. The notary may allow your family member to "verbally identify" you.

Remember, to mail in a birth certificate request, you need to include four things: The application, fee, notarized statement, and written letter.

**It takes about 60 days for a mailed in request to be processed.**

### **Born Outside of California**

**Call the Recorder's Office in the county in which you were born and ask several questions:**

- Can a family member with identification who still lives in the county request the birth certificate? What is the application process for an in-person request?
- How much does it cost? How long does it take to receive it?
- What is the application process for a mailed-in request?

## Sample Letter Requesting Birth Certificate If You Are Mailing in the Request

Date

To Whom It May Concern:

This is a formal request to receive a CERTIFIED COPY of my birth certificate. My legal name is Kelly Linda Jones and I was born in San Francisco County in 1971.

Enclosed is my payment for \$25 and the application for a birth certificate which includes the sworn notarized statement.

Please mail the birth certificate to:

Kelly Jones  
850 Bryant Street  
San Francisco, CA 94103

This is my permanent residence.

I can be reached at (415) 555-5555 if you have questions about any of the submitted information.

Thank you in advance for your assistance with this request.

Sincerely,

Kelly Jones

**APPLICATION FOR CERTIFIED COPY OF BIRTH RECORD**

PLEASE READ THE INSTRUCTIONS ON PAGE 2 BEFORE COMPLETING THIS APPLICATION

California law (Health and Safety Code Section 103526), permits only authorized individuals as listed on the application to receive certified copies of birth records. Those who are not authorized by law to receive an authorized certified copy will receive a certified informational copy with the legend, "INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY."  
 Please indicate the type of certified copy you are requesting:

I am requesting a Certified AUTHORIZED copy       I am requesting a Certified INFORMATIONAL copy  
**NOTE: Both documents are certified copies of the original document on file with the California Department of Public Health – Vital Records (CDPH-VR). With the exception of the legend and redaction of signatures and Social Security Number, the documents contain the same information.**

To receive an AUTHORIZED copy, you **MUST INDICATE YOUR RELATIONSHIP TO THE REGISTRANT** below. To receive a certified copy, the applicant must sign a sworn statement that he or she is authorized to receive the certified copy. The Sworn Statement **MUST BE NOTARIZED** unless you are a member of a law enforcement agency or a representative of a state or local government agency.

**RELATIONSHIP:**

Registrant (Name on Certificate)       Child/Sibling of Registrant  
 Grandparent/Grandchild of Registrant       Spouse/Registered Domestic Partner of Registrant  
 Authorized by Court Order (Include copy of the court order.)       Attorney Representing Registrant or Registrant’s Estate  
 Law Enforcement/Govt. Agency (Conducting Official Business)       Attorney/Licensed Adoption Agency (Under CA Family Code § 3140 or 7603)  
 Parent/Legal Guardian of Registrant (Legal guardian must provide documentation.)  
 Power of Attorney/Executor of the Registrant’s Estate (Include a copy of the power of attorney or supporting documentation identifying you as executor.)

APPLICANT INFORMATION (PRINT OR TYPE)			Today’s Date:		
Agency Name (If Applicable)			Agency Case Number		Inmate ID Number
Name of Person Completing Application			Signature of Applicant		Purpose of Request <input type="checkbox"/> Check this box for CNPR Request
Mailing Address – Number, Street, and Unit # (if applicable)			Amount Enclosed – <b>DO NOT SEND CASH</b> \$_____ Check \$_____ Money Order		Number of Copies
City			Name of Person Receiving Copies if Different from Applicant		
State/Province	ZIP Code	Country	Mailing Address for Copies if Different from Applicant		
Daytime Telephone Number (    )	Email Address	City	State	ZIP Code	
BIRTH RECORD INFORMATION (PRINT OR TYPE)    Adopted: <input type="checkbox"/> No <input type="checkbox"/> Yes (If Yes, see #4 on Page 2)					
<i>Complete the information below as shown on the birth record, to the best of your knowledge.</i>					
FIRST Name		MIDDLE Name		LAST Name	
City of Birth (must be in California)				County of Birth	
Date of Birth – MM/DD/YYYY (if unknown, enter approximate date)					
FIRST Name <input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Parent		MIDDLE		LAST (Birth/Before Marriage/Domestic Partnership)	
FIRST Name <input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Parent		MIDDLE		LAST (Birth/Before Marriage/Domestic Partnership)	

**FEE: \$25 PER COPY (PAYABLE TO CDPH VITAL RECORDS)**      Submit Check or Money Order – Do Not Send Cash  
 Check/Money Order Enclosed       Notarized Sworn Statement Enclosed (if applicable)  
 You may view current processing times at [www.cdph.ca.gov](http://www.cdph.ca.gov)

**INFORMATION:**

Birth records have been maintained by the California Department of Public Health – Vital Records (CDPH-VR) since July 1, 1905.

*The name required on Vital Records (see Items 1C, 6C, 7C, 9C, and 12C) is the name given at birth, or a name received through adoption, court-ordered name change, or naturalization. AKAs (Also Known As) and assumed names cannot be entered as the legal name on the birth record.*

**INSTRUCTIONS:**

1. **ONLY** individuals who are authorized by Health and Safety Code Section 103526 can obtain a Certified Copy of a birth record to establish identity of the registrant (person listed on the certificate). Page 1 identifies the individuals who are authorized to make the request. All others may receive a Certified Informational Copy which will be marked, "Informational, Not a Valid Document to Establish Identity."

**Confidential Information on Birth Record:** some individuals have special needs for a birth certificate that contains the confidential information provided at the time the birth record was prepared. This confidential information may be used to establish ethnicity, to provide health background, or for other personal reasons. For information on how to obtain a birth certificate containing the confidential information, please refer to the Birth Record section of the CDPH-VR website at: [www.cdph.ca.gov](http://www.cdph.ca.gov). Only specific individuals may obtain confidential copies.

2. Complete a separate application for each different birth record requested.
3. Complete the Applicant Information section on Page 1 and provide your signature where indicated. In the Birth Record Information section, provide all the information you have available to identify the birth record. If the information you furnish is incomplete or inaccurate, CDPH-VR may not be able to locate the record.
4. If the registrant has been adopted, make the request in the adopted name. If you are requesting a copy of the original birth certificate, you must provide a court order releasing the original sealed record.
5. If you require documentation that a birth record does not exist, check the box for CNPR (Certificate of No Public Record) Request on the application.
6. **SWORN STATEMENT:**
  - The authorized individual requesting the certified copy must sign the attached Sworn Statement, declaring under penalty of perjury that they are eligible to receive the certified copy of the birth record and identify their relationship to the registrant – the relationship must be one that is identified on Page 1. Only one sworn statement is required for multiple records.
  - If the application is being submitted by mail, the Sworn Statement must be notarized by a Notary Public. To find a Notary Public, see your local yellow pages or call your banking institution. Law enforcement and local and state governmental agencies are exempt from the notary requirement.
  - A Sworn Statement notarized by a foreign notary must have an apostille attached. An Apostille is a certificate that authenticates a document for use in another country. Foreign notarizations obtained from an Ambassador, Minister, Consul, Vice Consul or Consular Agent of the United States, or from a Judge of Court of record having a seal in a foreign country do not require an apostille.
  - You do not have to provide a Sworn Statement if you are requesting a Certified Informational Copy of the birth record.
7. Submit \$25 for each copy requested. If no birth record is found, the fee will be retained for searching for the record (as required by law) and a "Certificate of No Public Record" will be issued to the applicant. Indicate the number of copies you want and include the correct fee(s) in the form of a personal check or postal or bank money order (International Money Order for out-of-country requests) made payable to CDPH Vital Records. PLEASE SUBMIT CHECK OR MONEY ORDER – DO NOT SEND CASH (CDPH cannot be held responsible for fees paid in cash that are lost, misdirected, or undelivered).
8. Mail completed applications with the fee(s) to:

California Department of Public Health  
Vital Records – MS 5103  
P.O. Box 997410  
Sacramento, CA 95899-7410  
(916) 445-2684

**SWORN STATEMENT**

I, \_\_\_\_\_, declare under penalty of perjury under the laws of the State of California,  
 (Applicant's Printed Name)  
 that I am an authorized person, as defined in California Health and Safety Code Section 103526 (c), and am eligible to receive a  
 certified copy of the birth, death, or marriage certificate of the following individual(s):

Name of Person Listed on Certificate	Applicant's Relationship to Person Listed on Certificate (Must Be a Relationship Listed on Page 1 of Application)

*(The remaining information must be completed in the presence of a Notary Public or CDPH Vital Records staff.)*

Subscribed to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at \_\_\_\_\_,  
 (Day) (Month) (City) (State)

\_\_\_\_\_  
 (Applicant's Signature)

*Note: If submitting your order by mail, you must have your Sworn Statement notarized using the Certificate of Acknowledgment below. The Certificate of Acknowledgment must be completed by a Notary Public. (Law enforcement and local and state governmental agencies are exempt from the notary requirement.) Only one sworn statement is required for multiple records.*

**CERTIFICATE OF ACKNOWLEDGMENT**

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of \_\_\_\_\_ )

County of \_\_\_\_\_ )

On \_\_\_\_\_ before me, \_\_\_\_\_, personally appeared \_\_\_\_\_,  
 (insert name and title of the officer)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument. I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct

WITNESS my hand and official seal.  
 (SEAL)

\_\_\_\_\_  
 SIGNATURE OF NOTARY PUBLIC

## CALIFORNIA STATE DRIVER'S LICENSE, ID, AND DMV PRINT OUT

Beginning October 1, 2020 the federal government will require your driver license or ID card to be REAL ID compliant if you wish to use it as identification to board a domestic flight or enter secure federal facilities that require identification. The California DMV now offers federal compliant REAL ID driver licenses or ID Cards. For more information on REAL ID visit [REALID.dmv.ca.gov](https://REALID.dmv.ca.gov)

### **COSTS:**

\* Actual fees may have increased. Find out about current rates before you go to DMV.

\* You can pay with cash, check, money order or debit, no credit cards are accepted.

- California Driver's License: \$35
- California Identification: \$30 – Free for seniors age 62+
- Reduced Fee ID Card: \$8 – If you meet income requirements, a qualified agency will give you a Verification for Reduced Fee form (DL 937).
- DMV Printout (H-6 Printout) (Covers 10-Year History): \$5
- Reissue Fees: If you are renewing a suspended or revoked license, expect to pay reissue fees. Fees vary. Call DMV to get the specifics.

#### San Francisco DMV Office

1377 Fell Street at Baker Street in the  
Haight/Western Addition Neighborhood  
San Francisco, CA 94117  
(800) 777-0133

#### Daly City DMV Office

1500 Sullivan Avenue  
Daly City, CA 94015  
(800) 777-0133

Save yourself a lot of time by making an online appointment for all DMV at [www.dmv.ca.gov](https://www.dmv.ca.gov)

- Vehicle registration; Driver's License Renewal, Real ID; Online DL/ID Application; Address change; Schedule a DMV Appointment

If you choose to drop into a DMV Office, call (800) 777-0133 for office hour information for the San Francisco DMV or other offices. Or, you can go online to [www.dmv.ca.gov](https://www.dmv.ca.gov) and click the yellow tab that says "offices." Follow the prompts to get local office information.

### **WHAT YOU NEED TO GET YOUR DRIVER'S LICENSE OR IDENTIFICATION CARD**

Call the CA DMV or check the website to get additional verification information.

#### Proof of Birth Date and Legal Presence

- Birth certificate or Passport
- Certificate of Naturalization or Citizenship
- Certification from California Department of Corrections.
- Valid I-94 stamped "Refugee," "Parole or Parolee," "Asylee," or Section 207, Section 208, Section 209, Section 212d(2), HP or PIP

#### Social Security Card Verification

- A Social Security Card is needed if you are applying for CDL for the first time.
- For duplicates, you just need to verify the number they have in the system.
- A Medicare or U.S Armed Forces Identification Card is also acceptable.
- To ensure a smooth DMV visit, prepare to bring your Social Security or other acceptable card.

### Proof of Address

You need to bring proof of a stable residence or P.O. Box number. Bring official mail that has been sent to the address where you are staying – try to bring the most official piece of mail possible. Good examples of proof of address are letters from hospitals or healthcare providers that aren't too old, parole or probation correspondence, or a cell phone statement.

### **In addition to paying fees and providing various documents, you will need to fill out forms or make specific record requests:**

- Driver's License: Complete form "DL 44."
- California ID: Complete form "DL 44."
- Printed DMV Record: Request an "H-6, Printed DMV Record" from the customer service agent.

### **HOW LONG DOES IT TAKE TO GET YOUR LICENSE OR IDENTIFICATION CARD?**

Your license and California I.D. will be mailed within 60 Days. The DMV will issue you temporary, paper CDL or ID's. This will serve as your primary identification until the hard copy arrives. Make sure the address that is on file will still be active within 60 days.

### **General Information**

- Online appointments will save you a lot of time. Go to the website to schedule an appointment.
- Do not go to DMV unless you have all of the required application documents.
- If you have any holds or suspensions, or your license was at some point revoked, you will not be able to immediately get a CDL. You must take care of the disqualifying issues first.
- Even if your license is suspended or revoked, you can still get a California ID.
- REMEMBER: The CA DMV works closely with other city and state departments like Department of Child Support Services, for example. If you have outstanding payments owed to another state department or another unresolved matter, you will need to take care of that business first.
- If you run into a problem trying to get your CDL, get your California ID and request a DMV print out so you can discuss the issues that are preventing you from getting the license.
- The California DMV has available and responsive customer service agents. Call (800) 777-0133. After you select the language you want to communicate in, press 0 (zero) for the operator.
- If your license has been expired for 6 months to 4 years, you will need to take a written renewal test before you can get your CDL. There are 36 questions on this test and you may answer no more than 5 incorrectly. It costs \$5 to take the test unless this is the first time you are taking it and you pass the first time.
- If your license has been expired for more than 4 years, you will have to take the driving and written tests.

## SOCIAL SECURITY CARD

**COST:** Free of Charge

### WHERE TO GET A SOCIAL SECURITY CARD IN SAN FRANCISCO

Social Security Office (Mission Neighborhood)  
1098 Valencia Street (at 22<sup>nd</sup> Street), San Francisco, CA 94110  
Phone: (800) 772-1213 TTY: (800) 325-0778  
Office Hours: Monday – Friday, 9:00am to 4:30pm. Call to confirm schedule.

Social Security Office (Downtown San Francisco)  
90 - 7<sup>th</sup> Street, Annex First Floor (at Mission Street), San Francisco, CA 94103  
Phone: (800) 772-1213 TTY: (800) 325-0778  
Office Hours: Monday – Friday, 9:00am to 4:30pm. Call to confirm schedule.

San Francisco Office (Financial District)  
560 Kearny Street  
San Francisco, CA 94108  
Phone: (800) 772-1213 TTY: (800) 325-0778  
Office Hours: Monday – Friday, 9:00am to 4:30pm. Call to confirm schedule.

### WHAT YOU NEED TO GET A SOCIAL SECURITY CARD

- A completed SS-5 Form. A sample form follows.
- Documentation that proves your U.S citizenship and Identity: No photocopies are accepted.
  - U.S. Driver’s license or State Issued Identification Card
  - U.S. Passport
  - Certificate of Naturalization or a Certificate of Citizenship
  - Birth Certificate
- If you do not have these specific documents or cannot get a replacement for them within 10 days, you can also provide:
  - Employee ID card
  - School ID card
  - Health insurance card (not a Medicare card)
  - U.S. military ID card
  - Adoption decree

If you are not a U.S. citizen, Social Security must see your current U.S. immigration documents.

- Acceptable documents from the Department of Homeland Security include your:
  - Form I-551 (includes machine-readable immigrant visa with your unexpired foreign passport)
  - I-94 with your unexpired foreign passport
  - Work permit card (I-766 or I-688B)

Sample application documents follow this page.



# **SOCIAL SECURITY ADMINISTRATION**

## **Application for a Social Security Card**

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**Applying for a Social Security Card is free!**

### **USE THIS APPLICATION TO:**

- Apply for an original Social Security card
- Apply for a replacement Social Security card
- Change or correct information on your Social Security number record

**IMPORTANT:** You MUST provide a properly completed application and the required evidence before we can process your application. We can only accept original documents or documents certified by the custodian of the original record. Notarized copies or photocopies which have not been certified by the custodian of the record are not acceptable. We will return any documents submitted with your application. For assistance call us at 1-800-772-1213 or visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov).

### **Original Social Security Card**

To apply for an original card, you must provide at least two documents to prove age, identity, and U.S. citizenship or current lawful, work-authorized immigration status. If you are not a U.S. citizen and do not have DHS work authorization, you must prove that you have a valid non-work reason for requesting a card. See page 2 for an explanation of acceptable documents.

NOTE: If you are age 12 or older and have never received a Social Security number, you must apply in person.

### **Replacement Social Security Card**

To apply for a replacement card, you must provide one document to prove your identity. If you were born outside the U.S., you must also provide documents to prove your U.S. citizenship or current, lawful, work-authorized status. See page 2 for an explanation of acceptable documents.

### **Changing Information on Your Social Security Record**

To change the information on your Social Security number record (i.e., a name or citizenship change, or corrected date of birth) you must provide documents to prove your identity, support the requested change, and establish the reason for the change. For example, you may provide a birth certificate to show your correct date of birth. A document supporting a name change must be recent and identify you by both your old and new names. If the name change event occurred over two years ago or if the name change document does not have enough information to prove your identity, you must also provide documents to prove your identity in your prior name and/or in some cases your new legal name. If you were born outside the U.S. you must provide a document to prove your U.S. citizenship or current lawful, work-authorized status. See page 2 for an explanation of acceptable documents.

### **LIMITS ON REPLACEMENT SOCIAL SECURITY CARDS**

Public Law 108-458 limits the number of replacement Social Security cards you may receive to 3 per calendar year and 10 in a lifetime. Cards issued to reflect changes to your legal name or changes to a work authorization legend do not count toward these limits. We may also grant exceptions to these limits if you provide evidence from an official source to establish that a Social Security card is required.

### **IF YOU HAVE ANY QUESTIONS**

If you have any questions about this form or about the evidence documents you must provide, please visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) for additional information as well as locations of our offices and Social Security Card Centers. You may also call Social Security at 1-800-772-1213. You can also find your nearest office or Card Center in your local phone book.

## EVIDENCE DOCUMENTS

The following lists are examples of the types of documents you must provide with your application and are not all inclusive. Call us at 1-800-772-1213 if you cannot provide these documents.

**IMPORTANT** : If you are completing this application on behalf of someone else, you must provide evidence that shows your authority to sign the application as well as documents to prove your identity and the identity of the person for whom you are filing the application. We can only accept original documents or documents certified by the custodian of the original record. Notarized copies or photocopies which have not been certified by the custodian of the record are not acceptable.

### Evidence of Age

In general, you must provide your birth certificate. In some situations, we may accept another document that shows your age. Some of the other documents we may accept are:

- U.S. hospital record of your birth (created at the time of birth)
- Religious record established before age five showing your age or date of birth
- Passport
- Final Adoption Decree (the adoption decree must show that the birth information was taken from the original birth certificate)

### Evidence of Identity

You must provide current, unexpired evidence of identity in your legal name. Your legal name will be shown on the Social Security card. Generally, we prefer to see documents issued in the U.S. Documents you submit to establish identity must show your legal name AND provide biographical information (your date of birth, age, or parents' names) **and/or** physical information (photograph, or physical description - height, eye and hair color, etc.). If you send a photo identity document but do not appear in person, the document must show your biographical information (e.g., your date of birth, age, or parents' names). Generally, documents without an expiration date should have been issued within the past two years for adults and within the past four years for children.

As proof of your identity, you must provide a:

- U.S. driver's license; or
- U.S. State-issued non-driver identity card; or
- U.S. passport

If you do not have one of the documents above or cannot get a replacement within 10 work days, we may accept other documents that show your legal name and biographical information, such as a U.S. military identity card, Certificate of Naturalization, employee identity card, certified copy of medical record (clinic, doctor or hospital), health insurance card, Medicaid card, or school identity card/record. For young children, we may accept medical records (clinic, doctor, or hospital) maintained by the medical provider. We may also accept a final adoption decree, or a school identity card, or other school record maintained by the school.

If you are not a U.S. citizen, we must see your current U.S. immigration document(s) and your foreign passport with biographical information or photograph.

**WE CANNOT ACCEPT A BIRTH CERTIFICATE, HOSPITAL SOUVENIR BIRTH CERTIFICATE, SOCIAL SECURITY CARD STUB OR A SOCIAL SECURITY RECORD as evidence of identity.**

### Evidence of U.S. Citizenship

In general, you must provide your U.S. birth certificate or U.S. Passport. Other documents you may provide are a Consular Report of Birth, Certificate of Citizenship, or Certificate of Naturalization.

### Evidence of Immigration Status

You must provide a current unexpired document issued to you by the Department of Homeland Security (DHS) showing your immigration status, such as Form I-551, I-94, or I-766. If you are an international student or exchange visitor, you may need to provide additional documents, such as Form I-20, DS-2019, or a letter authorizing employment from your school and employer (F-1) or sponsor (J-1). We CANNOT accept a receipt showing you applied for the document. If you are not authorized to work in the U.S., we can issue you a Social Security card only if you need the number for a valid non-work reason. Your card will be marked to show you cannot work and if you do work, we will notify DHS. See page 3, item 5 for more information.

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## HOW TO COMPLETE THIS APPLICATION

**Complete and sign this application LEGIBLY using ONLY black or blue ink on the attached or downloaded form using only 8 ½" x 11" (or A4 8.25" x 11.7") paper.**

**GENERAL:** Items on the form are self-explanatory or are discussed below. The numbers match the numbered items on the form. If you are completing this form for someone else, please complete the items as they apply to that person.

4. Show the month, day, and full (4 digit) year of birth; for example, "1998" for year of birth.
5. If you check "Legal Alien Not Allowed to Work" or "Other," you must provide a document from a U.S. Federal, State, or local government agency that explains why you need a Social Security number and that you meet all the requirements for the government benefit. NOTE: Most agencies do not require that you have a Social Security number. Contact us to see if your reason qualifies for a Social Security number.
- 6., 7. Providing race and ethnicity information is voluntary and is requested for informational and statistical purposes only. Your choice whether to answer or not does not affect decisions we make on your application. If you do provide this information, we will treat it very carefully.
- 9.B., 10.B. If you are applying for an original Social Security card for a child under age 18, you **MUST** show the parents' Social Security numbers unless the parent was never assigned a Social Security number. If the number is not known and you cannot obtain it, check the "unknown" box.
13. If the date of birth you show in item 4 is different from the date of birth currently shown on your Social Security record, show the date of birth currently shown on your record in item 13 and provide evidence to support the date of birth shown in item 4.
16. Show an address where you can receive your card 7 to 14 days from now.
17. WHO CAN SIGN THE APPLICATION? If you are age 18 or older and are physically and mentally capable of reading and completing the application, you must sign in item 17. If you are under age 18, you may either sign yourself, or a parent or legal guardian may sign for you. If you are over age 18 and cannot sign on your own behalf, a legal guardian, parent, or close relative may generally sign for you. If you cannot sign your name, you should sign with an "X" mark and have two people sign as witnesses in the space beside the mark. Please do not alter your signature by including additional information on the signature line as this may invalidate your application. Call us if you have questions about who may sign your application.

## HOW TO SUBMIT THIS APPLICATION

In most cases, you can take or mail this signed application with your documents to any Social Security office. Any documents you mail to us will be returned to you. Go to <https://secure.ssa.gov/apps6z/FOLO/fo001.jsp> to find the Social Security office or Social Security Card Center that serves your area.

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## PROTECT YOUR SOCIAL SECURITY NUMBER AND CARD

Protect your SSN card and number from loss and identity theft. DO NOT carry your SSN card with you. Keep it in a secure location and only take it with you when you must show the card; e.g., to obtain a new job, open a new bank account, or to obtain benefits from certain U.S. agencies. Use caution in giving out your Social Security number to others, particularly during phone, mail, email and Internet requests you did not initiate.

### PRIVACY ACT STATEMENT

#### Collection and Use of Personal Information

Sections 205(c) and 702 of the Social Security Act, as amended, authorize us to collect this information. The information you provide will be used to assign you a Social Security number and issue a Social Security card.

The information you furnish on this form is voluntary. However, failure to provide the requested information may prevent us from issuing you a Social Security number and card.

We rarely use the information you supply for any purpose other than for issuing a Social Security number and card. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To enable a third party or an agency to assist Social Security in establishing rights to Social Security benefits and/or coverage;
2. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans' Affairs);
3. To make determinations for eligibility in similar health and income maintenance programs at the Federal, State, and local level; and
4. To facilitate statistical research, audit or investigative activities necessary to assure the integrity of Social Security programs.

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for Federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

Complete lists of routine uses for this information are available in System of Records Notice 60-0058 (Master Files of Social Security Number (SSN) Holders and SSN Applications). The Notice, additional information regarding this form, and information regarding our systems and programs, are available on-line at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at any local Social Security office.

This information collection meets the requirements of 44 U.S.C. §3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 8.5 to 9.5 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed form.**

# SOCIAL SECURITY ADMINISTRATION

## Application for a Social Security Card

Form Approved  
OMB No. 0960-0066

<b>1</b>	<b>NAME</b> TO BE SHOWN ON CARD		First	Full Middle Name	Last
	<b>FULL NAME AT BIRTH</b> IF OTHER THAN ABOVE		First	Full Middle Name	Last
	OTHER NAMES USED				
<b>2</b>	Social Security number previously assigned to the person listed in item 1			<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>3</b>	<b>PLACE OF BIRTH</b> (Do Not Abbreviate) City _____ State or Foreign Country _____			Office Use Only FCI	<b>4</b> <b>DATE OF BIRTH</b> MM/DD/YYYY _____
<b>5</b>	<b>CITIZENSHIP</b> (Check One)		<input type="checkbox"/> U.S. Citizen	<input type="checkbox"/> Legal Alien Allowed To Work	<input type="checkbox"/> Legal Alien <b>Not</b> Allowed To Work (See Instructions On Page 3)
<b>6</b>	<b>ETHNICITY</b> Are You Hispanic or Latino? (Your Response is Voluntary) <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>7</b>	<b>RACE</b> Select One or More (Your Response is Voluntary) <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> American Indian <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Alaska Native <input type="checkbox"/> Black/African American <input type="checkbox"/> White <input type="checkbox"/> Asian	
<b>8</b>	<b>SEX</b>		<input type="checkbox"/> Male	<input type="checkbox"/> Female	
<b>9</b>	<b>A. PARENT/ MOTHER'S NAME AT HER BIRTH</b>		First	Full Middle Name	Last
	<b>B. PARENT/ MOTHER'S SOCIAL SECURITY NUMBER</b> (See instructions for 9 B on Page 3)		<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<input type="checkbox"/> Unknown
<b>10</b>	<b>A. PARENT/ FATHER'S NAME</b>		First	Full Middle Name	Last
	<b>B. PARENT/ FATHER'S SOCIAL SECURITY NUMBER</b> (See instructions for 10B on Page 3)		<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<input type="checkbox"/> Unknown
<b>11</b>	Has the person listed in item 1 or anyone acting on his/her behalf ever filed for or received a Social Security number card before? <input type="checkbox"/> Yes (If "yes" answer questions 12-13) <input type="checkbox"/> No <input type="checkbox"/> Don't Know (If "don't know," skip to question 14.)				
<b>12</b>	Name shown on the most recent Social Security card issued for the person listed in item 1		First	Full Middle Name	Last
<b>13</b>	Enter any different date of birth if used on an earlier application for a card		MM/DD/YYYY _____		
<b>14</b>	<b>TODAY'S DATE</b> MM/DD/YYYY _____		<b>15</b>	<b>DAYTIME PHONE NUMBER</b> Area Code _____ Number _____	
<b>16</b>	<b>MAILING ADDRESS</b> (Do Not Abbreviate)		Street Address, Apt. No., PO Box, Rural Route No. _____ City _____ State/Foreign Country _____ ZIP Code _____		
<b>17</b>	<b>YOUR SIGNATURE</b>		<b>18</b>	<b>YOUR RELATIONSHIP TO THE PERSON IN ITEM 1 IS:</b> <input type="checkbox"/> Self <input type="checkbox"/> Natural Or Adoptive Parent <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other Specify _____	
DO NOT WRITE BELOW THIS LINE (FOR SSA USE ONLY)					
NPN		DOC	NTI	CAN	ITV
PBC	EVI	EVA	EVC	PRA	NWR DNR UNIT
EVIDENCE SUBMITTED				SIGNATURE AND TITLE OF EMPLOYEE(S) REVIEWING EVIDENCE AND/OR CONDUCTING INTERVIEW	
				DATE _____	
				DCL DATE _____	

## RECORD OF ARREST AND PROSECUTION (RAP) SHEET

Law enforcement agencies will use your RAP Sheet to make future legal determinations, if you have any additional contacts with the criminal justice system. You are entitled to review your RAP Sheet, and you are responsible for making sure it is accurate. There are three different kinds of RAP Sheets (local, state, and federal). The following pages include copies of the applications and letters that you will need to submit in order to get each one.

### **Where to get your RAP sheet for City & County of San Francisco**

**COST:** Free (Cost subject to change)

**ADDRESS:** San Francisco Hall of Justice  
Identification Bureau, Room 475  
850 Bryant Street  
San Francisco, CA 94103

**OFFICE HOURS:** Monday through Friday, 8:00am – 3:00pm

**Information about getting your RAP sheet from the State of California and from the FBI follows this page.**



### REQUEST FOR LIVE SCAN SERVICE

[Print Form](#)

[Reset Form](#)

#### Applicant Submission

ORI (Code assigned by DOJ) \_\_\_\_\_ Authorized Applicant Type \_\_\_\_\_

Type of License/Certification/Permit OR Working Title (Maximum 30 characters - if assigned by DOJ, use exact title assigned) \_\_\_\_\_

#### Contributing Agency Information:

Agency Authorized to Receive Criminal Record Information \_\_\_\_\_ Mail Code (five-digit code assigned by DOJ) \_\_\_\_\_

Street Address or P.O. Box \_\_\_\_\_ Contact Name (mandatory for all school submissions) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_ Contact Telephone Number \_\_\_\_\_

#### Applicant Information:

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Suffix \_\_\_\_\_

Other Name (AKA or Alias) Last \_\_\_\_\_ First \_\_\_\_\_ Suffix \_\_\_\_\_

Date of Birth \_\_\_\_\_ Sex  Male  Female \_\_\_\_\_ Driver's License Number \_\_\_\_\_

Height \_\_\_\_\_ Weight \_\_\_\_\_ Eye Color \_\_\_\_\_ Hair Color \_\_\_\_\_ Billing Number \_\_\_\_\_  
(Agency Billing Number)

Place of Birth (State or Country) \_\_\_\_\_ Social Security Number \_\_\_\_\_ Misc. Number \_\_\_\_\_  
(Other Identification Number)

Home Address Street Address or P.O. Box \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Your Number: \_\_\_\_\_  
OCA Number (Agency Identifying Number)

Level of Service:  DOJ  FBI  
(If the Level of Service indicates FBI, the fingerprints will be used to check the criminal history record information of the FBI)

If re-submission, list original ATI number: \_\_\_\_\_  
(Must provide proof of rejection) Original ATI Number \_\_\_\_\_

#### Employer (Additional response for agencies specified by statute):

Employer Name \_\_\_\_\_ Mail Code (five digit code assigned by DOJ) \_\_\_\_\_

Street Address or P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_ Telephone Number (optional) \_\_\_\_\_

#### Live Scan Transaction Completed By:

Name of Operator \_\_\_\_\_ Date \_\_\_\_\_

Transmitting Agency \_\_\_\_\_ LSID \_\_\_\_\_ ATI Number \_\_\_\_\_ Amount Collected/Billed \_\_\_\_\_



**BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION**  
 P.O. Box 903417  
 SACRAMENTO, CA 94203-4170

**RECORD REVIEW**  
**(Live-Scan)**

California Penal Code Sections 11120 through 11127 afford persons an opportunity to obtain a copy of their record, if any, contained in the files of the California Bureau of Criminal Information and Analysis and refute any erroneous or inaccurate information contained therein.

Beginning with live scan transactions submitted after April 6, 2006, the Department of Justice will only mail responses to the applicant.

**You may use the information you receive to answer questions regarding past criminal history, or to complete an application or questionnaire. However, this process is not to be used to obtain a copy of your record to furnish to another person or agency for immigration, visa, employment, licensing, or certification purposes (refer to California Penal Code Section 11125).**

GUIDELINES FOR COMPLETING  
 "REQUEST FOR LIVE SCAN SERVICE" FORM (BCIA RR8016)

CATEGORY	INSTRUCTION	COMMENT
1) Type of Application	Place a check mark or "X" in the Record Review Box	<b>This is mandatory field and must be completed.</b>
2) Reason for Application:	Write a brief explanation of why you need a copy of your criminal history record.	Examples of explanation: Personal Use, Verify Accuracy of Record, Update FBI record, Prison visit, to Fill Out an Application
3) Name of Applicant & Personal Descriptors:	Enter your full name, any known alias, date of birth, sex, height, weight, eye & hair color, place of birth, social security number, California driver's license number.	<b>Name, date of birth, and sex are mandatory fields and must be provided.</b>  All others are optional
4) Applicant Address:	Enter your home address.	<b>This is mandatory field and must be completed.</b>
5) Daytime Telephone Number	Enter telephone number you can be reached at from 8:00am to 5:00pm. Please include the area code.	A telephone number is useful in helping to resolve problems which could result in a delay in the processing of your request

**ID, BENEFITS  
 & INCOME**

Contact your local Police Department or Sheriff's Office regarding the availability of "Live-Scan" fingerprinting service, the fee charged by the agency for the taking of your fingerprints, and the types of payment they accept. A current listing of Live Scan sites offering electronic fingerprint services is available on the Attorney General's website at:

<http://ag.ca.gov/fingerprints/publications/contact.htm>

**Go to the agency you have selected and have your fingerprints taken.** Your total costs will be \$25 plus the fingerprint rolling fee charged by the Live-Scan agency. You may also use the services of a private fingerprint service as long as the live-scan fingerprint technician is certified by the California Department of Justice.

If you have any further questions regarding the completion of the Request for Live Scan Service form (BCIA RR8016), contact the Record Review Unit at (916) 227-3835.

For inquiries regarding the status of your record review request, please contact us at (916) 227-3849.



## How to get your FBI record

You are allowed to request a copy of your own FBI Identification Record for personal review or to challenge information on the Record, as well as for other reasons.

The process involves completing a **cover letter**, submitting a **fingerprint card**, and including **payment**.

1. Complete the Applicant Information Form (see following page).
2. Fingerprint Card: Get a set of your fingerprints (original card – no copies), with your name and date of birth on the card. Use standard fingerprint form (FD-258, below).
3. Include \$18 U.S. in the form of a certified check or money order made payable to the Treasury of the United States. Note: No cash, personal checks, or business checks will be accepted.
4. Mail to:

**FBI CJIS Division – Record Request  
1000 Custer Hollow Road  
Clarksburg, West Virginia 26306**

## How to correct your FBI record

1. An individual may challenge the information contained in the FBI Identification Record by contacting the original agency that submitted the information to the FBI. These agencies will be able to provide their guidelines for correction of the record.
2. You may electronically submit your challenge request directly to the FBI by going to **[www.edo.cjis.gov](http://www.edo.cjis.gov)** and following the steps under the “Challenging Your Identify History Summary” section. Once submitted, you should expect to receive electronic response and the option to receive a response by mail.
3. You may submit a written challenge request to the FBI, clearly identifying the information that you feel is inaccurate or incomplete and should include copies of any available proof or supporting documentation to support your claim. For example, if your disposition information is incorrect or missing, you may submit documentation obtained from the court having control over the arrest or the office prosecuting the offense. The FBI will contact appropriate agencies in an attempt to verify or correct challenged entries for you. Upon receipt of an official communication from the agency with control over the data, the FBI will make appropriate changes and notify you of the outcome.

You may submit an Identity History Summary challenge to the FBI by writing to the following address:

FBI CJIS Division  
Attention: Criminal History Analysis Team 1  
1000 Custer Hollow Road  
Clarksburg, WV 26306

**PRIVACY ACT STATEMENT**

The FBI's acquisition, retention, and sharing of information submitted on this form is generally authorized under 28 USC 534 and 28 CFR 16.30-16.34. The purpose for requesting this information from you is to provide the FBI with a minimum of identifying data to permit an accurate and timely search of identity history identification records. Providing this information (including your Social Security Account Number) is voluntary; however, failure to provide the information may affect the completion of your request. The information reported on this form may be disclosed pursuant to your consent, and may also be disclosed by the FBI without your consent pursuant to the Privacy Act of 1974 and all applicable routine uses. Under the Paperwork Reduction Act, you are not required to complete this form unless it contains a valid OMB control number. The form takes approximately 3 minutes to complete.

**Applicant Information** \* Denotes Required Fields

\*Last Name \_\_\_\_\_ \*First Name \_\_\_\_\_  
Middle Name 1 \_\_\_\_\_ Middle Name 2 \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_ \*Place of Birth: \_\_\_\_\_ U.S. Citizen or Legal Permanent Resident:  
Yes  No

\*Country of Citizenship: \_\_\_\_\_ Country of Residence: \_\_\_\_\_ Prisoner Number (if applicable): \_\_\_\_\_

\*Last Four Digits of Social Security Number: \_\_\_\_\_

\*Height: \_\_\_\_\_ \*Weight: \_\_\_\_\_

\*Hair (please check appropriate box):

- Bald  Black  Blonde/Strawberry  Blue  Brown  Gray  Green  Orange  Pink
- Purple  Red/Auburn  Sandy  Unknown  White

\*Eyes (please check appropriate box):

- Black  Blue  Brown  Gray  Green  Hazel  Maroon  Multicolored  Pink  Unknown

**Applicant Home Address**

\*Address \_\_\_\_\_

\*City \_\_\_\_\_ \*State \_\_\_\_\_

\*Postal (Zip) Code \_\_\_\_\_ \*Country \_\_\_\_\_

Phone Number \_\_\_\_\_ E-Mail \_\_\_\_\_

**Mail Results to Address**

C/O \_\_\_\_\_ ATTN \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Postal (Zip) Code \_\_\_\_\_ Country \_\_\_\_\_

Phone Number (if different from above) \_\_\_\_\_

**Payment Enclosed:** (please check appropriate box)

- CERTIFIED CHECK  MONEY ORDER  CREDIT CARD FORM

**Reason for Request:**

- Personal review  Challenge information on your record  Adoption of a child in the U.S.
- International adoption  Live, work, or travel in a foreign country  Other

\* **APPLICANT SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

Mail the signed applicant information form, fingerprint card, and payment of \$18 U.S. dollars to the following address:

**FBI CJIS Division – Summary Request**  
**1000 Custer Hollow Road**  
**Clarksburg, West Virginia 26306**

*You may request a copy of your own Identity History Summary to review it  
or obtain a change, correction, or an update to the summary.*

**ID, BENEFITS & INCOME**

1110-0046

**FEDERAL BUREAU OF INVESTIGATION  
UNITED STATES DEPARTMENT OF JUSTICE  
CJIS DIVISION/CLARKSBURG, WV 26306**

**APPLICANT**

**1. LOOP**



CENTER OF LOOP

DELTA

THE LINES BETWEEN CENTER OF LOOP AND DELTA MUST SHOW

**2. WHORL**



DELTA

DELTA

THESE LINES RUNNING BETWEEN DELTAS MUST BE CLEAR

**3. ARCH**



ARCHES HAVE NO DELTAS

**THIS CARD FOR USE BY:**

1. LAW ENFORCEMENT AGENCIES IN FINGERPRINTING APPLICANTS FOR LAW ENFORCEMENT POSITIONS.\*
2. OFFICIALS OF STATE AND LOCAL GOVERNMENTS FOR PURPOSES OF EMPLOYMENT, LICENSING, AND PERMITS, AS AUTHORIZED BY STATE STATUTES AND APPROVED BY THE ATTORNEY GENERAL OF THE UNITED STATES. LOCAL AND COUNTY ORDINANCES, UNLESS SPECIFICALLY BASED ON APPLICABLE STATE STATUTES DO NOT SATISFY THIS REQUIREMENT.\*
3. U.S. GOVERNMENT AGENCIES AND OTHER ENTITIES REQUIRED BY FEDERAL LAW.\*\*
4. OFFICIALS OF FEDERALLY CHARTERED OR INSURED BANKING INSTITUTIONS TO PROMOTE OR MAINTAIN THE SECURITY OF THOSE INSTITUTIONS.

Please review this helpful information to aid in the successful processing of hard copy civil fingerprint submissions in order to prevent delays or rejections. Hard copy fingerprint submissions must meet specific criteria for processing by the Federal Bureau of Investigation.

Ensure all information is typed or legibly printed using blue or black ink.

Enter data within the boundaries of the designated field or block.

Complete all required fields. (If a required field is left blank, the fingerprint card may be immediately rejected without further processing.)

- \* The required fields for hard copy civil fingerprint cards are: ORI, Date of Birth, Place of Birth, NAM, Sex, Date fingerprinted, Reason Fingerprinted, and proper completion of fingerprint impression boxes.

Do not use highlighters on fingerprint cards.

Do not enter data or labels within 'Leave Blank' areas.

Ensure fingerprint impressions are rolled completely from nail to nail.

Ensure fingerprint impressions are in the correct sequence.

Ensure notations are made for any missing fingerprint impression (i.e. amputation).

Do not use more than two retabs per fingerprint impression block.

Ensure no stray marks are within the fingerprint impression blocks.

Training aids can be ordered online via the Internet by accessing the FBI's website at: [fbi.gov](http://fbi.gov), click on 'Fingerprints', then click on

'Ordering Fingerprint Cards & Training Aids'. Direct questions to the Biometric Services Section's Customer Service Group at (304) 625-5590 or by e-mail at [cidentity@fbi.gov](mailto:cidentity@fbi.gov).

**Social Security Account Number (SSAN):** Pursuant to the Privacy Act of 1974, any Federal, state, or local government agency that requests an individual to disclose his or her SSAN, is responsible for informing the person whether disclosure is mandatory or voluntary, by what statutory or other authority the SSAN is solicited, and what uses will be made of it. In this instance, the SSAN is solicited pursuant to 28 U.S.C 534 and will be used as a unique identifier to confirm your identity because many people have the same name and date of birth. Disclosure of your SSAN is voluntary; however, failure to disclose your SSAN may affect completion or approval of your application.

**PRIVACY ACT STATEMENT**

**Authority:** The FBI's acquisition, preservation, and exchange of fingerprints and associated information is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include Federal statutes, State statutes pursuant to Pub.L. 92-544, Presidential Executive Orders, and federal regulations. Providing your fingerprints and associated information is voluntary; however, failure to do so may affect completion or approval of your application.

**Principal Purpose:** Certain determinations, such as employment, licensing, and security clearances, may be predicated on fingerprint-based background checks. Your fingerprints and associated information/biometrics may be provided to the employing, investigating, or otherwise responsible agency, and/or the FBI for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems (including civil, criminal, and latent fingerprints repositories) or other available records of the employing, investigating, or otherwise responsible agency. The FBI may retain your fingerprints and associated information/biometrics in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI.

**Routine Uses:** During the processing of this application and for as long thereafter as your fingerprints and associated information/biometrics are retained in NGI, your information may be disclosed pursuant to your consent, and may be disclosed without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses. Routine uses include, but are not limited to, disclosures to: employing, governmental or authorized non-governmental agencies responsible for employment, contracting, licensing, security clearances, and other suitability determinations; local, state, tribal, or federal law enforcement agencies; criminal justice agencies; and agencies responsible for national security or public safety.

**PAPERWORK REDUCTION ACT NOTICE**

According to the Paperwork Reduction Act of 1995, no persons are required to provide the information requested unless a valid OMB control number is displayed. The valid OMB control number for this information collected is 1110-0046. The time required to complete this information collected is estimated to be 10 minutes, including time reviewing instructions, gathering, completing, reviewing and submitting the information collection. If you have any comments concerning the accuracy of this time estimate or suggestions for reducing this burden, please send to: Department Clearance Officer, United States Department of Justice, Justice Management Division, Policy and Planning Staff, Washington, DC 20530.

**INSTRUCTIONS:**

- \* 1. PRINTS MUST GENERALLY BE CHECKED THROUGH THE APPROPRIATE STATE IDENTIFICATION BUREAU, AND ONLY THOSE FINGERPRINTS FOR WHICH NO DISQUALIFYING RECORD HAS BEEN FOUND LOCALLY SHOULD BE SUBMITTED FOR FBI SEARCH.
2. IDENTITY OF PRIVATE CONTRACTORS SHOULD BE SHOWN IN SPACE "EMPLOYER AND ADDRESS". THE CONTRIBUTOR IS THE NAME OF THE AGENCY SUBMITTING THE FINGERPRINT CARD TO THE FBI. UNIVERSAL CONTROL NUMBER, IF KNOWN, SHOULD ALWAYS BE FURNISHED IN THE APPROPRIATE SPACE.
- \*\* 3. MISCELLANEOUS NO. - RECORD: OTHER ARMED FORCES NO. PASSPORT NO. [FP], ALIEN REGISTRATION NO. (AR), PORT SECURITY CARD NO. (PS), SELECTIVE SERVICE NO. (SS) VETERANS' ADMINISTRATION CLAIM NO. (VA).

**APPLICANT**

\*See Privacy Act Notice on Back

FD-258 (Rev. 5-15-17) 1110-0046

LEAVE BLANK

TYPE OR PRINT ALL INFORMATION IN BLACK  
 LAST NAME NAM FIRST NAME MIDDLE NAME

FBI LEAVE BLANK

SIGNATURE OF PERSON FINGERPRINTED

ALIASES AKA

O  
R  
I

RESIDENCE OF PERSON FINGERPRINTED

DATE OF BIRTH DOB  
 Month Day Year

CITIZENSHIP CTZ

SEX RACE HGT. WGT. EYES HAIR

PLACE OF BIRTH POB

DATE SIGNATURE OF OFFICIAL TAKING FINGERPRINTS

YOUR NO. OCA

LEAVE BLANK

EMPLOYER AND ADDRESS

UNIVERSAL CONTROL NO. UCN

ARMED FORCES NO. MNU

CLASS \_\_\_\_\_

REASON FINGERPRINTED

SOCIAL SECURITY NO. SOC

REF. \_\_\_\_\_

MISCELLANEOUS NO. MNU

1. R. THUMB

2. R. INDEX

3. R. MIDDLE

4. R. RING

5. R. LITTLE

6. L. THUMB

7. L. INDEX

8. L. MIDDLE

9. L. RING

10. L. LITTLE

LEFT FOUR FINGERS TAKEN SIMULTANEOUSLY

L. THUMB

R. THUMB

RIGHT FOUR FINGERS TAKEN SIMULTANEOUSLY

ID, BENEFITS & INCOME

## CREDIT CARD PAYMENT FORM

**General Information:** Complete the fields below and sign the authorization. (\*Denotes Required Fields)  
The Federal Bureau of Investigation (FBI) cannot process credit card payments without an authorized signature. Failure to provide the requested information may result in the FBI and your financial institution not accepting the payment. (Refer to reverse side of form for applicable **Privacy Act** and **Paperwork Reduction Act** statements as related to this form.)

<b>Applicant Name</b>
-----------------------

<b>* Name</b>
(AS IT APPEARS ON CREDIT CARD)
<b>Company Name</b> (if applicable)
<b>* Billing Address</b>
<b>Billing Address 2</b>
<b>* City</b>
<b>* State/Province</b>
<b>* Postal (zip) Code</b>
<b>* Country</b>

<b>*Credit Card #:</b>																
<b>*Expiration Date</b> (MM/YYYY)																
<b>* Security Code:</b>																
<b>*Total Amount To Be Billed To Credit Card \$</b>																
( ___ x \$18 US Dollars Per Request)																

<b>*Card Holder Signature</b>
-------------------------------

**NO CHARGE BACKS OR REFUNDS  
ALL SALES FINAL**

### ***Did You Remember To...?***

Please check the boxes below to ensure that you have included everything needed to process your request.

- Include a **completed** application form.
- Sign your application. *Note: If for a couple, family, etc., all must sign the application.*
- Include a **completed** fingerprint card. A completed fingerprint card includes the following:
  - 1. Name
  - 2. **Date of Birth**
  - 3. Descriptive Data
  - 4. All 10 rolled fingerprint impressions.
  - 5. The plain impressions including thumbs of both hands.
- Include a credit card payment form, certified check\*, or money order for **\$18.00** per request.  
*Note: This amount must be exact.*
- If using a credit card, please ensure the credit card payment form is filled out completely.  
***Don't forget to include the expiration date of the credit card that you are using.***
- If paying with a certified check or money order, make it payable to the **Treasury of the United States**.

### **CASH OR PERSONAL/BUSINESS CHECKS ARE NOT AN ACCEPTED FORM OF PAYMENT.**

- Include a form of contact information (i.e., e-mail, telephone number) in case we need to contact you.**

*\*To issue a certified check, the bank verifies that sufficient funds exist in the requestor's account to cover the check and so certifies payment at the time the check is written. Those funds are then set aside in the bank's internal account until the check is cashed or returned to the payee.*

## YOUR RIGHT TO VOTE

Generally, anyone is eligible to vote in the United States if the person is a U.S. Citizen, a resident of the particular County in which an election is being held, and at least 18 years old at the time of the next election.

In California, you **can** vote if you're on probation or if you're in county jail for a misdemeanor conviction. You **cannot** vote if you have a felony conviction for which you are in prison, on parole, on post-release community supervision, or serving a sentence in county jail under PC § 1170(h). Once you complete your sentence and supervision, your voting rights are automatically restored. All you have to do is to register to vote.

To register to vote in San Francisco, complete a voter registration form by contacting the San Francisco Department of Elections. If you live outside of San Francisco, contact the California Secretary of State, Elections Division. These offices will mail you a voter registration form upon request.

### **San Francisco Department of Elections**

City Hall  
1 Dr. Carlton B. Goodlett Place, Room 48  
San Francisco, CA 94102  
Hours: Monday – Friday, 8:00am to 5:00pm  
Phone: (415) 554-4375 Fax: (415) 554-7344  
[www.sfgov.org/election](http://www.sfgov.org/election)

### **California Secretary of State's Office**

Elections Division  
1500 11th Street, 5th Floor  
Sacramento, CA 95814  
Phone: (916) 657-2166 Fax: (916) 653-3214  
Email: [elections@sos.ca.gov](mailto:elections@sos.ca.gov)

You should re-register to vote any time you have made a change to your permanent address, your legal name, your political party, have completed a felony prison sentence and are no longer on parole, or have completed parole. Registration forms are also available at any DMV office, Post Office, or Public Library.

If you are incarcerated in San Francisco County Jail and have questions about voting, you can contact Prisoner Legal Services or ask your Public Defender or attorney for information.

### **Other Resources:**

#### **California Secretary of State**

Elections Division  
1500 11th Street, 5th Floor  
Sacramento, CA 95814  
Phone: 1 (800) 345 VOTE

#### **ACLU of Northern California**

39 Drumm Street  
San Francisco, CA 94111  
Phone: (415) 621-2493

## BENEFITS

Depending on your current income and other factors, you may be eligible to receive government benefits to help you meet your basic needs. Having a record does not necessarily disqualify you from receiving benefits. If you think you might be eligible, apply as soon as you are able.

### COUNTY ADULT ASSISTANCE PROGRAM (CAAP)

The **County Adult Assistance Programs (CAAP)** provide cash assistance and employment services to low-income San Franciscans with no dependent children, including those who cannot work and immigrants/refugees. The program issues monthly benefits (on the first of the month) on an electronic benefit transfer (EBT) that can be used at various stores like a bank card and funds can be withdrawn in the form of cash at various surcharge-free ATM machines throughout San Francisco. A person on parole in another county may be eligible for CAAP when the county of responsibility allows the client to live in San Francisco and the client intends to live in San Francisco. A person on probation in another county may be eligible for CAAP only if the client is allowed to reside in San Francisco by his Probation Officer. Note, you may be eligible to receive benefits while working and/or attending vocational training, or classes for GED/ESL/High School Diploma.

Depending on eligibility, there are a number of benefits that may be available to CAAP participants, some of which include:

- Cash benefit of up to \$473 per month.
- Access to jobs.
- Assistance with apply for Supplemental Security Income (SSI) from on-site case managers, if disabled.
- Opportunities for housing or shelter placement, if homeless.
- Assistance to apply for free medical insurance (Medi-Cal) and food assistance (CalFresh).
- Free and easy access to your benefit through your EBT card.
- Free monthly MUNI fast passes.
- One-time assistance with obtaining a free California DMV Identification card.

#### AM I ELIGIBLE?

Eligibility for CAAP is dependent upon specific factors related to an individual's income and resources, as well as other factors, which may include but not be limited to: age, identification, citizenship, residence, student status, and employability. **Visit the CAAP Service Center located at 1235 Mission Street or call 415-558-CAAP (415-558-2227) to inquire about eligibility.**

#### WHAT TO EXPECT ON YOUR FIRST VISIT TO CAAP

Visit the Service Center at 1235 Mission Street during normal business hours, and tell the lobby receptionist that you want to apply for CAAP. You will receive a short screening form to complete and a numbered ticket. Complete the form while you wait for your number to be called, which will be announced, as well as shown on the monitors around the office. Once called, bring your screening form to the appropriate counter and reception staff will give you a CAAP application and an initial appointment to meet with a worker.

#### HOW TO PREPARE FOR YOUR INITIAL APPOINTMENT

You can get a head start by coming to your initial appointment prepared with the following:



- Any U.S. state-issued identification card or driver’s license. *Expired identification may be acceptable as well.*
- Social Security Number. *Card is not required.*
- Verification of your citizenship status. *For example, Forms I-551 or I-151 (“green card,” naturalization certificate, etc.)*
- Verification of any income, such as:
  - Last pay stubs from your most recent job
  - Most recent stubs from unemployment, disability, or SSA retirement benefits, etc.
- Verification of your personal property, if applicable. Examples include:
  - Bank statements
  - Vehicle registration
  - Life insurance policy documents
  - Retirement account documents
- Verification of residency in San Francisco
  - If you are homeless, you may be able to get a letter of residency from a community agency that you visit regularly for their services.
  - If you are housed, talk to your landlord to get a letter with his/her contact information telling us whether or not you’re paying rent, and when you started living there.
  - In addition, you will need to provide verification of the address, such as a utility bill, lease agreement, rent receipt with manager stamp/letterhead, etc.

**HOW TO APPLY:**

- To apply for CAAP, visit 1235 Mission Street (between 8th and 9th Streets) Monday-Friday, 8:00am - 5:00pm.
- To learn more or inquire about eligibility, contact: 415-558-CAAP (415-558-2227)

## CALWORKS

If you are an adult with dependent children, you may be eligible for CalWORKs. CalWORKs provides financial support and a variety of services to help you get back on your feet and into the workforce. An employment specialist will work with you to follow an individualized employment plan. Even after you have found a job and no longer need cash assistance, you can receive support to pay for child care, transportation and follow-up services available to help you stay employed and move to better paying work. If you participate in CalWORKs, you may receive:

- Financial support (up to 60 months for parent, and to age 18 for eligible children)
- Job preparation, assessment, training, and employment counseling
- Education and job search activities
- CalFresh (Formerly Food Stamps)
- Medi-Cal
- Subsidized child care
- Transportation allowance
- Financial assistance with uniforms, books, or other support needed to participate in work activities
- Counseling for mental health, substance abuse, and domestic violence issues
- Homeless assistance for move-in costs of securing a new residence
- Payment of up to two months of back rent to prevent eviction

**To apply, or inquire about eligibility, contact:**

SF Human Services Agency-CalWORKs  
170 Otis Street  
San Francisco, CA 94103  
Monday-Friday, 8:00am - 5:00pm  
(415) 557-5100

## **CAL FRESH (FORMERLY KNOWN AS FOOD STAMPS)**

CalFresh, formerly known as the Food Stamp Program, is a government program designed to eliminate hunger and improve the health of low-income families and individuals by providing funds to access a nutritious diet.

Income limits (below 200 percent of the federal poverty level) and some non-financial eligibility factors determine who qualifies for CalFresh benefits. In San Francisco, CalFresh is distributed via Electronic Benefit Transfer (EBT) card, which may be used at grocery stores and farmers' markets. Homeless, elderly, or disabled individuals qualify to use CalFresh at dozens of restaurants across San Francisco.

Those with criminal records, including a drug felony, may be eligible to receive CalFresh benefits. Being on probation or parole does not impact your CalFresh eligibility. However, you cannot be a fleeing felon (i.e., have a warrant) or be in violation of your probation or parole and qualify for CalFresh.

You may apply for CalFresh in person, by mail, or online. If you are found eligible for the CalFresh program, you can begin receiving benefits as soon as three days after you apply. Apply online at [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org), on the CalFresh mobile site [www.GetCalFresh.org](http://www.GetCalFresh.org) or call our office at (415) 558-4700 if you have any questions. Application forms are available in 15 languages, including English, Chinese, Russian, Spanish, Tagalog, and Vietnamese. You may request a new application form, or submit a completed application to:

### **Mailing Address**

P.O. Box 7988  
San Francisco, CA 94120

### **Physical Locations**

- 1235 Mission Street, between 8th and 9th Streets
- 1440 Harrison Street, between 10th and 11th Streets
- 170 Otis Street, on the west side of Van Ness Avenue, for families applying for CalWORKs
- 3120 Mission Street, one block south of Cesar Chavez Street
- 2 Gough Street, on the corner of Gough Street and Otis Street, for older adults, adults with disabilities or veterans
- 564 6<sup>th</sup> Street, between Bryant and Brannan Streets

### **Online Application:**

[www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org)  
[www.GetCalFresh.org](http://www.GetCalFresh.org)

### **CalFresh**

Phone: (415) 558-4700  
(855) 355-5757 (Toll Free)  
Hours: Monday-Friday, 8:00am - 5:00pm

## SOCIAL SECURITY ADMINISTRATION BENEFITS

The Social Security Administration (SSA) is a federal agency that administers Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), among other programs. **Benefits may be available to adults and children (if child's disability started before age 22).**

**SSI** 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)** provides benefits to aged, blind and disabled people who have worked a certain number of years and paid Social Security taxes. The income limitations that apply to SSI/SSP do not apply to SSDI.

To find out more about these programs, call 1-800-772-1213, Monday-Friday, 7:00am-7:00pm. However, it is generally best to go in person to a Social Security District Office.

All offices' Hours: Monday-Friday, 9:00am to 4:30pm

San Francisco District Office, Downtown  
90 7<sup>th</sup> Street, Annex 1<sup>st</sup> floor (7<sup>th</sup> and Mission St.)  
1 (866) 964-5051

San Francisco District Office, Mission  
1098 Valencia Street (Valencia & 22<sup>nd</sup> St.)  
1 (866) 755-6323

San Francisco District Office, Financial District  
560 Kearny Street (California & Sacramento St.)

Applying for SSI or SSDI may be time-consuming. Seek out assistance from a service provider listed in this Guide, or contact the Volunteer Legal Services Program of the Bar Association of San Francisco, by calling (415) 575-3130, or by dropping by Tuesdays between 1:00pm and 4:00pm at 1360 Mission Street, 2<sup>nd</sup> floor.

**Medicare Benefits** – These are medical benefits for adults 65 and older. If you or your spouse worked and paid Medicare taxes for at least ten years, you may be eligible for Medicare Benefits.

Contact the Social Security Administration immediately at the above number to understand enrollment, eligibility, and benefits. You can also call the Medicare Helpline at 1-800-633-4227 for information.

## VETERAN'S BENEFITS

If you served in the US Military, you may be eligible for Veteran's benefits, such as health care, disability compensation and pensions, education and training, vocational rehabilitation and employment, housing/home loans, life insurance, and more. Start by contacting the following key offices to see if you may qualify.

### County Veterans Service Office

If you have never filed for benefits before or you are unsure where to start, you can contact Veterans Service Office in San Francisco.

#### San Francisco County Veterans Service Office

**Location:** 2 Gough Street, San Francisco, CA 94103

**Phone:** (415) 934-4200, (800) 807-5799

**Fax:** (415) 934-4240

**Hours:** Monday – Thursday, 9:00am to 12:00pm;

1:00pm to 4:00pm, Friday: Appointment only

**Location:** 4150 Clement Street, Bldg. 2, Room 169, San Francisco, CA 94121

**Phone:** (415) 379-5613

**Fax:** (415) 750-2256

**Hours:** Monday – Thursday, 7:30am to 4:00pm

### Swords to Plowshares

Swords to Plowshares is a community-based organization dedicated to supporting veterans.

1060 Howard Street

San Francisco, CA 94103

Phone: (415) 252-4788

[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)

### San Francisco Vet Center

The San Francisco Vet Center connects veterans to services. Our primary service is individual psychotherapy for Post-Traumatic Stress Disorder, Depression, and Anxiety. Other services are referred to the V.A. Downtown Clinic or the V.A. Medical Center.

505 Polk Street

San Francisco, CA 94102

Phone: (415) 441-5051

Fax: (415) 441-5092

Hours: Monday – Friday, 8:00am to 4:30pm, and by special arrangement

### San Francisco VA Medical Center

4150 Clement Street

San Francisco, CA 94121-1598

Phone: (415) 221-4810

Member services office: (877) 487-2838

[www.sanfrancisco.va.gov](http://www.sanfrancisco.va.gov)

## HEALTHCARE INSURANCE

### MEDI-CAL

#### Medi-Cal Overview

Medi-Cal is free or low-cost health coverage for children and adults with limited income and resources.

- For more information on Medi-Cal for low-income adults, children, and families, contact the Human Services Agency:
  - **Phone:** 415-558-4700 or 855-355-5757 (Monday-Friday, 8:00am-5:00pm)
  - **In Person:** Human Services Agency, 1440 Harrison Street or 1235 Mission Street San Francisco, CA 94103 (Monday-Friday, 8:00 am-5:00pm)
- For more information on Medi-Cal for older adults and adults with disabilities, or long-term convalescent care, contact the Department of Aging and Adult Services:
  - **Phone:** 415-355-6700
  - **In Person:** 2 Gough Street, San Francisco, CA 94103 (Monday-Friday, 8:00 am-5:00pm)

#### Who can qualify for Medi-Cal?

Medi-Cal covers low-income adults, families with children, seniors, persons with disabilities, children in foster care as well as former foster youth up to age 26, and pregnant women.

#### How can I apply for Medi-Cal?

If you live in San Francisco, you can apply several ways:

- **Phone:** 415-558-4700 or 855-355-5757 (Monday-Friday, 8:00am-5:00pm)
- **In Person:** Human Services Agency, 1440 Harrison Street or 1235 Mission Street, San Francisco, CA 94103 or 2 Gough Street for older adults, adults with disabilities or veterans (Monday-Friday, 8:00 am-5:00pm)
- **Online:** [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) (available 24 hours 7 days a week)

Otherwise, if you need to find county offices outside of San Francisco, check the following: [www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx)

#### After Applying

If you qualify for Medi-Cal, you will get a Benefits Identification Card (BIC) in the mail, and a list of available health plans to choose from. With the card, you can begin to use your health care as a new Medi-Cal member.

In some cases after you apply, the county may need to clarify or get more information from you so that they can make sure you qualify for Medi-Cal or other affordable health coverage.

If you have applied and haven't received a Benefits Identification Card (BIC), please do not apply again but contact the Medi-Cal Service Center either by phone or in person.

#### The Affordable Care Act

The Affordable Care Act (Obamacare) was signed into law by President Barack Obama on March 23, 2010. The law expands health coverage to all U.S. citizens and Legal Permanent Residents. If your employer does not provide health coverage, or if you are unemployed, you can sign up for health

coverage through Covered California. Depending on your income, you may qualify for low or no-cost health coverage through Medi-Cal.

### **What is the difference between Medi-Cal and Covered California?**

Medi-Cal offers low-cost or free health coverage to eligible residents with limited income. If you don't qualify for Medi-Cal, Covered California may be an option for you. Covered California is the state's health insurance marketplace where Californians can shop for health plans and access financial assistance if they qualify for it. Medi-Cal plans and Covered California plans both offer a similar set of important benefits, called "essential health benefits."

### **How can I apply for Covered California?**

You can apply online at [www.coveredca.com](http://www.coveredca.com). This single application will let you know if you qualify for Covered California or Medi-Cal coverage.

If you need help applying or have questions, you can contact a trained Certified Enrollment Counselor (CEC) for free. Search a list of local Certified Enrollment Counselors ([www.coveredca.com/get-help/local/](http://www.coveredca.com/get-help/local/)) or call (800) 300-1506.

## **OTHER AVAILABLE HEALTHCARE COVERAGE IN SAN FRANCISCO**

**If you do not qualify for health coverage under the Affordable Care Act** (for example, if you are undocumented), San Francisco has a strong network of primary care clinics and connections to healthcare for almost all residents of San Francisco. Connecting to Healthy San Francisco is the first best step to get connected to the care that you need. [www.healthysanfrancisco.org](http://www.healthysanfrancisco.org)

## **HEALTHY SAN FRANCISCO**

You may qualify for Healthy San Francisco if you are ALL of the following:

- A San Francisco resident who can provide proof of San Francisco residency;
- Uninsured for the last 90 days;
- Not eligible for public insurance program (Medi-Cal, Healthy Families, or Healthy Kids™);
- Between the ages of 18 and 64; and
- Living within program income guidelines.

Healthy San Francisco is available to San Francisco residents regardless of immigration status, employment status, or pre-existing medical conditions.

### **HOW TO APPLY FOR HEALTHY SAN FRANCISCO**

#### **STEP 1: Determine if you qualify to apply for the program by contacting Healthy San Francisco**

- Call the Healthy San Francisco Hotline at (415) 615-4555, M - F, 8:30am to 5:30pm
- Call the San Francisco City Information Line at 3-1-1 (San Francisco only), 24/7
- Email [info@healthysanfrancisco.org](mailto:info@healthysanfrancisco.org)
- Write to Healthy San Francisco, PO Box 194287, San Francisco, CA 94119

## STEP 2: Make an appointment to apply (All applications are done in-person. No Drop-In services.)

- Call a specific participating clinic to set up an appointment (listing available online: [www.healthysanfrancisco.org](http://www.healthysanfrancisco.org)).
- Call the Hotline to select a clinic and get a phone number to make your appointment.
- When you go to your appointment, you will need to bring all required documents:
  - Personal identification
  - Proof of residency
  - Proof of household income and assets

## STEP 3: Complete a Healthy San Francisco Application.

Only a Certified Application Assistor can complete and submit a Healthy San Francisco application. If you qualify, you will receive a Summary Sheet with instructions on how to access medical services. You will then receive a Participant ID Card and a Participant Handbook in the mail. If you are required to pay a fee, you will receive a bill in the mail within the next month.

### HEALTHY KIDS

- **Benefits:** Provides medical, dental, and vision coverage.
- **Cost:** Depending on income and family size, Healthy Kids & Young Adults members pay either \$48 or \$108 a year. Financial assistance is available.
- **Eligibility:** Services are available to uninsured individuals and those younger than 18 years of age; San Francisco residents, U.S. citizens, nationals, eligible qualified immigrants, or undocumented immigrants; individuals not eligible for no-cost Medi-Cal or the Healthy Families program; individuals who meet the income guidelines.
- **For information or to apply:** (415) 777-9992 or (888) 558-5858.

### HEALTHY WORKERS

- **Benefits:** Healthy workers is ONLY currently offered to ELIGIBLE providers of In-Home Support Services (IHSS) and a select category of temporary, exempt, as-needed employees of the City and County of San Francisco. Healthy Workers members have access to many medical services through the San Francisco Department of Public Health (DPH). Dental services may be available.
- **Cost:** The cost is \$3 per month and it is automatically deducted from paychecks.
- **Providers for In-Home Supportive Services (IHSS):** to find out if you're eligible for Healthy Workers or to apply, contact the IHSS Public Authority at (415) 243-4477.
- **Temporary, exempt, as-needed employees of the City and County of San Francisco** should contact the Department of Human Resources at (415) 557-4942 for more information.



## INCOME

### YOUR IDENTITY

You need to know about your Identity.

When you are released, take steps to understand if your identity is in trouble:

**Do you have any warrants? Get a copy of your RAP sheet to review.**

**Do you have any outstanding fines or payments?**

Do you have any outstanding charges associated with child support or court rulings to pay damages or restitution, and/or court or defense costs? Uncover this information with the help of your probation or parole agent.

### CREDIT

**Conduct a credit background check on yourself.**

The Fair Credit Reporting Act (FRCA) requires several nationwide companies to provide you with a free copy of your credit report, at your request, once every 12 months.

You can order a free credit report online:

- [www.annualcreditreport.com](http://www.annualcreditreport.com)

### MONEY

#### BANKING

Start “banking” your money by opening a savings or checking account. Avoid check cashing and payday loan businesses, because they charge fees to cash your checks and loan you money. Learn about how to become a “banked San Franciscan.” Go to [www.bankonsf.org](http://www.bankonsf.org).

To open an account, you will need:

- Government issued photo ID like a State driver’s license.
- A utility bill or other official piece of mail that proves your address.
- If you have it, also bring your social security card/number. (You do not need a social security number to open a checking account, but you will need it to open a savings account.)

Many people are nervous about opening accounts because of prior financial problems – bounced checks or overdrawn fees. Bank on San Francisco is a service to help people deal with past banking obstacles and to help you understand the value of banking your money.

To open an account, you can go to a variety of places that are partners in San Francisco’s Bank On San Francisco program:

- Bank of America
- Bank of the West
- Chase
- Citibank
- Community Trust. A division of Self-Help Federal Credit Union
- Northeast Community Federal Credit Union
- Patelco Credit Union
- Redwood Credit Union
- San Francisco Federal Credit Union
- Spectrum Federal Credit Union
- Union Bank of California
- East West Bank
- US Bank
- Wells Fargo

## MONEY MANAGEMENT

When you know where your money goes, it's easier to pay your bills on time, save money each month, and find financial freedom. To get started, think about your money. Money should go towards things you need, things you want and towards your debts or into savings.

**Some expenses are required every month.** A place to live, a way to get around, and nutritious food to eat are things you can't live without. Every month you make rent or mortgage payments and spend money on utilities as well as transportation. Many people pay for different types of insurance and some pay for school fees and loans.

These expenses are things you can't do without. Ideally, this should be half of your budget. If you lose your job, or have an unexpected emergency expense, these are the things that you will still have to spend your money on.

Do you enjoy watching cable television, shopping, or eating in restaurants? While these aren't things you need, it's your life and you should enjoy it with a budget that fits you best.

The best budget includes money to meet your needs and your wants as well as save for your future. When you put money into your savings, you can better plan for your retirement or education for your family.

Credit cards, payday lenders, and rent-to-own furniture stores charge very high interest rates. It's important to pay down these debts first so that your savings can go farther.

If you need help getting started, build a budget and seek credit counseling to take control of your money!

## CREDIT COUNSELING

If you find that you are so indebted that you need help, contact a reputable non-profit credit counseling agency. Do not fall for the many predatory scams that are advertised as debt counseling. One well-known and reputable non-profit credit counseling agency is Money Management International (MMI). It provides credit counseling as well as other financial educational services.

Counseling is also available 24 hours a day, 7 days a week by phone: 1 (866) 889-9347. Website: [www.moneymanagement.org](http://www.moneymanagement.org)

## CONSUMER CREDIT COUNSELING SERVICE OF SAN FRANCISCO

Consumer Credit Counseling Service of San Francisco (CCCS) is a non-profit service and a member of the National Foundation for Credit Counseling (NFCC). By providing comprehensive financial counseling and education, CCCS helps consumers achieve financial independence through debt reduction, homeownership, and improved money management skills. There is no charge for money management, debt, or housing counseling services. Debt Management Plan participants pay a small monthly administrative fee to cover the cost of handling their accounts. [www.cccsf.org](http://www.cccsf.org)

### To Get Connected

**Contact Person:** Staff

**Phone:** (800) 777-7526

**Email:** [info@ccssf.org](mailto:info@ccssf.org)

**Intake Hours:** Monday - Friday, 8am-5pm

**Location:** 595 Market Street, 15<sup>th</sup> Floor, San Francisco, CA 94104

**Notes:** Please call first to schedule an appointment.

### Things To Know

**Languages Spoken:** English, Spanish.

**Client fees:** Free and low cost.

**Eligible Population:** All individual 18 years of age and older

**Faith Based:** No.

**Direct Services:** Debt Management; Credit Counseling; Financial Counseling; Homeownership Counseling; Workshops. Referrals to other resources available as needed.

## SAVINGS

Saving is important because having it (whatever the amount) brings you peace of mind and the ability to pay for things without using credit.

### **Start Saving Now.**

Even if you think you can't afford it – Even if it is only a few dollars out of each paycheck.

### **What's next?**

If you're going to start saving, you'll need to have a budget (for assistance building your budget, check out The Beehive, online at [www.thebeehive.org](http://www.thebeehive.org)). Use these seven steps to make a successful financial plan:

1. Start as early as possible
2. Set goals (short- and long-term)
3. Tell your family members or others with whom you share finances
4. Support your plan with a practical, working budget
5. Do your homework – think about your options and be flexible
6. Put your plan in writing
7. Review your plan every month or two

Budgets are just the beginning. Your plan won't make much sense unless you also learn to build credit, save, and invest wisely.

The best way to make a budget for the future is to figure out how you spend your money now. First, look at where your money comes from and where it goes. Track all of your income and expenses for one month before creating your budget. You'll need to keep track of all of your purchases by writing them down by category in a notebook or holding on to receipts organized by category.

Write down how much you spend in each category every month. Don't forget to include money that you save each month to help you meet your future goals. Be realistic about your budget, so that it's easy for you to follow.

### **Step One: Calculate Income**

Your income is the most important part of your budget—it allows you to take care of your family and yourself. You can put that money into a budget to figure out how you spend your money now and how to make the most of it in the future.

### **Step Two: Calculate Expenses**

It is also important to know where you spend your money. Keeping track of your receipts and watching your statements is the best way to see how much you spend. If you already have a way of recording daily expenses, like a diary, use that information to fill out this section.

### **Step Three: Calculate Assets**

There are many ways to look at your personal finances. You may own some things that are worth money that you never even considered. Think about things like electronics, jewelry, or even your home. These things, plus the money in your savings or investment accounts, are part of your assets.

### **Step Four: Calculate Debt**

If you are struggling with debt, you can help yourself by making a plan. You might owe money to many people or companies, but you can make a big difference by writing down those numbers. Be

honest with yourself about how much you owe. Once you know how much you have to pay, your budget plan can help you figure out how to get rid of your debt.

Do not enter any account numbers in this section. You will only need to write the amount of money you owe.

### **Prioritizing Your Budget**

If your budget shows you have more expenses than income, there are many ways to get out of trouble. Remember, everyone has different priorities. You will have to make the decisions that are right for you.

#### **What payments should I make first if I don't have enough money to pay for all my bills?**

1. First, pay off your necessary household expenses, such as rent or mortgage, utilities, and food. You need to pay your rent or mortgage to ensure you don't get evicted or have your property foreclosed upon. Think about the health and safety of your family when making these types of decisions.
2. Many utilities, such as the telephone company, electric company, and gas company, have programs to lower your bill if you qualify. If you think you need assistance, contact your utility company.

#### **What should I do if I can pay off my monthly household expenses, but am having trouble paying off my loans?**

1. Pay off the loan with the highest interest rate first to save on interest payments.
2. Talk to your creditor. Your creditor may be willing to reduce your payments or change the terms to accommodate your situation by offering extensions, smaller payments over a longer period of time, or accepting partial payments.
3. Get a debt consolidation loan. Be cautious of this option. If loan fees and interest rates are too high, it may not be the best option for you.
4. Get professional advice. Reputable credit counselors can help you deal with your financial problems. Some organizations charge little or nothing for their services.
5. Be cautious of companies that promise to fix your credit problems right away. Credit repair can be a long process that might take several years.

### Sample Daily Spending Diary Worksheet

Use this budgeting tool to track where your money is going. You are far more likely to save your money when you see how much small purchases, like cigarettes and soda, can add up.

Day	What did I spend my money on today?
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

### Monthly Payment Schedule

Track all of your income and expenses in a format similar to below for each month. Write out these columns, and space to write in your expenses and income. When the expense has been paid, enter the date in the paid column.

Income	Expenses/Bills	Pay or Due Date	Amount Due	Paid

## CHILD SUPPORT

The San Francisco Department of Child Support Services works to empower parents to provide for the economic needs of their children. The San Francisco Department of Child Support Services has an array of options available to support you in meeting your obligations by providing the resources you need. [www.SFGOV.org/dcss](http://www.SFGOV.org/dcss) or [www.facebook.com/sfdcsc](https://www.facebook.com/sfdcsc)

### COMPROMISE OF ARREARS PROGRAM (COAP)

The COAP program assists noncustodial parents with past due child support (arrears) owed to the State to compromise the debt by reducing the obligation that can be paid in a lump sum or in monthly payments over 36 months.

**Contact:** Vicente Blaz, Child Support Officer/COAP Coordinator

**Phone:** (415) 356-2871 **Fax:** (415) 356-2773 **Email:** [vicente.blaz@sfgov.org](mailto:vicente.blaz@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### CUSTOMER SERVICE OUTREACH (COMMUNITY & JAIL OUTREACH PROGRAM)

The Community and Jail Outreach Program holds workshops with various groups, including treatment facilities, to educate and assist noncustodial parents with their child support cases, obligations, and issues. The Jail Outreach Program assists incarcerated noncustodial parents with resolving child support needs that arise as a result of their incarceration.

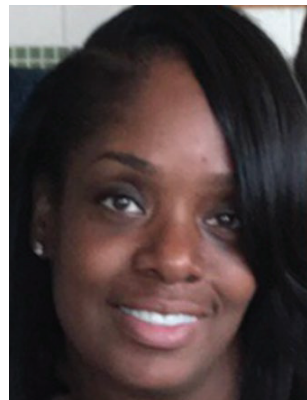
**Contact:** Freda Randolph Glenn, Operations Manager

**Phone:** (415) 356-2901 **Email:** [Freda.randolph@sfgov.org](mailto:Freda.randolph@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### IN THE SPOTLIGHT: *TRACI WATSON*

Traci Watson strives to give back, as San Francisco native; she works in the field of recovery and with homeless people, with compassion because those were the struggles she one had battled. Witnessing the challenges of her community, particularly by women fighting to get their lives back on track and in order, she was motivated to break barriers so that women could grow spiritually and emotionally.



Traci is the founder of the nonprofit organization Sister's Circle Women's Support Network whose mission is to empower women with the skills they need to achieve a healthier life by addressing social and behavioral challenge unique to women.

# HOMELESS SERVICES

## ADULT SHELTER SYSTEM

The Adult Shelter System provides short-term emergency shelter for up to 90 days to adults experiencing homelessness in San Francisco. If you are an adult without children in your custody, you can access same day emergency shelter and make a 90-day shelter by visiting a **CHANGES Shelter Reservation Site**. Please see information below to learn more about making Shelter Reservations via the CHANGES reservation sites and 311. Visit the Department of Homelessness and Supportive Housing (HSH) to learn more [www.hsh.sfgov.org](http://www.hsh.sfgov.org)

### CHANGES SHELTER RESERVATION SITES/311 SHELTER RESERVATION WAITLIST

If you are seeking same day emergency shelter and/or a 90-day shelter bed reservation for the first time you will need to create a profile in the Adult Shelter System by visiting a CHANGES Shelter Reservation Site, detailed information on each site is available on the next page.

CHANGES Shelter Reservation sites will assist with the following:

- Creating profile in Adult Shelter System
  - Please note TB Clearance, Photo and Fingerprint is required to make Shelter Reservations (311 cannot do this)
- Making a 90-day bay shelter bed reservation/getting on the 311 Shelter Reservation Waitlist
- Explaining 311 Shelter Reservation Waitlist process and how you can check your spot on the waitlist
- Assist you in contacting 311 when you are at the top of the waitlist.
- Answer questions regarding the 311 Shelter Reservation Waitlist or additional resources.

Once a profile has been created, you may...

- Call 311 to make a 90-day shelter bed reservation and get on the waitlist
  - You may have only one place on the list at a time.
  - Previous shelter guests should call 311 for additional 90-day shelter if needed.
- Go to a CHANGES reservation site after 4:30 daily for 1-night bed and weekend stays.
  - Please note 90-day reservations are made through the 311 Shelter Reservation Waitlist process only. Shelters do not make reservations.

Waitlists are updated and posted daily. Check your place on the waitlist by:

- Viewing posted Waitlists at various locations and online
- Asking for help at a CHANGES reservation sites and shelters
- Calling 311 or looking online at: [www.sf311.org/waitlist](http://www.sf311.org/waitlist)



## **CHANGES Shelter Reservation Sites:**

### **GLIDE WALK-IN CENTER**

**Language(s) Spoken:** English, Cantonese and Spanish

**Location:** 330 Ellis Street, #101, San Francisco, CA

**Hours:** Monday - Friday: 7:00am to 11:00am; 4:00pm to 9:00pm

**Phone:** (415) 674-6012 **Fax:** (415)775-1989

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

### **MISSION NEIGHBORHOOD RESOURCE CENTER**

**Language(s) Spoken:** English and Spanish

**Location:** 165 Capp Street, between 16<sup>th</sup> and 17<sup>th</sup> Streets, San Francisco, CA

**Hours:** Monday – Friday: 7:00am to 12:00pm and 2:00pm to 7:00pm (Thurs until 5pm)

Saturday: 7:00am to 12:00pm

**Phone:** (415) 869-7977 **Fax:** (415) 241-9758

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

**Notes:** Access site for LBGQT shelter site

### **MULTI-SERVICE CENTER (MSC) SOUTH**

**Language(s) Spoken:** English

**Location:** 525 5<sup>th</sup> Street, San Francisco, CA

**Hours:** 24 Hours; Shelter Reservations from 5:00pm-1:00am

**Phone:** (415) 597-7960 **Fax:** (415) 597-7946

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

### **UNITED COUNCIL OF HUMAN SERVICES (MOTHER BROWNS)**

**Language(s) Spoken:** English and Spanish

**Location:** 2111 Jennings Street, between Van Dyke and Wallace Avenues, San Francisco, CA

**Hours:** 24 Hours Everyday; 9:00am to 5:00pm (Office Hours)

**Phone:** (415) 671-1100 **Fax:** (415) 822-3436

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

## OTHER EMERGENCY SHELTERS FOR ADULTS

The following shelters are accessible outside the Adult Shelter Reservation System. Please carefully read the notes of each shelter site for eligibility and access information.

### INTERFAITH WINTER SHELTER PROGRAM-SCATTERED SITES

**Language(s) Spoken:** English

**Location:** Sites vary-visit [www.hsh.sfgov.org/services/emergencysHELTER/](http://www.hsh.sfgov.org/services/emergencysHELTER/)

**Notes:** The Interfaith Winter Shelter Program operates annually during the winter season. Spaces are reserved on a first come, first served basis each Sunday-it is recommended to line up at least a half hour before opening time. The reservation ticket will allow the guest a seven-night stay. Two meals will be served to shelter guests each night. You must claim space nightly. Unclaimed 1-night spaces may be available 15 minutes after doors open.

### LARK INN

**Language(s) Spoken:** English, Spanish

**Location:** 869 Ellis Street, San Francisco, CA 94109

**Contact:** 415-749-2968 or 800-477-8223

**Eligibility:** Young Adults 18-24

**Notes:** Come in or call to get on waitlist for bed-first come, first served. For emergency shelter arrive at 6:45pm to claim bed if available.

### PROVIDENCE WOMEN'S SHELTER    BETHEL A.M.E. CHURCH

**Language(s) Spoken:** English

**Location:** 916 Laguna Street, San Francisco 94115

**Contact:** Women's Shelter—Lamar Simpson, Supervisor at (415) 706-3660

**Eligibility:** Women without minor children

**Notes:** Reservation for a weekly bed are made in person each Sunday at 6pm—on a first come, first served basis. The shelter's capacity is 30 women. A person without reservation may stay at the shelter on a one-night basis if there is space.

## DOMESTIC VIOLENCE SHELTERS

If you are in danger of violence, seek help. The following shelters offer temporary housing at confidential locations.

### ASIAN WOMEN'S SHELTER

The mission of the Asian Women's Shelter (AWS) is to eliminate domestic violence by promoting the social, economic, and political self-determination of women. AWS is committed to every person's right to live in a violence-free home. It specifically addresses the cultural and language needs of immigrant, refugee, and U.S.-born Asian women and their children. AWS's perspective is reflected in the agency's broad strategy, which integrates culturally knowledgeable and language-accessible shelter services, educational programs, and community-based initiatives and advocacy.

[www.sfaws.org](http://www.sfaws.org)

#### To Get Connected

**Contact Person:** Crisis Line

**Phone:** (415) 751-0880

**Crisis Line:** Monday – Friday, 9:00am-5:00pm.  
After hours, crisis line rolls over to WOMAN, Inc.

**Mailing Address:** 3543 - 18th Street #19, SF, CA 94110

**Notes:** No referral needed. Call crisis line at any time. Location is confidential, so no drop-ins, but call to get connected with services

#### Things To Know

**Languages Spoken:** Arabic, Bengali, Cantonese, Dutch, Gujarati, Hindi, Indonesian, Japanese, Javanese, Kannada, Khemer, Korean, Lao, Mandarin, Mangolian, Nepali, Punjabi, Russian, Spanish, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Toisanese

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated

**Client fees, if any:** None

**Eligible Population:** Survivors of violence, especially domestic violence and human trafficking, of all walks of life are welcome. Please note: AWS also has specific support services for LGBT survivors through our Queer Asian Women and Transgender Support (QAWTS)

**Faith Based:** No

**Direct Services:** Emergency Shelter; Rental Move-in Assistance; Access to Internet; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Phone/Voicemail; Shower Facilities; Storage Facilities; Transit Vouchers; Health & Wellness Education; Intensive Case Management; Outreach; Childcare (Emergency); Children Program Activities; Parenting Support/Education; Services for Children. Referrals to other resources available as needed.

## LA CASA DE LAS MADRES

La Casa offers a comprehensive continuum of support services for survivors of domestic violence. La Casa offers safety-first, empowerment and client-centered services. It offers crisis response, emergency shelter, and ongoing counseling and resource advocacy. Ending or escaping domestic violence is a process. Services are confidential. Individuals do not have to leave the abusive partner before accessing support. [www.lacasa.org](http://www.lacasa.org)

### To Get Connected

**Phone:** (415) 503-0500

**24-Hour Hotline:** (877) 503-1850

**Fax:** (415) 503-0301 **Email:** [info@lacasa.org](mailto:info@lacasa.org)

**Hours:** Monday – Friday, 8:30am to 5:00pm

**Address:** 1663 Mission Street, Suite 225, San Francisco, CA 94103 or 850 Bryant Street, 5<sup>th</sup> Floor SVU, San Francisco, CA 94103

**Notes:** No referral needed. Drop-ins available. Shelter location is confidential.

### Things To Know

**Languages Spoken:** English, Spanish, Mandarin, Farsi, and others.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Free and confidential.

**Eligible Population:** Women; Transgender Women; Women w/ Children; Pregnant Women; Teens, Age 11-24; if facing domestic violence.

**Faith Based:** No

**Direct Services:** Emergency Shelter; Legal Assistance/Advocacy; Accompany to Court Dates; Help/Vouchers to Get State ID; Parenting Support; Services for Children; Counseling; Life Skills; Mentoring; Trauma Recovery; Victim Services. Referrals to other resources available as needed.

## ROSALIE HOUSE

St. Vincent De Paulo Society's Rosalie House is a 23 bed emergency shelter offering those fleeing from violence or other forms of domestic abuse a safe, temporary haven for up to 12 weeks.

[www.scdp-sf.org/rosalie-house](http://www.scdp-sf.org/rosalie-house)

### To Get Connected

**Support Line Phone:** (415) 255-0165

**Office Address:** 1175 Howard Street, San Francisco, CA 94103

**Notes:** Call Support Line for Shelter Monday – Friday, 9:00am - 5:00pm. After hours calls will for to domestic violence hotline for crisis counseling

### Things To Know

**Languages Spoken:** English, Spanish, other languages via interpreter.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Free and confidential.

**Eligible Population:** Clean and sober individuals

**Faith Based:** Yes

**Direct Services:** Emergency Shelter; Counseling, Support Groups, Trauma Recovery, Referrals to other resources available as needed

## EMERGENCY SHELTER FOR FAMILIES

If you are an adult with minor children, and your family is currently homeless, please visit an Access Point to be assessed for shelter and housing assistance. For more information, please see the Access Points listed below. Operated by non-profit service providers, Access Points work with families experiencing homelessness to help them gain access to housing problem solving, shelter, housing opportunities, and other services for which they may be eligible from the San Francisco Homeless Response System.

### BAYVIEW ACCESS POINT CATHOLIC CHARITIES

**Language(s) Spoken:** English and Spanish

**Location:** 1641 LaSalle Avenue, San Francisco, CA 94124

**Hours:** Monday – Friday: 8:30am to 5:00pm (Mondays until 7pm)

**Phone:** (415) 430-6320

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT. Please try to bring documentation for assessment including Proof of Income, Social Security Cards and Birth Certificates for all family members.

### CENTRAL CITY ACCESS POINT COMPASS FAMILY SERVICES

**Language(s) Spoken:** English and Spanish

**Location:** 37 Grove Street, San Francisco, CA 94104

**Hours:** Monday – Friday: 9:00am to 5:00pm (Wednesdays until 7pm, Closed Tuesdays 1:00pm-3:00pm)

**Phone:** (415) 644-0504

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT.

### MISSION ACCESS POINT CATHOLIC CHARITIES

**Language(s) Spoken:** English and Spanish

**Location:** 3270 18<sup>th</sup> Street, San Francisco, CA 94110

**Hours:** Monday – Friday: 8:30am to 5:00pm

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT.

## OTHER EMERGENCY SHELTERS FOR FAMILIES

If you are in need of immediate, one-night shelter for families, the following shelters offer beds on a nightly basis (until full). If a family requires shelter, they can call First Friendship Shelter for a reservation at 415-642-0221 from 12pm to 2pm, Monday through Friday. However, if a family needs emergency shelter after 2pm for that night, visit First Friendship or Providence Shelter (both listed below). Families are not required to go to an Access Point in order to seek shelter at First Friendship

### FIRST FRIENDSHIP

**Language(s) Spoken:** English and Spanish

**Location:** 501 Steiner Street, San Francisco, CA (Western Addition)

**Hours:** Call in times for beds are from Monday- Friday, 12pm -2pm, Claim space by 6pm

**Phone:** (415) 642-0221

**Accessibility:** Doors open to families with reservations at 3pm and can stay until 7am each morning

### MISSIONARIES OF CHARITY

**Language(s) Spoken:** English and Spanish

**Location:** 55 Sadowa Street, San Francisco, CA

**Phone:** (415) 586-3449

**Accessibility:** Call for open availability for single pregnant women and sometimes women with children under 5, women can stay until giving birth with possible extension

### PROVIDENCE SHELTER

**Language(s) Spoken:** English and Spanish

**Location:** 1601 McKinnon Avenue, San Francisco, CA (Bayview)

**Phone:** (415) 641-8719

**Hours:** Call in times for beds are 11am and 5pm

**Accessibility:** No need to call or make a reservation; doors open to families at 8pm and can stay until 7am each morning

# HOUSING

## TRANSITIONAL HOUSING

Transitional housing is a place to stay temporarily, usually with supportive services available where you live, and referrals to services in the community.

### **ARA FIRST STEP HOME *SOBER LIVING HOUSE***

The Alcoholics Rehabilitation Association of San Francisco, Inc., operates the ARA First Step Home, a residence for men and women who are suffering from alcoholism. Our main objective is to return the alcoholic to his or her rightful place in society. The recovery program is oriented towards Alcoholics Anonymous. Help is also provided to make use of community resources to aid in the recovery process. [www.arafirststephome.com](http://www.arafirststephome.com)

#### **To Get Connected**

**Contact Person:** ARA Staff

**Phone:** (415) 863-3661 **Fax:** (415) 863-3670

**Email:** arahouse@pacbell.net

**Office Hours:** 7 days a week, 9:00am - 5:00pm

**Intake Hours:** Monday, Wednesday, Friday  
6:30am - 9:30am

**Location:** 1035 Haight Street, San Francisco, CA 94117

**Notes:** Applicants are referred to the house by institutions, clinics, AA clubs, members, doctors, and other responsible individuals. If you are on probation or parole, you must be on supervision in San Francisco. We do not accept probationers or parolees from other counties.

#### **Checklist**

1. Call to be sure you meet the minimum requirements.
2. Telephone Interview are done Mon-Fri 9am-5pm
3. Once accepted to waiting list, check-in Mon, Wed, & Fri 9-5
4. Know the House Meeting requirements.
5. Valid identification
6. TB test required upon entering or within 1st seven days.

**Direct Services:** Sober Living; Transitional Housing; Meals; AA Meetings. There are meetings of Alcoholics Anonymous held at the Home each week. Attendance at meetings is considered a requirement of residence in the Home.

#### **Things To Know**

**Languages Spoken:** English

**What to Bring:** CA ID

**Client fee, if any:** Call for information. No SSI accepted.

**Eligible Population:** The primary qualifications for residence in the ARA First Step Home are:

1. Completion of a primary program (minimum 28 days) within the last year.
2. An honest and sincere desire to gain and maintain sobriety.
3. The need for food, shelter, and an atmosphere of friendly understanding.
4. Ability and willingness to accept gainful employment.

**Faith Based:** No

## **BAYVIEW SENIOR SERVICES *TRANSITIONAL HOUSING***

For over 45 years Bayview Senior Services, Inc. have been serving the community elders, specifically in the Bayview/Hunters Point area of San Francisco. Today, Bayview Senior Services has 5 sites from Bayview to the Fillmore: Dr. George Davis Center, Adult Day Care Center, Bayview Connect, Rosa Parks and Western Addition Senior Services. Our transitional housing services are for older men age 50. [www.bhpmss.org](http://www.bhpmss.org)

### **To Get Connected**

**Contact Persons:** Ceyante Pennix, MBA  
**Phone:** (415) 504-3389  
**Email:** [ceyante.pennix@bhpmss.org](mailto:ceyante.pennix@bhpmss.org)  
**Intake Hours:** Monday, Wednesday, Friday:  
10am-12pm  
**Location:** 1753 Carroll Street, San Francisco,  
CA 94124

### **Things To Know**

**Languages Spoken:** English  
**What to Bring:** CA ID  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** Call for price information.  
**Eligible Population:** Sober men 50 and over.  
**Faith Based:** No

**Direct Services:** Transitional Housing

## **CATS *A WOMAN'S PLACE-CARE PROGRAM***

The CARE Program offers Transitional Housing for up to 18 months available for HIV+ women (including transgender women) residents of San Francisco; services also include case management and – if needed – mental health counseling. [www.catsinc.org](http://www.catsinc.org)

### **To Get Connected**

**Contact Persons:** Pau Lagarde, HIV Case Manager/Mental Health Worker  
**Phone:** (415) 293-7364  
**Email:** [pau@awpcats.org](mailto:pau@awpcats.org)  
**Office Hours:** Sunday-Thursday, 8am-4pm.  
**Location:** 1049 Howard Street, San Francisco,  
CA 94103

**Notes:** Prefer that clients be referred by service provider, but clients can self-refer by calling contact person (above) and scheduling intake appointment. Clients must provide documentation of HIV+ status and income verification at intake. Program is Harm-Reduction-based: there are no sobriety requirements for clients, but no substance use is allowed on the premises.

### **Things To Know**

**Languages Spoken:** English, Spanish  
**What to Bring:** Letter of Diagnosis for HIV+ and TB clearance documentation – both within 6 months; current income verification.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** 30% of monthly net income, plus requirement to set aside additional money in savings account – amount to be determined.  
**Eligible Population:** Homeless HIV+ women (including transgender women) residents of San Francisco.  
**Faith Based:** No

**Direct Services:** Transitional Housing; Case Management; Mental Health Counseling.



## CENTER ON JUVENILE AND CRIMINAL JUSTICE (CJCJ) *CAMEO HOUSE*

In partnership with the San Francisco Adult Probation Department, the Center on Juvenile and Criminal Justice's Cameo House serves criminally involved pregnant and parenting women, who are certified as homeless (as defined by the City and County of San Francisco). The goal of Cameo House is to identify eligible women who are awaiting adjudication and recommend to the courts that they be sentenced to Cameo House in lieu of state prison or county jail, when appropriate. All women residing at Cameo House must have at least one child in their custody, have active reunification services with at least one of their children, or be pregnant at the time of enrollment. Cameo House is a 12-month program but clients can remain for up to two years. All residents must be willing to participate in case management and other clinical services as a condition of the residency. During their stay at Cameo House, women are expected to obtain employment, reunify with at least one of their children, remain clean and sober (verified through random UAs conducted at Cameo House at least once per month), satisfy their Probation requirements, and obtain steady employment, with the goal being for them to obtain and sustain permanent housing. Cameo House residents work intensively with our on-site Case Manager and Therapist to insure that all these objectives are met. [www.cjcj.org](http://www.cjcj.org)

### To Get Connected

**Contact Person:** Intake/Staff

**Phone:** (415) 703-0600 **Fax:** (415) 703-0550

**Facility Hours:** 24 hours/7 days

**Location:** Located in San Francisco

**Write To:** Cameo House, 424 Guerrrero St,  
San Francisco, CA 94103

**Notes:** Appointments required.

Clients may call for more information about the referral process.

### Things To Know

**Languages Spoken:** English and Spanish

**Client fees, if any:** To be discussed

**Eligible Population:** Formerly incarcerated women with young children. May not have a criminal conviction for a sex offense or be a registered sex offender.

**Faith Based:** No

**Direct Services:** Assistance with Permanent Housing; Transitional Housing; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Post-Incarceration Support; Restorative Justice/Survivor Impact; Money Management/Personal Financial Education; Representative Payee Services; Inmate & Parolee Legal Issues; Childcare; Family Reunification; Parenting Support/Education; Services for Children. Referrals to other resources available as needed.

## **GEO REENTRY SERVICES TAYLOR STREET FACILITY**

GEO Reentry Services' mission is to help prepare individuals to reintegrate back to society and be responsible individuals who are accountable for their actions. Placements usually last from six months to one year. [www.geogroup.com](http://www.geogroup.com)

### **To Get Connected**

**Contact Persons:** Jimmie Harding, BOP Director; Jason Carpenter, CDCR Parolee Service Center Director

**Phone:** (415) 346-9769

**Fax:** (415) 346-0358

**Facility Hours:** 24 hours/7 days

**Location:** 111 Taylor Street, San Francisco, CA 94102

**Notes:** Must be referred by CDCR Agent of Record or Federal BOP, Probation Officer/ Federal Pretrial services. Self-pay county beds. Call for info. No drop-ins.

### **Things To Know**

**Languages Spoken:** English, some Spanish.

**What to Bring:** TB Clearance. Program will assist entering clients in getting this.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Self-pay residents pay \$80/day. No sliding scale. All other residents are covered by an agency. BOP requires 25% of income for subsistence. No cost for CDCR residents, but residents must save 75% of net income in a savings account for their release.

**Eligible Population:** All individuals without criminal conviction for sex offense, arson, or who are not registered sex offenders.

**Faith Based:** No

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Shower Facilities; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Anger Management; Community Education & Mediation; Individual Counseling/Therapy; Post-Incarceration Support; Victim/Survivor Services; Basic/Remedial Education; GED & High School Education Referral; Reading/Literacy; Vocational Education; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Family Reunification; Parenting Support/Education. Referrals to other resources available as needed.

## GOOD SHEPHERD *GRACENTER*

As a Women's Secondary Recovery Program, Good Shepherd Gracenter offers housing, case management and supportive services. The program is based on 12-step spirituality and a holistic approach. The program's mission is based on a belief in the dignity and worth of each person as a child of God. Participants are expected to stay at least six months. [www.gsgracenter.org](http://www.gsgracenter.org)

### To Get Connected

**Contact Person:** Intake

**Phone:** (415) 337-1938

**Fax:** (415) 337-4668

**Email:** [Inquiry@gsgracenter.org](mailto:Inquiry@gsgracenter.org)

**Location:** 1310 Bacon St., San Francisco, CA 94134

**Notes:** No referral needed. Appointment needed. No drop-ins

### Things To Know

**Languages Spoken:** English

**What to Bring:** State-Issued ID, Social Security Card, TB Clearance; Medical Clearance

**Accessibility:** Yes

**Client fees:** Sliding scale

**Eligible Population:** Women and transgender women. May not have criminal convictions for sex or arson offenses. May not be a registered sex offender

**Faith Based:** Yes

**Direct Services:** Residential Treatment; Employment Placement; Money Management/Personal Financial Education; Mentoring.; Community Circles, Education; Access to Internet; Benefits Assistance

## IN THE SPOTLIGHT: *GEORGE TURNER*

George Turner grew up in Oakland, California. A self-described former underground entrepreneur, George managed to escape the bleak outcome of his loved ones and moved on to earn a Bachelor's degree in Sociology, and a Master's Degree in Gerontology from San Francisco State University.



George is the founder and Executive Director of Phatt Chance Community Services (PCCS), a non-profit organization providing vital transitional housing resources to individuals returning to the community after local, state, and federal incarceration. In addition to his PCCS directorship for the past thirteen years, George has twenty years of experience in intensive wrap-around case management, conflict resolution, violence prevention, cognitive-behavioral training, group facilitation, and substance use disorder counseling.

## LUTHERAN SOCIAL SERVICES OF NORTHERN CALIFORNIA *FORENSIC HOUSING PROGRAM*

The Forensic Housing Program is a HOPWA-funded transitional housing program for homeless HIV+ men and women (including transgender men and women) who've been incarcerated at the county, state or federal level within the past 12 months. The program provides short term emergency shelter and transitional housing of up to 18 months while participants receive coordinated case management support and auxiliary services to help stabilize their lives.

[www.lssnorcal.org/what\\_we\\_do/san-francisco-programs/supportive-housing/forens.html](http://www.lssnorcal.org/what_we_do/san-francisco-programs/supportive-housing/forens.html)

### To Get Connected

**Contact Persons:** Frank Perez, Program Manager

**Phone:** (415) 351-1337 **Fax:** (415) 351- 1228

**Email:** fperez@lssnorcal.org

**Hours:** Monday-Friday, 9am-5pm

**Location:** Tenderloin Area

**Notes:** Clients must be referred by a primary case manager from a participating partner agency-The Forensic AIDS Project, the San Francisco AIDS Foundation, the South East Health Center, the Alliance Health Project, UCSF Ward 86, the Tenderloin Area COE, Mission Neighborhood Health Center, the San Francisco Pretrial Diversion Project, the Tom Waddell Health Clinic and Positive Resource Center; referral process includes submitting program paperwork, letter of HIV+ diagnosis, income verification (if client already has income) and a care plan. Client must be willing to follow rules and participate in a program designed to provide stabilization and support a transition into permanent housing

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Referral by case manager only – please call or email for details

**Accessibility:** Not wheelchair accessible.

**Client fees, if any:** 30% of monthly adjusted income. Monthly savings is strongly encouraged.

**Eligible Population:** HIV+ men and women (including transgender men and women) who've been incarcerated at the county, state or federal level within the past 12 months.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Case Management. Additional program services include housing advocacy, money management services, linkages to HIV prevention, access to benefits counseling/advocacy, workshops/groups focused on teaching basic life skills, access to medical, access to oral health care, and access to behavioral health services targeting post-incarcerated individuals living with HIV/AIDS in the city and county of San Francisco, CA

## THE METROPOLITAN FRESH START HOUSE, INC.

The Metropolitan Fresh Start Program is a six-month (or longer) faith-based transitional and outpatient program designed for men struggling with life's problems. The program is designed to provide progressive rehabilitation based on time-tested social model programs: the process of learning through doing and experiencing, plus exposure of clients to positive role models through staff and volunteers. [www.metropolitanfreshstart.org](http://www.metropolitanfreshstart.org)

### To Get Connected

**Contact Person:** Intake Coordinator  
Administrator

**Phone:** (415) 242-2412 **Fax:** (415) 242-2414

**Email:** [admin@freshstarthouse.org](mailto:admin@freshstarthouse.org)

**Hours:** Office Hours: Daily, 8:00am to 5:00pm

**Office Location/Treatment Center:**

1300 30<sup>th</sup> Ave., SF, CA 94122

**Mailing Address:**

P.O. Box 12190, SF, CA 94117

**Notes:** No referral needed. Appointments only: Call Intake Coordinator. No drop-ins.

### Things To Know

**Languages Spoken:** English.

**Client fees, if any:** Minimum \$850/month for residential treatment. Funding available for veterans.

**Eligible Population:** Men, ages 18-80. Must be clean and sober, must not have any medical or mental health condition that would prohibit program participation. May not have conviction for sex offense or be a registered sex offender.

**Faith Based:** Yes - optional.

**Direct Services:** Alcohol/Drug Treatment; Anger Management; Clothing; Counseling; Food/Meals; Life Skills; Mentoring; Phone/Voicemail; Residential/Housing (6 months to 1 year); Showers; Transit Vouchers. Referrals to other resources available as needed.

## PHATT CHANCE COMMUNITY SERVICES

Phatt Chance Community Services (PCCS) is a nonprofit organization that provides safe, clean, and sober housing and reintegration services to individuals in the Bay Area. PCCS's clients include (and our doors are open to) formerly incarcerated men, veterans, and those with mental health diagnoses without alternative housing or support. PCCS's goal is to support successful community reintegration and to prevent recidivism, substance abuse relapse, and homelessness. With the option of both short- and long-term housing, our reintegration model provides maximum accountability paired with maximum flexibility. Program participants are supported and encouraged to pursue employment, continued education, and any additional off-site activities necessary or helpful to them as they heal and grow, restore their lives and families, and become engaged stakeholders in their communities. [www.phattchance.org](http://www.phattchance.org)

### To Get Connected

**Contact Person:** Intake/House Manager

**Phone:** (415) 822-9922

**Email:** [phattchancecommunity@gmail.com](mailto:phattchancecommunity@gmail.com)

**Intake Hours:** Monday through Friday, 8 am to 4 pm and by appointment

**Location:** San Francisco. Easily accessible by public transportation.

**Mailing Address:** Phatt Chance Community Services, Inc., 2443 Fillmore Street #216, San Francisco, CA 94115

### Things To Know

**Languages Spoken:** English.

**Client fees:** Based on individual service needs.

**Eligible Population:** Male only, 18 years and older.

**Faith Based:** No.

**Notes:** Long-term and short-term housing for men of any race, sexual orientation, ethnicity and faith.

**Direct Services:** Transitional & Long Term Housing; Clean & Sober Living; Mental Health Assessment and Treatment Referrals; Substance Use Disorder Education; Relapse Prevention and Intervention; Treatment Referrals; In-House Peer Support Groups; Self-Esteem and Community Building; Life Skills Training.

## RECOVERY SURVIVAL NETWORK (RSN) *FAMILY OF FRIENDS SOBER LIVING NETWORK*

Our Mission: to help those who want to help themselves. Our goals: provide intensive case management coupled with clean and sober housing to help transition participants into self-sufficiency. [www.rsn2000.org](http://www.rsn2000.org)

### To Get Connected

**Contact Persons:** Lou Gordon, Executive Director

**Phone:** (415) 552-1111 **Fax:** (415) 552-8444  
24 hour emergency hotline: 888-USE-NONE

**Email:** [rsn2000@gmail.com](mailto:rsn2000@gmail.com)

**Hours:** Monday – Friday, 9:00am to 5:00pm

**Notes:** For availability please contact Lou Gordon. Some RSN transitional housing requires a referral from SFAPD, Superior Court, or the SF Sheriff's Department, other units are available through the FoF Clean and Sober Living. Appointments preferred.

### Things To Know

**Languages Spoken:** English (translation for Spanish, Mandarin, Cantonese)

**What to Bring:** State-Issued ID, Social Security Card, Proof of SF Residency, TB Clearance Program will assist entering clients in getting these

**Accessibility:** Some facilities accommodate people with mobility impairments.

**Client fees, if any:** Clean and sober living housing rate is \$1200.00 per month

**Eligible Population:** Men, Women, Transgender people. Individuals required to register as a sex offender are accepted on a case by case basis.

**Faith Based:** No

**Direct Services:** Stabilization Housing; Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Anger Management; Community Education & Mediation; Intensive Case Management; Individual Counseling/Therapy (Peer-to-Peer only); Mentorship; Outreach; Post-Incarceration Support; Restorative Justice/Survivor Impact; Employment Training; Employment Placement; Job Readiness/Life Skills; Money Management/Personal Financial Education; Representative Payee Services; Family Reunification; Visits of Family Members in Jails & Prisons. Referrals to other resources available as needed.

## SAN FRANCISCO NETWORK MINISTRIES HOUSING CORPORATION *SAN FRANCISCO* **SAFEHOUSE**

SafeHouse is an 18-month transitional housing program which works with women exiting sex trafficking, prostitution or sexual exploitation. We provide gender-specific responses to chronic homelessness for this overlooked and underserved population, women in commercial sex work. We offer supportive transitional housing and a full array of recovery services that enable residents to confront the trauma of the past in a safe and healing environment while developing independent living skills. [www.sfsafehouse.org](http://www.sfsafehouse.org)

### **To Get Connected**

**Contact:** SafeHouse Staff

**Phone:** (415) 643-7861 **Fax:** (415) 643-1293

**Facility Hours:** 24 hours/7 days

**Location:** Confidential location, San Francisco

**Notes:** Clients can self-refer or be referred by a provider; if the program beds are full, SafeHouse maintains a waitlist and contacts prospective clients for intake.

### **Things To Know**

**Languages Spoken:** English, Spanish, Portuguese

**Client fees, if any:** 30% of income, free if no income.

**Eligible Population:** Women who are age 18 and older with a history of sex trafficking, prostitution or sexual exploitation and who are homeless or at risk of homelessness.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Shower Facilities; Storage Facilities; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Dental Care; Health & Wellness Education; Menu Planning and Nutritionist Weekly; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Trauma Recovery Services; Victim/Survivor Services; Basic/Remedial Education; College & Graduate Education; GED & High School Education; Assessment & Application for Food Stamps, General Assistance, SSI; Credit Repair; Job Readiness/Life Skills; Money Management/Personal Financial Education; Internship Program; Parenting Support/Education. Referrals to other resources available as needed.



## **TENDERLOIN HOUSING CLINIC *NEW HORIZONS TRANSITIONAL HOUSING PROGRAM***

New Horizons Transitional Housing Program provides services to single adults who are on Adult Probation in San Francisco. New Horizons is an up to 12-month program designed for clients who are homeless or unstably housed. The program is located in a THC managed property and services for clients in the program include: Savings Plan, individualized housing planning, on-site community building programs and activities, life skills groups, housing workshops, and resource referrals. The goal for all New Horizon participants is to obtain permanent housing, learn the skills it takes to maintain housing, and to reconnect with their community. [www.thclinic.org](http://www.thclinic.org)

### **To Get Connected**

**Contact Person:** Director of Transitional Housing

**Phone:** (628) 242-1886 **Fax:** (415) 230-3834

**Hours:** Monday – Friday, 9:00am to 5:00pm

**Location:** 235 Eddy Street, San Francisco, CA 94102

**Notes:** Supervised Probation clients who complete at least 90 days of treatment are prioritized program entry

### **Things To Know**

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, Assamese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** Clients must be referred to the program by the San Francisco Adult Probation Department, must be currently homeless or unstably housed, and have at least 12 months remaining on supervision.

**Faith Based:** No.

**Direct Services:** Housing Placement Assistance; Rental Subsidies; Supportive Services; Financial and Clothing Assistance

## TENDERLOIN HOUSING CLINIC *NEW ROADS TRANSITIONAL HOUSING PROGRAMS*

In partnership with San Francisco Adult Probation and San Francisco Collaborative Courts Tenderloin Housing Clinic offers the following programs. The goals for each program is for participants to obtain permanent housing, learn the skills it takes to maintain housing, and to reconnect with their community.

- **APD Clean & Sober Transitional Housing Program:** provides services to single adults who are on Adult Probation in San Francisco. The APD Stabilization program is a 6-month program designed for clients who are homeless or unstably housed. The program is located in a privately run SRO in San Francisco and services for clients in the program include: individualized housing planning, accessibility to community building programs and activities, life skills groups, housing workshops, and resource referrals.
- **CC Stabilization Housing Program:** provides services to single adults who are involved with San Francisco Collaborative Courts: Behavioral Health Court, Drug Court, Community Justice Court, and Veterans Court. The CC Stabilization program is an up to 6-month program designed for clients who are homeless or unstably housed. The program is located in a privately run SRO in San Francisco and services for clients in the program include: individualized housing planning, accessibility to community building programs and activities, life skills groups, housing workshops, and resource referrals.

### To Get Connected

**Contact Person:** Director of Transitional Housing  
**Phone:** (628) 242-1886 **Fax:** (415) 230-3834  
**Hours:** Monday – Friday, 9:00am to 5:00pm  
**Location:** 235 Eddy Street, San Francisco, CA 94102

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, Assamese.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Eligible Population:** Clients must be referred to the program by the San Francisco Adult Probation Department or Collaborative Courts, and must be currently homeless or unstably housed.  
**Faith Based:** No

**Direct Services:** Housing Placement Assistance; Rental Subsidies; Supportive Services; Financial and Clothing Assistance

## REENTRY TODAY

Transitional housing and supportive services for people in recovery from substance abuse/addiction.

### To Get Connected

**Contact Person:** Chris Jones  
**Phone:** (415) 724-0311 **Fax:** (415) 658-7592  
**Email:** cj122252@yahoo.com  
**Hours:** Monday – Friday, 9:00am-5:00pm  
**Location:** 1094 Gilman Street, San Francisco, CA 94124  
**Notes:** No referral needed. Appointment required.

### Things To Know

**Languages Spoken:** English.  
**What to Bring:** No documents needed prior to entry. Program will assist with documentation after intake.  
**Client fees, if any:** Call for information  
**Eligible Population:** All individuals and family members.  
**Faith Based:** No

**Direct Services:** Transitional Housing; Anger Management; Individual Counseling, Relapse Prevention; Substance Abuse Treatment; Job Readiness. Referrals to other resources available as needed.

## VICTORY OUTREACH SAN FRANCISCO *VICTORY OUTREACH RECOVERY HOME*

Victory Outreach provides assistance to individuals whose lives have been disrupted by drugs and alcohol abuse. We are a faith based program that relies on biblical guidance, prayer, bible studies, and an atmosphere of God's love to affect change in a person's life. Our program requires a minimum of a one year commitment. [www.vosf.org](http://www.vosf.org)

### To Get Connected

**Contact Persons:** Edgardo Gonzalez, Pastor  
**Phone:** (415) 644-0555 **Fax:** (415) 710-4938  
**Hours:** Monday – Friday, 10:00am - 5:00pm  
**Location:** 3801 Third St. #1076, San Francisco, CA 94124  
**Notes:** No referral needed. Appointments only—no drop-ins.

### Things To Know

**Languages Spoken:** English.  
**What to Bring:** TB Clearance. Program will assist clients in getting this.  
**Client fees, if any:** Free of charge unless they have a source of income.  
**Eligible Population:** Men and women, 18 and older. May not have a criminal conviction for sex offense; may not be a registered sex offender; may not be on psychiatric medication.  
**Faith Based:** Yes - Christian.

**Direct Services:** Housing; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Shower Facilities; Substance Abuse Treatment; Free Clinic for Physical Health; Anger Management; Community Education & Mediation; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Restorative Justice/Survivor Impact; Trauma Recovery Services; Victim/Survivor Services; Basic/Remedial Education; Vocational Education; Assessment & Application for Food Stamps, General Assistance; Employment Training; Job Readiness/Life Skills; Money Management/Personal Financial Education; Clean Slate/Conviction Expungement Services; Couples/Family Counseling; Family Reunification; Parenting Support/Education Services for Children; Visits of Family Members in Jails & Prisons. Referrals to other resources available as needed

## PERMANENT SUPPORTIVE HOUSING

### DEPARTMENT OF HOMELESSNESS *COORDINATED ENTRY ACCESS POINTS*

The Department of Homeless and Supportive Housing (HSH) provides long-term affordable housing with onsite social services to people exiting chronic homelessness. San Francisco's adult supportive housing programs offer housing to very low-income homeless adults and families.

Operated by nonprofits service providers, Coordinated Entry Access Points are designed to assess, prioritize, problem solve and match homeless San Franciscans to housing resources.

### Coordinated Entry Access Points for Homeless Adults without Children:

#### ACCESS POINT—UNITED COUNCIL OF HUMAN SERVICES (MOTHER BROWNS)

**Language(s) Spoken:** English and Spanish

**Location:** 2111 Jennings Street, between Van Dyke and Wallace Avenues, San Francisco, CA

**Hours:** Monday - Friday 7:00am to 11:00am, Closed Weekends

**Phone:** (415) 671-1100 **Fax:** (415) 822-3436

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

#### ACCESS POINT—EPISCOPAL COMMUNITY SERVICES

**Language(s) Spoken:** English and Spanish

**Location:** 123 10<sup>th</sup> Street, San Francisco, CA 94103

**Hours:** Monday - Friday 9:00am to 4:30pm, Wednesday 9:00am to 12:00pm

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

Holiday Closures: Thanksgiving Day, Christmas Day (and December 24 & 26), New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day and Fourth of July.

## Coordinated Entry Access Points for Homeless Families with Children:

### **BAYVIEW ACCESS POINT CATHOLIC CHARITIES**

**Language(s) Spoken:** English and Spanish

**Location:** 1641 LaSalle Avenue, San Francisco, CA 94124

**Hours:** Monday – Friday: 8:30am to 5:00pm (Mondays until 7pm)

**Phone:** (415) 430-6320

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT. Please try to bring documentation for assessment including Proof of Income, Social Security Cards and Birth Certificates for all family members.

### **CENTRAL CITY ACCESS POINT COMPASS FAMILY SERVICES**

**Language(s) Spoken:** English and Spanish

**Location:** 37 Grove Street, San Francisco, CA 94104

**Hours:** Monday – Friday: 9:00am to 5:00pm (Wednesdays until 7pm, Closed Tuesdays 1:00pm-3:00pm)

**Phone:** (415) 644-0504

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT.

### **MISSION ACCESS POINT CATHOLIC CHARITIES**

**Language(s) Spoken:** English and Spanish

**Location:** 3270 18<sup>th</sup> Street, San Francisco, CA 94110

**Hours:** Monday – Friday: 8:30am to 5:00pm

**Accessibility:** Wheelchair accessible

**Notes:** This location is a Department of Homelessness (HSH) FAMILY ACCESS POINT.

## PERMANENT HOUSING

It is very difficult to find affordable housing in San Francisco. Start looking as early as possible, and utilize all of your resources. On August 13, 2014, San Francisco's Fair Chance Ordinance went into effect. The Ordinance requires some housing providers to review an individual's qualifications before inquiring about their arrest and conviction record. This ordinance applies to housing providers that have received funding from the City. Housing providers must also consider the relevance of an applicant's convictions, how long ago those convictions occurred and evidence of rehabilitation.

## CERTIFICATE OF HOMELESSNESS

Some affordable housing opportunities may ask for a Certificate of Homelessness. You can obtain a Certificate of Homelessness from the Coalition on Homelessness.

### Coalition on Homelessness

468 Turk Street

San Francisco, CA 94102

(415) 346-3740

Certificates of Homelessness are issued Mondays and Wednesdays 9am – 12pm.

## FINDING HOUSING

Subsidized housing in San Francisco is controlled by the San Francisco Housing Authority (SFHA) through two separate programs: Public Housing and Section 8 Housing. The Public Housing program consists of buildings run by the Housing Authority where they review your application and are your landlord. Section 8 is a housing voucher with a certain amount of money on it that an individual can use to pay rent in subsidized housing or in private housing.

Neither program is blocked for individuals who have past convictions, although there are basic eligibility requirements for both. Most subsidized permanent housing opportunities in San Francisco require that the person currently reside in San Francisco, and that the person have some form of income or benefits. Both of these qualifications usually require some form of proof and most housing applications require a showing of some kind of income. Beyond these basic requirements, each provider may have additional eligibility requirements (such as age for senior buildings or documented proof of a disability for certain program-related housing). Both Section 8 and Public Housing have waiting lists; these waiting lists are sometimes closed, meaning you cannot get on them, or open, meaning they are accepting applications. This can change constantly, so make sure to check back regularly here: [www.sfha.org/Public-Housing-Information.html](http://www.sfha.org/Public-Housing-Information.html)

You can help yourself be an attractive applicant by staying current with any requirements of any probation or parole and seeking out support or treatment that adds positive efforts to your history. It is important to always make sure you are honest in your application to the SFHA- if SFHA determines that you have lied at any point they can and will deny your application. Be sure to consider if you might be eligible for any government benefits, such as social security or general assistance, especially since some benefits programs are connected to shelter or housing. It is important to create as many options for yourself as you can.

### **Background Checks and Criminal Records**

Most housing providers will do background checks—SF Housing Authority will conduct a criminal background check for Public Housing and for Section 8. This will cover both eviction/unlawful detainer issues from past rental situations and criminal histories related to violence, assault, drug sales, sexual offenses, arson, etc. There are certain cases where the Housing Department will automatically exclude you, and you are **automatically** denied from either public housing program:

- If you have to register as a lifetime sex offender in any state
  - If you have ever been convicted of manufacturing methamphetamines in federally assisted housing
- OR
- If you have been evicted from a federally assisted housing program for drug related activity in the past 3 years if you are applying for public housing, or 5 years if you are applying for a Section 8 voucher. If you completed an SFHA approved drug treatment program this required ban may not apply to you.

If you have a criminal record but **have not** been convicted of the above offenses, you may still be eligible for public housing. While the SFHA *may* reject your application if the background check reveals drug-related crimes, violent crimes, or any crimes that they feel may threaten the health, safety, or right to peaceful enjoyment of the building, they are not automatically required to reject these applications. You should, therefore, apply to public housing even if you have past convictions, so long as they are not the ones mentioned above.

It is important to keep in mind that if you are eligible for a Section 8 voucher for use at an apartment of your choice, private landlords will often run their own background checks, and may be stricter than SFHA in their unwillingness to overlook your criminal record.

### **Mitigating Factors and Individual Circumstances**

With convictions on your record, you can still make yourself an attractive candidate to SFHA. The SFHA will consider individual circumstances when reviewing a housing application from an individual with criminal records, so it is very important that you present this information to SFHA. Once you have moved to the top of the wait list, SFHA will ask you to sign a release form so they can run your background check. This is a good time to submit letters or declarations showing your individual circumstances to SFHA.

Some examples of mitigating factors to present to SFHA are:

- Any positive changes you have made in your life since your arrests or convictions
- If you currently have a job, are enrolled or completed a job training program or school, or any participation in a treatment or rehabilitation program
- If you are a survivor of domestic violence, or if acts of violence against you led to your arrests or convictions
- If you have any dismissed convictions (note, dismissed convictions will come up on your SFHA background check, so even though they are dismissed, you must still be honest about them if asked, but make sure to note they are dismissed)
- Letters of support from probation officers, teachers, employers, treatment programs, neighbors, social workers or previous or prior landlords
- Evidence of a disability, if you have one, and how that disability is related to your criminal record

## Denials

If SFHA denies you admission to either program they have to notify you in writing and explain the reasons why you were denied, and they must also provide you a copy of your background check. A letter stating the denial is not the final word—you have the right to challenge the denial at an informal hearing. The letter with your initial denial will have information on how to request an informal hearing—it is important that you follow the instructions and request the hearing as it will be your opportunity to show that you are a good tenant. You have a right to an attorney or an informal advocate with you at the hearing, and a number of non-profit service providers can help.

Be sure to apply for public housing or Section 8 voucher with the San Francisco Housing Authority if you are eligible. Periodically, the wait list for public housing in San Francisco opens, but may be closed when you first inquire. Check back frequently to see if it has reopened. Contact information for the San Francisco Housing Authority is below:

### **The San Francisco Housing Authority**

Main Offices

1815 Egbert Avenue

San Francisco, California 94124

Tel: (415) 715-3280

TTY: (415) 467-6754

Fax: (415) 715-3296

Hours: 8:00am – 5:00pm

Website: [www.sfha.org](http://www.sfha.org)

Monday – Friday

Customer Care Line

*(Wait List Status)*

Tel: (415) 715-5200

Section 8 Department

*Main Line*

Tel: (415) 715-5200

Fax: (415) 715-3296

Also, there are many privately subsidized hotels and other apartment units that are available on a rolling basis. Inquire about open housing waiting lists at San Francisco Human Services Agency and community based organizations, and get help completing applications. Domestic violence shelters are available for individuals and families seeking safety from spouse, intimate partner, or other member of the household.

## **BELOW MARKET RATE HOUSING (SF HOUSING PORTAL/DAHLIA)**

San Francisco's Inclusionary Housing Program, also known as "below market rate" (BMR) units offer qualified low or middle income households housing at more affordable rates. The program is administered by the Mayor's Office of Housing and Community Development (MOHCD) and the Planning Department. To be eligible to rent or purchase a BMR unit, a household must meet specific requirements, including income requirements.

To browse affordable housing opportunities and learn more about eligibility please visit San Francisco's Housing Portal, Dahlia

Website: [www.housing.sfgov.org](http://www.housing.sfgov.org)

**Residential Treatment Facilities are listed in the Health & Treatment chapter. See that chapter if you are seeking residential treatment for substance abuse or mental health needs.**



## SAN FRANCISCO DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING *SEASONS OF SHARING SAN FRANCISCO RENTAL ASSISTANCE PROGRAM*

Provide back rent or security deposit to low income San Francisco residents meeting criteria.

### To Get Connected

**Contact Person:** Rental Assistance Coordinator

**Phone:** (415) 557-6484 **Fax:** (415) 557-6033

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Mailing Address:** P.O. Box 7988, San Francisco, CA 94120

**Notes:** May access program through one of the following community based partners 1) Glide Memorial 2) Hospitality House 3) St. Anthony's Foundation 4) Catholic Charities

### Things To Know

**Client fees, if any:** None.

**Eligible Population:** Must meet one of the following eligibility criteria 1) Adult with minor children 2) Verified disabled 3) Seniors 55 and older 4) Emancipated foster youth 5) Veteran 6) Victim of violence

**Faith Based:** No

**Direct Services:** Assistance with back rent; security deposit; critical family needs. Referrals to other services as needed.

## TENDERLOIN HOUSING CLINIC *NEW ROADS VOUCHER PROGRAMS*

In partnership with San Francisco Adult Probation and San Francisco Collaborative Courts Tenderloin Housing Clinic offers the New Roads Voucher Program. The New Roads Voucher Program is a rental subsidy program designed for people who are unstably housed, and are seeking independent housing and financial stability. The goal for all New Roads clients is to obtain permanent housing and become self-sufficient.

### To Get Connected

**Contact Person:** Director of Transitional Housing

**Phone:** (628) 242-1886 **Fax:** (415) 230-3834

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Location:** 235 Eddy Street, San Francisco, CA 94102

**Notes:** Clients must be referred by the Collaborative Courts and/or under San Francisco Adult Probation Department supervision and referred by their Deputy Probation Officer or Case Manager.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, Assamese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** Must be referred by the San Francisco Adult Probation Department, must be currently homeless or unstably housed, and have at least 12 months remaining on supervision.

**Faith Based:** No

**Direct Services:** Housing Placement Assistance; Short Term Rental Subsidies; Supportive Services; One Time Move In Assistance, Financial Assistance

# EDUCATION & EMPLOYMENT

## EDUCATION

A college education can be a powerful tool when it comes to supporting yourself, but getting there can seem very challenging. Here's a basic outline of what you'll need if a college education is part of your plans.

- **Graduation from high school and receipt of a high school diploma** are admission requirements at many colleges, including those in the California State University system. It is always best to stay in high school to receive your high school diploma, but sometimes it is not possible to do so. There are options available for completing the equivalent to a high school diploma:
  - Passing the **California High School Proficiency Examination** is the legal equivalent of earning a high school diploma.
  - The **General Education Development program (GED)** is another examination program that, upon successful completion, offers the equivalent of a high school diploma.
  - **Remember** that completing either the California High School Proficiency Examination or the GED does not eliminate the high school course requirements or the grades and test requirements.
- **Getting copies of your GED Records:** If you already took the GED, you may request copies of your records by contacting the GED Testing Service:  
Contact: [gedtestingservice.com](http://gedtestingservice.com)

**Preparing to pay for college: Free Application for Federal Student Aid (FAFSA).** One of the tools you can use to estimate your eligibility for federal student financial assistance is the Financial Aid Estimator Tool – FAFSA4caster – which is available online at: [www.fafsa4caster.ed.gov](http://www.fafsa4caster.ed.gov)

You may have heard that if you have been convicted of a felony, you are not eligible to receive financial aid. This is not necessarily true. A student convicted of possession or sale of illegal drugs may have eligibility suspended **if the offense occurred while the student was receiving federal student aid** (grants, loans, or work-study). When you complete the *Free Application for Federal Student Aid* (FAFSA), you will be asked whether you had a drug conviction for an offense that occurred while you were receiving federal student aid. If the answer is yes, you will be provided a special worksheet to help you determine whether your conviction affects your eligibility for federal student aid. You may preview the worksheet in the FAFSA Information section at [www.studentaid.ed.gov/pubs](http://www.studentaid.ed.gov/pubs). If you have been convicted of a forcible or nonforcible sexual offense, *and* you are subject to an involuntary civil commitment upon completion of a period of incarceration for that offense, you are ineligible to receive a Federal Pell Grant.

## **CITY COLLEGE OF SAN FRANCISCO *COMMUNITY HEALTH OUTREACH WORKER CERTIFICATE PROGRAM-REENTRY SPECIALIST***

City College's Health Education Department trains and certifies students to work in the fields of public health care and social service as Community Health Workers (CHWs). The Reentry Specialist Certificate Program specializes with working with incarcerated and formerly incarcerated (returning) clients and communities. The Re-entry Certificate Program requires 20 units of study over 203 certificates, including a semester long internship placement. The program is based in a social justice and public health framework, and is trauma-informed. For more information, please visit our website. [www.ccsf.edu/das](http://www.ccsf.edu/das)

### **To Get Connected**

**Contact:** Health Education Department

**Email:** [aciscel@ccsf.edu](mailto:aciscel@ccsf.edu)

**Phone:** (415) 452-5159

**Location:** Multi-Use Building (MUB) Room 353  
Ocean Campus, 50 Frida Kahlo Way, San  
Francisco, CA 94112

**Hours:** Monday – Thursday, 10:00am to  
5:00pm

### **Things To Know**

**Languages Spoken:** English

**Accessibility:** Wheelchair Accessible

**What to Bring** CA ID

**Client fees, if any:** Visit [www.ccsf.edu](http://www.ccsf.edu) to learn  
more

**Eligible Population:** People with a passion to  
promote social justice

**Faith Based:** No

**Direct Services:** Education

## CITY COLLEGE OF SAN FRANCISCO *DISABLED STUDENTS PROGRAMS & SERVICES (DSPS)*

The overall mission of DSPS is to provide exemplary instruction, support services and access to students with disabilities. DSPS will support students with disabilities in educationally related activities consistent with the mission and vision of CCSF and in compliance with federal and state laws to "level the playing field" for students with disabilities through ensuring equal access to programs and facilities and to provide reasonable accommodations for documented disabilities.

[www.ccsf.edu/dsps](http://www.ccsf.edu/dsps)

### To Get Connected

**Phone:** (415) 452-5481

**TDD:** (415) 452-5451

**Location:** 50 Frida Kahlo Way Ave San Francisco, CA 94112

**Notes:** Students can make an appointment to see a DSPS counselor at the Mission, Downtown, Chinatown, and Southeast campuses by calling (415) 452-5481.

### Things To Know

**Eligible Population:** Individuals with a disability that causes a limitation in an educational setting.

**Faith Based:** No

**Direct Services:** Access to Internet; Mental Health Treatment; Medical Care; Disability Management Counseling; Group Counseling/Therapy, Test-Taking Anxiety Workshops; Basic/Remedial Education; College & Graduate Education; Creative or Performing Arts Programs; English as a Second Language; GED & High School Education; Vocational Education; Employment Training; Employment Placement. Referrals to other resources available as needed.

## CITY COLLEGE OF SAN FRANCISCO *DRUG & ALCOHOL STUDIES*

The goal of the Drug & Alcohol Studies Program is to prepare students to become counselors with strong competencies in drug and alcohol addiction, prevention and treatment. Focused on meeting the needs of diverse and low-income urban communities, using a harm reduction approach. The Drug and Alcohol Studies Program is committed to providing knowledge of the current trends of drug education, prevention and policy, skills to work with people and systems in clinical settings, skills to apply research and theory within diverse settings. [www.ccsf.edu/das](http://www.ccsf.edu/das)

### To Get Connected

**Contact:** Associate Director

**Email:** [edlewis@ccsf.edu](mailto:edlewis@ccsf.edu)

**Phone:** (415) 452-5159

**TDD:** (415) 452-5451

**Location:** Multi-Use Building (MUB) Room 301, 50 Frida Kahlo Way, San Francisco, CA 94112

**Notes:** Email or call to set up an appointment

### Things To Know

**Languages Spoken:** English/Spanish

**Accessibility:** Wheelchair Accessible

**Client fees, if any:** Visit [www.ccsf.edu](http://www.ccsf.edu) to learn more

**Eligible Population:** Must have a High School Diploma or GED and if in Recovery a minimum of 2 years clean

**Faith Based:** No

**Direct Services:** Education

## CITY COLLEGE OF SAN FRANCISCO *GUARDIAN SCHOLARS PROGRAM*

Our mission is to make the dream of attending college a reality for former foster youth or out of home placement youth in the juvenile justice system.

[www.ccsf.edu/en/student-services/student-counseling/guardians-scholars-program.html](http://www.ccsf.edu/en/student-services/student-counseling/guardians-scholars-program.html)

### To Get Connected

**Phone:** (415) 239-3279

**Hours:** Monday –Thursday, 9:00am - 5:00pm;  
Closed Friday.

**Location:** Multi-Use Building (MUB) Room 298  
Ocean Campus, 50 Frida Kahlo Way, San  
Francisco, CA 94112

**Notes:** Drop-in services provided;  
appointments made on request.

### Things To Know

**Languages Spoken:** English

Additional language translation possible

**What to Bring:** Verification of foster youth or out of home placement status for at least one year when minor. Program will assist client in getting documentation

**Eligible Population:** All individuals 18-25 who have been in foster care for a year or more

**Faith Based:** No

**Direct Services:** Academic Counseling, Transitional Housing Referrals for former Foster Youth; Textbook Assistance; Access to Internet/Study Area, Chafee grant and Financial Aid information; Transportation Assistance; Mental Health Treatment Referrals; Peer Mentorship; Workshops on Job Readiness/Life Skills; Summer College Readiness Program. Referrals to other resources available as needed.

## CITY COLLEGE OF SAN FRANCISCO *SECOND CHANCE PROGRAM*

The Extended Opportunity Programs and Services (EOPS) Second Chance program at City College of San Francisco (CCSF) serves students who are formerly incarcerated, offering them education as an alternative to incarceration. The Second Chance program provides comprehensive academic support services with the goal of increasing academic success, while simultaneously reducing the likelihood of recidivism. [www.ccsf.edu](http://www.ccsf.edu)

### To Get Connected

**Contact Person:** Charles E. Moore, Outreach  
Recruiter/Community Liaison

**Email:** [cemoore@ccsf.edu](mailto:cemoore@ccsf.edu)

**Phone:** (415) 239-3075 **Fax:** (415) 239-3514

**Location:** Ocean Campus, 50 Frida Kahlo Way,  
San Francisco, CA 94112

**Hours:** Monday – Friday, 8:00am - 2:00pm.

**Notes:** Applicants on probation or parole  
need to provide verification of their  
supervision status.

### Things To Know

**Languages Spoken:** English

**What to Bring:** State-Issued ID; Social Security  
Card; Proof of SF Residency.

**Accessibility:** Wheelchair accessible. Other  
disabilities are accommodated.

**Client fees, if any:** None

**Eligible Population:** 18 and  
older/academically motivated/good to be  
clean and sober or actively participating in 12-  
step or other recovery program, if applicable.

**Faith Based:** No

**Direct Services:** Assist w/Matriculation & Application; Peer Counseling; Tutors; Book Vouchers; Academic Advising; Educational Planning; Vocational Education; Associate Degree; Transfer Programs.

## CITY COLLEGE OF SAN FRANCISCO *WAY PASS WOMEN'S AFTERCARE PROGRAM*

The Women's Aftercare Program and Services is a collaborative project with City College of San Francisco, under the auspices of the Health Science Department and the Women's Studies Department. We are designed to address the unique needs of self-identified women who are formerly incarcerated. We serve women coming home from prisons, jails, and drug programs. It is our belief that education is the best alternative to incarceration and it is our desire to assist our sisters in their academic endeavors.

### To Get Connected

**Contact Person:** Phoebe Vanderhorst

**Phone:** (415) 452-4889

**Email:** waypass@gmail.com

**Hours:** Tuesday – Thursday, 12:00pm - 5:00pm when school is in session or by appointment.

**Location:** Multi-Use Building (MUB) Room 301-C Ocean Campus, 50 Frida Kahlo Way, San Francisco, CA 94112

**Notes:** No referral needed.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** Positive attitude

**Accessibility:** Wheelchair accessible; other disabilities will be accommodated.

**Client fees, if any:** Free to any current City College student.

**Eligible Population:** Formerly incarcerated women.

**Faith Based:** No.

**Direct Services:** Case Management; Help with Registration Forms; Informal Counseling and Support; Class Planning and Management; Support Groups and Workshops. Referrals to other resources available as needed.

## EPISCOPAL COMMUNITY SERVICES *ADULT EDUCATION CENTER*

The Adult Education Center is a free school, open to all, and offers multiple classes including; Literacy, Adult Basic Education, Computer classes, Life Skills, 1:1 Tutuorial, Pre-GED preparation, GED preparation from 5 Keys Charter School, Hi-SET preparation and high school diploma.

[www.ecs-sf.org](http://www.ecs-sf.org)

### To Get Connected

**Person to Contact:** Outreach Specialist

**Phone:** (415) 487-3300 ext. 4127

**School Hours:** Monday -Thursday, 8am - 3pm

**Location:** 165 8<sup>th</sup> Street, San Francisco, CA 94103

**Notes:** Before starting classes, students must attend an orientation. Orientations are drop-in every Monday-Thursday at 1:00pm.

### Things To Know

**Languages Spoken:** English

**What to Bring:** CA ID, Social Security Card

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Homeless, and low income San Francisco residents

**Faith Based:** No

**Direct Services:** Classroom and online instruction, occasional field trips

## FIVE KEYS SCHOOLS AND PROGRAMS

Five Keys Schools and Programs provide basic adult educational options for obtaining a High School Diploma or High School Equivalency. Five Keys goal is to increase educational levels for successful re-entry, finding employment and reintegrating into the community. Class times and schedules are flexible, offering students classroom based instruction, independent study and online learning. Five Keys partners with respected CBOs that provide wrap around support services that students need to meet their educational and career goals. There are over 20 community locations throughout San Francisco where a teacher is integrated into the program model so education, treatment or work readiness is integrated into education. [www.fivekeys.org](http://www.fivekeys.org)

### To Get Connected

**Contact Person:** Administrative Office  
**Phone:** (415) 734-3310 **Fax:** (415) 734-3314  
**Address:** 70 Oak Grove, San Francisco, CA 94107  
**Notes:** Free education. GED test is paid for by Five Keys. No referral needed. Drop-ins welcome at 70 Oak Grove and 1800 Oakdale.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** All individuals 18 and older, 16 and above at 1601 Lane St location.  
**Faith Based:** No

### Locations:

**Arriba Juntos:** 1850 Mission Street, San Francisco, CA, 94103, (415) 730-3218  
**Bayview YMCA:** 1601 Lane Street, San Francisco, CA , 94124 (415) 730-3218  
**CASC:** 564 6<sup>th</sup> Street, San Francisco, CA 94103, (415) 489-7320  
**CCSF Southeast Campus:** 1800 Oakdale Street, San Francisco, CA 94124, (415) 821-2400  
**ECS Adult Education Center:** 165 8<sup>th</sup> Street, San Francisco, CA 94103, (415) 487-3727  
**FACES SF:** Visitation Valley Neighborhood Access Point, 1099 Sunnydale Ave, 2<sup>nd</sup> Floor, San Francisco, CA, 94134, (415)308-1689  
**Glide Memorial:** 330 Ellis Street, San Francisco CA 94102 (415) 592-2880  
**Homeless Prenatal Program:** 2500 18<sup>th</sup> Street, San Francisco CA 94110 (415) 546-6756  
**HSA:** 3120 Mission Street, San Francisco, CA, 94114,(415) 730-3218  
**Mission Economic Development Agency:** 2301 Mission Street, San Francisco, CA (415) 730-3218  
**SFAPD Learning Center:** 850 Bryant Street, San Francisco, CA 94103, (415) 553-1924  
**Women's Resource Center:** 930 Bryant St., San Francisco, CA, 94103, (415) 734-3150

**Direct Services:** Basic/Remedial Education; English as a Second Language; GED & High School Education; Reading/Literacy; Vocations Education, Independent Study, Intensive Case Management and Re-Entry Support Groups.

## SAN FRANCISCO CONSERVATION CORPS

The San Francisco Conservation Corps (SFCC) offers young people opportunities to develop themselves, their academic abilities and marketable jobs skills while addressing community needs through service work. [www.sfcc.org](http://www.sfcc.org)

### To Get Connected

**Contact Person:** Outreach/Recruitment Associate

**Phone:** (415) 928-7322 x 1001

**Hours:** Monday – Friday, 7:30am - 4:30pm

**Location:** 205 13<sup>th</sup> Street, Suite 2001, San Francisco, CA 94103

### Things To Know

**Languages Spoken:** English

**What to Bring:** Will assist individuals get the required documents for orientation

**Accessibility:** Wheelchair accessible

**Client fees, if any:** No fees

**Eligible Population:** All individuals and family members, ages 18-26

**Faith Based:** No

**Direct Services:** Education; Employment Placement; Benefits Assistance; Counseling; Employment Training; Mentoring; Access to Internet.

## SAN FRANCISCO PUBLIC LIBRARY *PROJECT READ*

Project Read's mission is to provide free instruction for English-speaking adults (18 or older) who want to improve their basic reading and writing skills, thereby enabling access to great opportunities in their lives. [www.projectreadsf.org](http://www.projectreadsf.org) [www.sfpl.org](http://www.sfpl.org)

### To Get Connected

**Phone:** (415) 557-4388 **Fax:** (415) 557-4375

**Email:** [projectread@sfpl.org](mailto:projectread@sfpl.org)

**Hours:** Monday: 10am-6pm; Tuesday - Thursday 9am-8pm; Friday: 12pm - 6pm; Saturday 10am-6pm

**Location:** Project Read -- Main Library 5<sup>th</sup> Floor, 100 Larkin St. SF, CA 94102

**Notes:** No referral needed. Drop-ins for interview allowed. Further appointments will be scheduled.

### Things To Know

**Languages Spoken:** English

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated

**Client fees, if any:** No fees

**Eligible Population:** Stable housing, working phone, 90 days clean and sober, over 18 years of age.

**Faith Based:** No

**Direct Services:** Access to Internet; Mentorship; Outreach; Basic/Remedial Education; GED & High School Education; Reading/Literacy; Money Management/Personal Financial Education; Voting Outreach & Education; Parenting Support/Education. Referrals to other resources available as needed.



## SAN FRANCISCO STATE UNIVERSITY (ASI) *PROJECT REBOUND*

Project Rebound sees education as an alternative to mass incarceration. We seek to increase opportunities to become productive and responsible citizens, decrease the risk of recidivism, motivate incarcerated individuals to strive to change their lives, and interrupt the path of youth headed toward incarceration. [http://asi.sfsu.edu/asi/programs/proj\\_rebound/about.html](http://asi.sfsu.edu/asi/programs/proj_rebound/about.html)

### To Get Connected

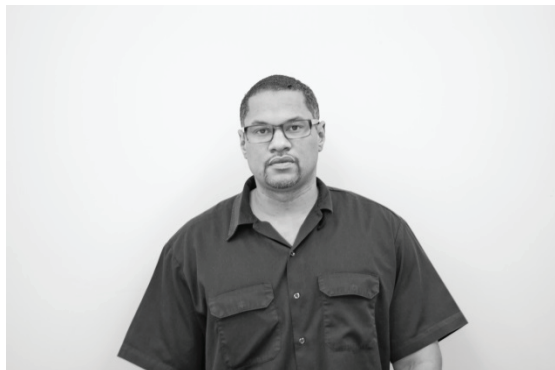
**Contact Persons:** Office Administrator  
**Phone:** (415) 405-0954 **Fax:** (415) 338-0522  
**Email:** [projectrebound@asi.sfsu.edu](mailto:projectrebound@asi.sfsu.edu)  
**Hours:** Monday – Friday, 9:00am - 5:00pm  
**Location:** 1650 Holloway Avenue,  
CCSC T-161, San Francisco State University,  
San Francisco, CA 94132  
**Notes:** Project Rebound has expanded to 9  
California State University Campuses  
throughout the state, to get connected,  
please contact Project Rebound.

### Things To Know

**Languages Spoken:** English. Translators may  
be available for other languages  
**What to Bring:** State-Issued ID; Social Security  
Card; Proof of SF Residency  
**Accessibility:** Wheelchair accessible. Other  
disabilities are accommodated  
**Client fees, if any:** No fees  
**Eligible Population:** All individuals, 18 and  
older. A high school diploma or GED is  
required. Some services may not be available  
to registered sex offenders. May not have  
prior convictions on SFSU grounds.  
**Faith Based:** No

**Direct Services:** Books/Class Materials; Access to Internet; Food Vouchers; Transit Vouchers;  
Mentorship; Post-Incarceration Support; College & Graduate Education.

## IN THE SPOTLIGHT: *JASON BELL*



In May 2005, Jason earned a BA degree in Sociology with an emphasis in Crime, Law and Punishment. Jason then went on to further his education receiving a Master's Degree in Counseling from San Francisco State University (SFSU) in 2011. Jason has a rich history working with the adult prison and jail populations. He has served as the Director of Project Rebound at SF State University since 2005.

His work at Project Rebound assists formerly incarcerated individuals earn college degrees. He facilitates educational empowerment workshops on campus, as well in local county jails and state prisons. Recently he transitioned into a Regional Directorship for Project Rebound Expanded, leading the expansion of the highly respected SF State program to 9 additional California State University campuses. In addition, Jason serves an adjunct professor in Sociology, Criminal Justice Studies, and the Counseling Department at SF State, continuing his quest for social justice, advocacy, and support for all students.

## EMPLOYMENT

### FAIR CHANCE ORDINANCE SAN FRANCISCO *EMPLOYMENT/HOUSING POLICY*

On August 13, 2014, San Francisco's Fair Chance Ordinance went into effect. The Ordinance requires some housing providers and employers to review an individual's qualifications before inquiring about their arrest and conviction record. This ordinance applies to employers with 20 or more employees, contractors with city contracts over \$5,000, and housing providers that have received funding from the City. The San Francisco Human Rights Commission enforces the Fair Chance Ordinance, which regulates how conviction history can be used in some employment and housing decisions. <https://sf-hrc.org/fair-chance-ordinance>

#### To Get Connected

**Contact:** Human Rights Commission  
**Phone:** (415) 252-2500 **Fax:** (415) 431-5764  
**Email:** [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org)  
**Hours:** Monday – Friday, 9:00am - 4:30pm,  
closed for 12:00pm-1pm  
**Location:** 25 Van Ness Avenue, 8<sup>th</sup> Floor  
San Francisco, CA 94102  
**Notes:** Call to schedule an intake interview or  
get a referral to another organization that  
may be able to assist.

#### Things To Know

**Languages Spoken:** English & Spanish on site,  
any other language through an interpreter  
**What to Bring:** Documents related to your  
allegations (if any; OK if you don't have).  
**Accessibility:** Wheelchair accessible. Other  
disabilities are accommodated  
**Client fees, if any:** No fees  
**Eligible Population:** San Francisco residents  
(or if the incident happened in San Francisco)  
**Faith Based:** No

**Direct Services:** Neutral investigation of discrimination policies

*Post where readily accessible to job applicants and employees.*

## CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE, MAYOR



### NOTICE TO JOB APPLICANTS AND EMPLOYEES

# San Francisco Fair Chance Ordinance

## Police Code, Article 49

**Starting August 13, 2014, the Fair Chance Ordinance (San Francisco Police Code, Article 49) requires employers to follow strict rules regarding the use of arrest and conviction records in hiring and employment decisions.** The ordinance covers job applicants and employees who would be or are performing work in whole, or in substantial part, in San Francisco and applies to employers who have 20 or more employees (regardless of the employees' locations).

**Certain matters are off-limits.** An employer may *never* ask about, require disclosure of, or consider: an arrest not leading to a conviction (other than an unresolved arrest that is still undergoing criminal investigation or trial); participation in a diversion or deferral of judgment program; a conviction that has been expunged or made inoperative; any determination in the juvenile justice system; a conviction more than 7 years old; and a criminal offense other than a felony/misdemeanor. Matters that are off-limits cannot be used by the employer for any reason at any stage of the hiring process.

**An employer cannot ask about an individual's conviction history or unresolved arrests at the start of the hiring process.** This includes through a job application form, informal conversation, or otherwise.

**A mandatory interactive process for matters not off-limits.** Only after a live interview has been conducted, or a conditional offer of employment made, is the employer allowed to ask about an individual's conviction history (except as to matters that are off-limits) and unresolved arrests. Only those convictions and unresolved arrests that *directly relate* to the individual's ability to do the job may be considered in making an employment decision.

Before the employer may take an adverse action such as failing/refusing to hire, discharging, or not promoting an individual based on a conviction history or unresolved arrest, the employer must give the individual an opportunity to present evidence that the information is inaccurate, the individual has been rehabilitated, or other mitigating factors. The individual has seven days to respond, at which point the employer must delay any adverse action for a reasonable time and reconsider the adverse action. The employer must notify the individual of any final adverse action.

*Evidence of rehabilitation* include satisfying parole/probation; receiving education/training; participating in alcohol/drug treatment programs; letters of recommendation; and age at which the individual was convicted. *Mitigating factors* include coercion, physical or emotional abuse, and untreated substance abuse/mental illness, that contributed to the conviction.

**Preemption.** Where federal or state law imposes a criminal history requirement that conflicts with a requirement of the Fair Chance Ordinance, the federal or state law will apply.

**No Retaliation.** An employer may not take an adverse action against an applicant or employee for exercising their rights under the ordinance or cooperating with the Office of Labor Standards Enforcement OLSE.

If you need more information, or wish to report an employer that you believe has violated this ordinance, please contact the OLSE at 415-554-5192 or email [FCE@sfgov.org](mailto:FCE@sfgov.org).

9/14

OFFICE OF LABOR STANDARDS ENFORCEMENT

City Hall, Room 430 1 Dr. Carlton B. Goodlett Place San Francisco CA 94102-4685 Tel. (415) 554-6235 Fax (415) 554-4791

## ACCESS POINTS

### **Access Point System**

Neighborhood Access Points provide a seamless array of workforce services designed to assist jobseekers with finding employment as quickly as possible. The Office of Economic and Workforce Development (OEWD) supports Neighborhood Access Points across the City and County of San Francisco. Services available at Access Points include job search assistance, career planning and exploration, job preparation and exploration, access to education and training services and access to computers internet, fax machines and copy machines.

**[www.workforcedevelopmentsf.org](http://www.workforcedevelopmentsf.org)**

### **Access Points and Affiliate Site Hours, Locations, and Phone Numbers**

Comprehensive Access Point: Monday – Thursday 9:00am to 5:00pm, Friday 9:00am-1:00pm, First Wednesday of Month 9:00am-7:00pm  
99 Kissling Street (3<sup>rd</sup> Floor), San Francisco, CA 94103; (415) 575-4570

Bayview Neighborhood Access Point: Monday-Friday, 8:00am – 5:00pm, extended hours on Tuesdays until 8:00pm  
1715 Yosemite Avenue, San Francisco, CA 94124; (415) 822-3491

Chinatown Neighborhood Access Point: Monday – Friday, 9:00am – 5:00pm  
601 Jackson Street, San Francisco, CA 94133; (415) 677-7500

Mission Neighborhood Access Point: Monday – Friday, 9:00am – 5:00pm  
2301 Mission Street, Suite 301, San Francisco, CA 94110; (415) 282-3334

Tenderloin Neighborhood Access Point: Monday – Friday, 8:00am – 5:00pm, extended hours on Tuesdays until 8:00pm  
181 6<sup>th</sup> Street, San Francisco, CA 94124; (415) 369-3050

Western Addition Neighborhood Access Point: Monday – Thursday, 9:00am – 5:00pm  
1449 Webster Street, San Francisco, CA 94115; (415) 549-7000

Visitacion Valley Neighborhood Access Point: Monday – Friday, 9:00am – 5:00pm  
1099 Sunnysdale Avenue, San Francisco, CA 94134; (415) 239-8705

### **Reentry Specialized Access Point: CASC Employment Services**

Monday – Friday 9:00am to 4:00pm  
CASC—564 6<sup>th</sup> Street, San Francisco, CA 94103; (415) 489-7300

### **Affiliate Sites**

Civic Center EDD Career Center\*: Monday – Friday, 9:00am – 5:00pm  
801 Turk Street, San Francisco, CA 94102; (415) 749-7503

\*Must present Right to Work Documents

Mission Center HSA Career Link Center: Monday – Friday, 9:00am – 5:00pm  
3120 Mission Street, San Francisco, CA 94110; (415) 401-4800

## OFFICE OF ECONOMIC AND WORKFORCE DEVELOPMENT SECTOR ACADEMIES

The Office of Economic and Workforce Development (OEWD) engages a sector strategy to train residents for entry-level, career-track employment in high-growth industries. OEWD's Sector Academies include specialized training programs in construction, health care, hospitality, and information technology. See the Sector Academy descriptions below, connect with our partner organizations, and check out our website for details: [workforcedevelopmentsf.org](http://workforcedevelopmentsf.org)

### **CityBuild Pre-Apprenticeship Training Academy**

The CityBuild Academy, administered by the Office of Economic and Workforce Development (OEWD), works in partnership with San Francisco City departments, construction trade unions and contractors, City College of San Francisco, and community-based organizations. CityBuild provides outreach, recruitment, training, and referral services to job seekers, employers, and contractors working in San Francisco's construction industry. The CityBuild Academy consists of a structured 18-week pre-apprenticeship training program to prepare students for employment in a variety of skilled trades. Orientations are held throughout the Comprehensive and Neighborhood Access Points. For information, please contact CityBuild at: (415) 701-4848 or visit: [oewd.org/city-build](http://oewd.org/city-build)

### **RAMP-SF (Reconnecting All through Multiple Pathways)**

OEWD's Reconnecting All through Multiple Pathways (RAMP-SF) is an occupational skills training program that helps San Francisco young adults (17-24) connect with career opportunities. The central feature of RAMP-SF is paid work experience and access to educational services to attain a high school diploma or GED. Services also include wraparound support, classroom-based learning, hands-on team building, physical exercise, substance use and mental health services, along with work-based learning experience, career coaching, case management, and job placement assistance. Upon successful completion of RAMP-SF, youth have the potential of being connected to "next step" employment, training, or education opportunities. Please contact RAMP service providers Bayview YMCA at 415-822-7728 or San Francisco Conservation Corps at 415-762-3205 or visit [oewd.org/young-adult-services](http://oewd.org/young-adult-services)

### **HealthCare Academy**

The HealthCare Academy offers training in health care occupations to prepare job seekers for entry into the health care industry. Trainings include Personal Caregiver, Home Health Aide, Certified Nursing Assistant and Medical Administrative Assistant. In addition to vocational training, the HealthCare Academy provides work experience opportunities, job readiness training and placement assistance to training participants. Furthermore, the Academy offers job search skills training and placement assistance for career advancement to soon-to-be and recent graduates of healthcare training programs at City College of San Francisco and others in the health care field. For information please contact the Office of Economic and Workforce Development (OEWD) at: (415) 701-4848 or visit [oewd.org/healthcare-academy](http://oewd.org/healthcare-academy)

### **Hospitality Initiative**

The Hospitality Initiative offers a broad range of employment and training services to job seekers that help support the growth of a diverse and well qualified hospitality sector workforce in San Francisco. The Initiative provides job readiness training (customer service focused) and several vocational skills training tracks in Culinary, Guard Card/Security and Janitorial/Maintenance. Job placement assistance is also offered to training graduates as well as job seekers with related work experience in the sector. For information regarding the next upcoming information session, please contact the Office of Economic and Workforce Development (OEWD) at: (415) 701-4848 or visit [oewd.org/hospitality-initiative](http://oewd.org/hospitality-initiative)

## **TechSF**

Tech SF offers a range of training programs in high growth IT occupations that are currently in demand, including Networking & Security, Tech Support & Administration, Programming, and Multimedia, in order to prepare San Francisco's residents for entry into careers in the Information Technology Industry. TechSF provides vocational skills training, work experience opportunities, and offers job placement assistance and career advancement to training participants and other individuals working in the IT field. For information regarding the next upcoming orientation, please contact the Office of Economic and Workforce Development (OEWD) at: (415) 701-4848 or [oewd.org/tech-sf](http://oewd.org/tech-sf)

## **IN THE SPOTLIGHT: JOE BLUFORD**

After years of criminal justice system involvement, in 2009 Joe Bluford turned his life around. Joe volunteered with the San Francisco Sheriff's Department Re-Entry Program, and was later hired by the San Francisco Pretrial Diversion, as a case manager and facilitator. In 2014, Joe began working at the Community Assessment and Services Center (CASC) as a Barrier Removal/Discharge Navigator. Later, Joe joined Five Keys, then M3 as a Case Manager.



Joe recently took on a new position with the City & County of San Francisco in the Park and Recreation Department. Joe's words of wisdom... "Believe in yourself, even when no one else may believe in you-second chances do come true. A long life may not be good enough but a good life is enough life to make your dreams come true."

## 70 MILLION JOBS

70MillionJobs is an online job board specifically for individuals with criminal records. Visit [www.70MillionJobs.com](http://www.70MillionJobs.com) to browse through the criminal background friendly jobs in your area, and apply directly. Create a free account to receive job alerts about new job opportunities.

[www.70MillionJobs.com](http://www.70MillionJobs.com)

### To Get Connected

**Contact:** Adrienne Hatter

**Phone:** (415) 415-926-5273

**Email:** [jobopps@70MillionJobs.com](mailto:jobopps@70MillionJobs.com)

**Location:** Online

### Things To Know

**Languages Spoken:** English

**Client fees, if any:** No fees

**Eligible Population:** All individuals (men, women, veterans), ages 18 and older, who have a criminal background.

**Faith Based:** No

**Direct Services:** Online employment services – job search assistance, application help.

## ANDERS AND ANDERS FOUNDATION

To break the cycle of recidivism through job opportunities. [www.andersandandersfoundation.org](http://www.andersandandersfoundation.org)

### To Get Connected

**Contact Person:** Terry Anders, Director

**Phone:** (415) 309-6330

**Email:** [andersandanders6@yahoo.com](mailto:andersandanders6@yahoo.com)

**Hours:** Monday – Friday, 9:00am-7:00pm

**Location:** 1460 McKinnon Ave. #206

San Francisco, CA 94124

**Notes:** No referral needed. Please call for appointment. No drop-ins.

### Things To Know

**Languages Spoken:** English, some Spanish

**What to Bring:** State-Issued ID, Social Security Card. Program will assist client in getting these

**Client fees, if any:** No fees

**Eligible Population:** All individuals (men, women, veterans), ages 18 and older, who are formerly incarcerated or have struggled with addiction

**Faith Based:** No

**Direct Services:** Assistance with Union Dues; Assistance with Work Tools and Clothing; Assistance Getting Driver's License or Other ID; Access to Computers; Addiction Counseling; Mentorship; Intensive Case Management; Outreach; Post-Incarceration Support; Basic Remedial Education; Employment Training (18 week pre-apprentice green construction training); Employment Placement (union trades—placement in 26 trades); Employment Retention; Job Readiness/Life Skills; Professional Clothing. Referrals to other resources available as needed.

## **ARRIBA JUNTOS *POWER UP YOUTH***

Arriba Juntos provides educational and employment programs on a citywide basis serving many neighborhoods and many different ethnic groups and cultures. Its mission is to promote economic self sufficiency through employment services and vocational education. [www.arribajuntos.org](http://www.arribajuntos.org)

### **To Get Connected**

**Contact Person:** Mark Aquino, Youth Program Coordinator

**Phone:** (415) 401-4931 **Fax:** (415) 401-4899

**Email:** [maquino@arribajuntos.org](mailto:maquino@arribajuntos.org)

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Location:** 1850 Mission Street  
San Francisco, CA 94103

### **Things To Know**

**Eligible Population:** All individuals, ages 14-24, including pregnant women, women with children, families, and individuals on Juvenile Probation.

**Faith Based:** No

**Direct Services:** Access to Internet; Youth Computer Lab; Assistance Getting Driver's License or Other ID; Clothing; Interview Attire; Prepared Meals on Thursdays and Snacks for Clients; Personal Hygiene Items; Postal Services; Transit Vouchers for WIA-Qualified Clients; Mental Health Specialist for Victims and Witnesses of Violence; GED Program; Application for Food Stamps; Employment and Job Readiness Services. Referrals to other resources available as needed

## **ARRIBA JUNTOS *INTERRUPT, PREDICT, & ORGANIZE (IPO)***

The San Francisco Mayor's Office has implemented the IPO/TAY Employment Program to focus on at risk or in-risk transitional age youth 18-25 years-old that reside in high crime neighborhoods of the City. The program is a collaboration of Arriba Juntos (AJ), Young Community Developers (YCD), the Mayor's Office of Violence Prevention Services, the Adult Probation Department, Human Services Agency, the Office of Economic and Workforce Development (OEWD), and other city partners and community based organizations. IPO TAY is a 12 month employment, education, behavioral health services, and barrier remediation program. [www.arribajuntos.org](http://www.arribajuntos.org)

### **To Get Connected**

**Contact Person:** IPO Supervisor

**Phone:** 415-830-7094 **Fax:** 415-863-9314

**Email:** [thisisbrianlee@gmail.com](mailto:thisisbrianlee@gmail.com)

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Location:** 1850 Mission Street  
San Francisco, CA 94103

### **Things To Know**

**Eligible Population:** Referrals are made exclusively by SFAPD, the San Francisco Police Department, and Street Violence Intervention Program. Candidates must be 18 – 25 and have had convictions of a serious, violent or gun related nature. Additionally, the Mayor's Office identifies a neighborhood of focus for each cohort.

**Faith Based:** No

**Direct Services:** Employment Readiness, Case Management, Barrier Removal, Employment Placement.



## AMERICA WORKS OF CALIFORNIA *EMPLOYMENT PLACEMENT SERVICES*

America Works lifts people out of poverty using its unique brand of intensive, personalized, employment services. Called “a company with a conscience,” it was founded in 1984 by social activist and entrepreneur Peter Cover. America Works’ guiding principle is the belief that the best way to lift people out of poverty is to help them find a job—real private sector jobs. In other words, it believes that work first works best. [www.americaworks.com](http://www.americaworks.com)

### To Get Connected

**Contact Person:** America Works Staff  
**Phone:** (415)-552-9676  
**Location:** CASC, 564 6<sup>th</sup> Street, San Francisco, CA 94103  
**Hours:** Monday – Friday, 9:00am - 4:00pm.

### Things To Know

**Languages Spoken:** English.  
**What to Bring:** : State-Issued ID; Social Security Card; Resume  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** No fees  
**Eligible Population:** Justice Involvement  
**Faith Based:** No

**Direct Services:** Employment Placement; Employment Training; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Access to Internet; Assistance with Resumes; Interview Clothes. Referrals to other resources available as needed.

## CALIFORNIA PACIFIC MEDICAL CENTER/SUTTER HEALTH *PEP JOBS*

The mission of PEP Jobs is to serve people with epilepsy and/or brain injuries in navigating a career path, including finding and maintaining suitable employment, offering the highest quality assistance possible. [www.cpmc.org/advanced/epilepsy/pepjobs.html](http://www.cpmc.org/advanced/epilepsy/pepjobs.html)

### To Get Connected

**Contact Person:** Tom Post  
**Phone:** (415) 600-4875  
**Fax:** (415) 436-9482  
**Email:** [postt@sutterhealth.org](mailto:postt@sutterhealth.org)  
**Location:** CPMC Davies Campus, 45 Castro Street, B-Level, South Tower, San Francisco, CA 94114  
**Notes:** Referral from CA Department of Rehabilitation - 301 Howard St, San Francisco, CA 94105. Call 415-904-4100. No Drop-ins.

### Things To Know

**Languages Spoken:** English. Translation services available.  
**What to Bring:** State-Issued ID; Social Security Card; Resume  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated  
**Client fees, if any:** No fees  
**Eligible Population:** All individuals, ages 18 and older, with a medical diagnosis of epilepsy or traumatic/acquired brain injury  
**Faith Based:** No

**Direct Services:** Employment Placement; Employment Retention; Job Readiness/Life Skills.

## CASC EMPLOYMENT SERVICES *GOODWILL INDUSTRIES*

As the Community Assessment and Services Center's (CASC) lead employment services provider, Goodwill Industries strives to break the cycle of poverty for thousands of people through their transformative job readiness training and work placement programs. Goodwill Industries believes in the "Power of Work" to help transform the lives of individuals looking for work, and most importantly a career. The CASC/Goodwill services offers clients: Career Assessments; Job Placement Services; Individual Career Development Plans; Vocational Training Options/Opportunities; Employment Workshops; Employer Spotlight and Hiring Events; Computer Lab; On the Job Training Options; Resume Assistance; Barrier Removal Services.

### To Get Connected

**Contact Person:** Troy Henry

**Phone:** (415) 489-7317

**Email:** [thenry@sfgoodwill.org](mailto:thenry@sfgoodwill.org)

**Location:** CASC 564 6<sup>th</sup> Street, SF, CA 94103

**Notes:** Referral and Drop-ins are both welcome at the CASC.

### Things To Know

**Languages Spoken:** English, Spanish

**What to Bring:** State-Issued ID and Social Security Card

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** No fees.

**Eligible Population:** Clients of the San Francisco Adult Probation Department and justice involved adults, 18 years and older, who reside in San Francisco.

**Faith Based:** No.

**Direct Services:** Employment Placement; Employment Retention; Job Readiness/Life Skills, Barrier Removal

## CHARITY CULTURAL SERVICES CENTER *CITYBUILD ACADEMY*

Charity Cultural Services Center (CCSC) offers a variety of vocational training programs. The goal of the CityBuild program is to provide San Francisco residents the opportunity to receive vocational training and enter the union trades post-graduation from the 18 week curriculum.

[www.sfccsc.org](http://www.sfccsc.org)

### To Get Connected

**Email:** Cindy Fu: [cindyfu@sfccsc.org](mailto:cindyfu@sfccsc.org);

Diana Luu: [dianaluu@sfccsc.org](mailto:dianaluu@sfccsc.org)

**Phone:** (415) 989-8224 x102

**Location:** 731 Commercial Street, San Francisco, CA 94108

**Hours:** Monday-Friday, 8:00am-5:00pm

**Notes:** San Francisco residents who are interested in a career in construction.

### Things To Know

**Languages Spoken:** English, Cantonese, Mandarin, Vietnamese. Interpreter service available.

**What to Bring:** CA Driver's License; Social Security Card, High School Diploma/GED, Proof of Residence

**Client fees, if any:** None

**Eligible Population:** All individuals, ages 18 and older (17<sup>1/2</sup> ok with written permission from parents). To enter CityBuild all clients must have a valid CDL and a high school diploma/GED.

**Faith Based:** No

**Direct Services:** Construction Training; Assistance Getting Driver's License and Other ID; High School Diploma/GED; Vocational Education; Job Readiness; Employment Placement; Case Management; Access to Internet. Referrals to other resources available as needed.

## CODE TENDERLOIN- JOB READINESS AND CODE RAMP

Code Tenderloin provides an intensive Job Readiness Program (20 hrs/week for 4 weeks), and a 6 week Basic Front end Web development course [www.codetenderloin.org](http://www.codetenderloin.org)

### To Get Connected

**Contact Person:** Program Manager

**Phone:** (415) 574-1461

**Email:** [hello@codetenderloin.org](mailto:hello@codetenderloin.org)

**Location:** 55 Taylor Street, SF, CA 94102 & 144 Taylor Street, SF, CA 94102

**Hours:** Drop-in Monday – Thursday, 9:00am - 1:00pm

**Notes:** Best to call and make appointment or go to website and apply.

### Things To Know

**Languages Spoken:** English

**What to Bring:** CA ID and Social Security Card

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** Reentry, homeless, at risk of becoming homeless, low or no income, anyone underemployed or unemployed – Not in active addiction

**Faith Based:** No

**Direct Services:** Job Readiness Training, Job Placement Assistance, Wrap Around Services/referrals, Basic Front end Web Development coding classes

## DEFY VENTURES

Defy Ventures is a non-profit organization that works with individuals who have had previous criminal justice involvement (18+ years and older) to create profitable enterprises that sustain them and their families over time. Defy supports emerging entrepreneurs in the launch of their ventures by offering intensive hands-on entrepreneurship training, character development, mentoring, business incubation, financing opportunities and holistic personal development services.

[www.defyventures.org](http://www.defyventures.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (646) 661-3960

**Email:** [recruiting@defyventures.org](mailto:recruiting@defyventures.org)

**Hours:** By appointment

**Location:** Bay Area

**Notes:** No referral necessary, call first for an appointment

### Things To Know

**Languages Spoken:** English

**What to Bring:** N/A

**Accessibility:** All locations are ADA compliant.

**Client fees, if any:** Yes—however, scholarships and payment plans are available.

**Eligible Population:** Adults (18+) who have experienced criminal justice involvement

**Faith Based:** No

**Direct Services:** Real World Business Education; Executive Level Mentorship; Seed Capital to Start, Incubate and Scale Legitimate, Legal Enterprises.

## DEPARTMENT OF REHABILITATION

The California Department of Rehabilitation works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities. [www.dor.ca.gov](http://www.dor.ca.gov)

### To Get Connected

**Phone:** (415) 904-7100 (Voice)

(415) 904-7138 (TTY)

(415) 904-7100 (TTY)

**Location:** 455 Golden Gate Avenue, Suite 7727

San Francisco, CA 94102

**Notes:** Orientations are held on Tuesdays and Thursdays at 2:00pm and on Wednesdays at 8:30am. Please arrive 15 minutes before the start of orientations. It is a fragrance free environment.

### Things To Know

**Languages Spoken:** English

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated

**Client fees, if any:** No fees

**Eligible Population:** Individuals with a documented disability. Assistance with obtaining documentation can be provided.

**Faith Based:** No

**Direct Services:** Individualized Service Plan; Counseling; Transportation Assistance; Vocational Training; Assistance Getting and/or Maintaining Employment. Referrals to other resources available as needed.

## EPISCOPAL COMMUNITY SERVICES *CHEFS PROGRAM*

CHEFS (Conquering Homelessness through Employment in Food Service) is a five-month culinary training program designed to prepare students for careers in the food industry. The curriculum is in 3 phases and includes both classroom and kitchen training and an internship. Stipends accompany 2 of the phases and we offer full job search, placement, case management and retention services.

[www.ecs-sf.org](http://www.ecs-sf.org)

### To Get Connected

**Contact Persons:** Outreach Specialist

**Phone:** (415) 487-3300 x4127

**Email:** [ygebru@ecs-sf.org](mailto:ygebru@ecs-sf.org)

**Hours:** Monday – Friday, 8am to 3pm

**Location:** 165 8<sup>th</sup> Street

San Francisco, CA 94103

**Notes:** Orientations are held every Wednesdays at 10am at 201 8<sup>th</sup> Street.

### Things To Know

**Languages Spoken:** English

**What to Bring:** CA ID, Social Security Card

**Accessibility:** Wheelchair accessible

**Client fees, if any:** No fees

**Eligible Population:** Homeless or very low income

**Faith Based:** No

**Direct Services:** Vocational training, Case Management, Job Readiness, Job Search, Job Placement, Life Skills, Culinary Math

## EPISCOPAL COMMUNITY SERVICES (ECS) *HFA-HOSPITALITY FOR ALL*

HFA is a vocational training program for the Hospitality industry. It includes 4 months of self paced, online learning, combined with class instruction and job shadowing to prepare for careers as Shelter Service Coordinators or in Hotel hospitality. Lesson tracks cover CA Essential Career Skills and CA Principles of Hospitality & Tourism. [www.ecs-sf.org](http://www.ecs-sf.org)

### To Get Connected

**Contact:** Outreach Specialist

**Email:** [ygebru@ecs-sf.org](mailto:ygebru@ecs-sf.org)

**Phone:** 415-487-3300 ext 4127

**Location:** 165 8<sup>th</sup> St, San Francisco CA 94103

**Hours:** Open computer lab hours are Monday-Thursday from 9am-3pm

**Notes:** Orientations are held Monday-Thursday at 1pm

### Things To Know

**Languages Spoken:** English

**What to Bring:** CA ID, Social Security Card

**Accessibility:** Wheelchair accessible

**Client fees, if any:** No fees

**Eligible Population:** Homeless or very low income

**Faith Based:** No

**Direct Services:** Vocational Training, Case Management, Resume/Cover Letter/Mock Interviewing, Job Search, Job Placement, Life Skills

## GOODWILL INDUSTRIES OF SAN FRANCISCO, SAN MATEO AND MARIN COUNTIES CAREER LINK CENTER

Goodwill Industries supports people from all walks of life so that they can enhance their vocational development and return to the workforce. Goodwill Industries helps to remove barriers to self-sufficiency and to restore dignity to participants through job readiness workshops, vocational training, career coaching, and job placement and retention assistance. Learn more at [www.sfgoodwill.org](http://www.sfgoodwill.org)

### To Get Connected

Comprehensive Access Point/ Career Center

**Phone:** (415) 575-4570

**Location:** 99 Kissling St 3<sup>rd</sup> Floor, San Francisco CA 94103

**Hours:** Monday – Friday, 9:00am - 5:00pm,  
Fridays, 9:00am - 1:00pm

**Notes:** Attend a CAP Orientation. Orientations are offered Monday –Thursday at 10:00am.

### Things To Know

**Languages Spoken:** English, Spanish.  
Cantonese

**What to Bring:** State-Issued ID; Social Security Card; Proof of SF Residency. Program will assist client in getting these.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** No cost to participants.

**Eligible Population:** All individuals who obtain a CAP Card may access services.

**Faith Based:** No

**Direct Services:** Access to Internet; Assistance Getting Drivers License or Other ID; Clothing Vouchers; Transit Vouchers; Intensive Case Management; Outreach; Post-Incarceration Support; English as a Second Language; GED & High School Education; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Phone/Voicemail; Vocational Education; Hotel Vouchers; Housing Resources; Retail/Warehouse Operation Training; Criminal Justice Navigator; Bus Tokens. Referrals to other resources available as needed.

## MISSION HIRING HALL *EMPLOYMENT SERVICES*

Mission Hiring Hall's (MHH) purpose is to meet the immediate and long-term employment needs of San Francisco's employers and its low- and moderate-income, unemployed and underemployed residents. MHH offers a variety of employment services/programs including the CityBuild Academy, Construction Administration and Professional Services Academy, Hospitality Initiative, and Homeless Employment Services. [www.missionhiringhall.org](http://www.missionhiringhall.org)

### To Get Connected

**Contact Person:** Front Desk

**Phone:** (415) 626-1919 x100

**Location:** 3080 16<sup>th</sup> Street, San Francisco, CA 94103

**Hours:** Monday – Thursday, 9:00am - 5:00pm;  
Friday 9:00am - 4:30pm

**Notes:** Orientations/Registration is the first step to receiving services. Intakes are Monday at 9:30am

### Things To Know

**Languages Spoken:** English, Spanish, Tagalog, Cantonese, Mandarin, Russian.

**What to Bring:** CA ID; Social Security Card; Proof of SF Residency. Program will assist client in getting these.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All individuals 18 years and older. Must be a San Francisco resident.

**Faith Based:** No

**Direct Services:** Employment Placement; Employment Training; Employment Retention; Job Readiness/Life Skills; Access to Internet; Assistance with Resumes; CityBuild Academy, CAPSA & STEP. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *SABRINA REID*



Sabrina Reid works for Community Works West as an intensive case manager for the San Francisco Sheriff's No Violence Alliance program (NoVA). Having spent most of her adult life in and out of prison, she spent 5 years in the Delancey Street Foundation and applies her personal experience to help people navigate through the opportunities and resources for those getting out.

Most of her clients have had violence in their charges and need to address those issues as well. She also is a member of the San Francisco District Attorney's Advisory Board of Formally Incarcerated Individuals and a member of the Anti-Recidivism Coalition (ARC).

## JEWISH VOCATIONAL SERVICES (JVS)

Jewish Vocational Services (JVS) can help you with the skills and resources you need to find the right job. The job search assistance program is specially tailored to meet your particular employment needs. JVS works with job seekers that truly represent the broad diversity of San Francisco, and also works with some of the best Bay Area companies in healthcare, administration, retail and technology. The Technology Center helps people improve their job related computer skills and provides online job search opportunities. You can search for a job; improve your typing speed and Microsoft Office skills with self-paced tutorials; use software and print library to explore your career options; build your resume, cover letter, and basic skills; and study for the GED, NCLEX-PN, and NCLEX-RN. [www.jvs.org](http://www.jvs.org)

### To Get Connected

**Phone:** (415) 391-3600 **Fax:** (415) 391-3617

**Email:** [info@jvs.org](mailto:info@jvs.org)

**Hours:** Monday-Friday, 9:00am - 5:00pm.

**Location:** 225 Bush Street, Suite 400 - West Lobby, San Francisco, CA 94104

**Notes:** No referral needed. Get started online at [www.jvs.org/](http://www.jvs.org/) attend a drop-in Welcome Session every Wednesday at 1:00pm.

### Things To Know

**Languages Spoken:** Non-native speakers are welcome to access the Technology Center facilities although the job search resources are primarily in English.

**What to Bring:** Authorization to work in the United States.

**Accessibility:** Wheelchair accessible. Other disabilities accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals who comply with a work-focused professional facility.

**Faith Based:** No

**Direct Services:** Employment Retention; Employment Training; Job Readiness. Referrals to other resources available as needed.



## IN THE SPOTLIGHT: *ELI CRAWFORD*

Eli is a native of San Francisco and was raised in the Western Addition neighborhood. Eli entered the criminal justice system as a juvenile, then later on went to prison. He has spent over 40 years incarcerated. After he was released from federal prison, Eli reentered the world with a new vision.



Upon his release, Eli began to educate himself about his community and later studied Administration of Justice at City College of San Francisco. He is currently the President of the New Community Leadership Foundation and founder of “Raw Talk for Life.” He teaches personal and professional development in the San Francisco County Jail and in his community.

## IN THE SPOTLIGHT: *DANI JOHNSON*

Dani Johnson entered the criminal justice system at the early age of 11 years old. She endured a life of trauma and abuse which led her down a road to a cycle of domestic and drug abuse. This led her further into a cycle of incarceration, homelessness, street life, and a broken family system.



Dani has since overcome a life of addiction and life the streets, she has sought and accomplished higher education. She is currently a student at California Institute of Integral Studies, in her second year of the Community Mental Health Master’s Program. Her interest lies in working with formally incarcerated people and their families, to help them heal and acquire the skills to overcome a life of poverty, criminality, and recidivism.

## OTTP-SF EMPLOYMENT PROGRAM

In collaboration with the Department of Rehabilitation (DOR), this program helps youth (15-24 years old) with a mental health diagnosis to find and sustain competitive employment. Vocational specialists, who are licensed occupational therapists, work closely with each youth to find a good match for both the youth and the employer. OTTP clinicians may also provide on or off site job training and ongoing assistance to ensure that the youth is successful at their job site.

### To Get Connected

**Contact Person:** Vocational Specialist Supervisor  
**Phone:** (415) 551-0975 **Fax:** (415) 551-1673  
**Email:** dor@ottp-sf.org  
**Hours:** Monday – Friday, 8:00am - 5:00pm  
**Location:** 425 Divisadero, Suite 300  
San Francisco, CA 94117  
**Notes:** Requires referral from clinician

### Things To Know

**Languages Spoken:** English  
**What to Bring:** State Issued ID and SSC  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** SF Residents, with mental health diagnosis, Ages 15-24  
**Faith Based:** No

**Direct Services:** Employment

## POSITIVE RESOURCE CENTER (PRC) EMPLOYMENT SERVICES

Positive Resource Center's Employment Services Program provides vocational rehabilitation and job search services to people with HIV/AIDS or with Mental Health Conditions. Our Employment Services Program assists clients who are considering temporary work, permanent part-time or full-time work, or training and education opportunities. Positive Resource Center is the only employment service provider in the San Francisco Bay Area that has specifically developed its program for people who are facing multiple employment barriers. [www.positiveresource.org](http://www.positiveresource.org)

### To Get Connected

**Contact Person:** Joe Ramirez-Forcier,  
Managing Director of Employment Services  
**Phone:** (415) 972-0831 **Fax:** (415) 777-1770  
**Email:** joer@positiveresource.org  
**Hours:** Monday – Friday, 9:00am - 5:00pm  
**Location:** 785 Market Street, 10th Floor, San Francisco, CA 94103  
**Notes:** No referral needed

### Things To Know

**Languages Spoken:** English, Spanish  
**What to Bring:** State Issued ID  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** California residents 17 years of age or older with HIV/Mental Health/other disabilities  
**Faith Based:** No

**Direct Services:** Access to Internet; Job Search Center; Computer Training; Vocational Counseling; Intensive Case Management; Outreach; Vocational Education; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills

## RENAISSANCE ENTREPRENEURSHIP CENTER

Renaissance Entrepreneurship Center's goal is to assist re-entry clients explore entrepreneurship, because we understand that it is hard to get a job once you have a record. [www.rencenter.org](http://www.rencenter.org)

### To Get Connected

**Contact:** Renaissance Bayview

**Email:** [Bayview@rencenter.org](mailto:Bayview@rencenter.org)

**Phone:** (415) 647-3728 **Fax:** (415) 541-8589

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Location:** 1325-B Evans Ave, San Francisco, CA 94124

**Notes:** No referral needed. Orientations offered twice monthly. Call for details.

**Direct Services:** Business Planning; Start-up Training; Business Marketing Training; Mentorship; Credit Repair; Life Skills; Money Management/Personal Financial Education; Employment Law. Referrals to other resources available as needed.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Sliding Scale. Varied depending on program.

**Eligible Population:** All individuals.

**Faith Based:** No

## SF CLEAN CITY COALITION *EMPLOYMENT PARTNERSHIP PROGRAM*

Clean City Partnership Program provides neighborhood-based transitional employment, training and job placement assistance to homeless and low-income individuals through community improvement projects and vocational training. We provide participants with paid employment, job readiness assistance, and assist clients in permanent full-time employment. [www.sfcleancity.org](http://www.sfcleancity.org)

### To Get Connected

**Contact Person:** Program Office

**Phone:** (415) 552-9201 x14

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Office Location:** 366 Eddy Street, San Francisco, CA 94102

**Notes:** No referral needed. Must attend an orientation to be eligible for employment. Orientations are offered weekly; please check website for location of orientations.

### Things To Know

**Languages Spoken:** English and Spanish

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** All individuals 18 years and older. Must be a San Francisco resident and able to pass a pre-employment drug test.

**Faith Based:** No

**Direct Services:** Paid Employment; Employment Training; Employment Retention; Job Readiness/Life Skills; Access to Internet. Referrals to other resources available as needed.

## SUCCESS CENTER SF *GREEN CONSTRUCTION TRAINING PROGRAM*

The Green Construction Training (GCT) project is an intensive 400-hour construction training bootcamp, that integrates hard skills training in green construction and related trades with life skills training, academics, intensive case management, wraparound services, career coaching, and job placement and retention services. Students graduate with basic skills in ten trades and earn five industry-recognized certifications, enabling graduates to secure jobs at 1 to 3 levels above entry-level pay grades. A cornerstone of the GCT is its safe, supportive community. Students learn effective communication, teamwork, anger management, problem solving, interviewing, and other life skills. [www.successcenters.org](http://www.successcenters.org)

### To Get Connected

**Contact Person:** Program Manager

**Phone:** (415) 575-0423

**Fax:** (415) 575-0425

**Email:** [tgreen@successcentersf.org](mailto:tgreen@successcentersf.org)

**Hours:** Monday – Friday, 7:30am - 3:30pm

**Location:** 1245 Howard St. San Francisco, CA 94103

**Notes:** No referral needed. Drop-ins are welcome, but orientations are held every Thursday at 10am.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Proof of SF Residency.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Men, women, transgender people, ages 17 and older, women with children, all families. Individuals with criminal convictions for a sex offense are considered on a case-by-case basis.

**Faith Based:** No

**Direct Services:** 12-week Green Construction Training Program. Must commit to schedule indicated above. Access to Internet; Assistance Getting Driver's License or Other Right to Work Documents; Personal Protective Gear/Clothing;; Access to Phones; Transportation ; Case Management Support; Basic/Remedial Education; GED and High School Education with Success Centers' School On-Site; Job Skills; Job Readiness; Job Placement; Construction Job Readiness/Life Skills Training; Employment Retention; Money Management/Personal Financial Education. Referrals provided for mental health treatment, medical care, dental care, vision care, trauma recovery services. Referrals to other resources available as needed.

## THE BREAD PROJECT *BAKERY PRODUCTION BOOTCAMP*

The Bread Project's mission is to empower individuals with limited resources on their path to self-sufficiency through skills instruction, on-the-job training, and assistance with establishing a career in the food service industry. The Bread Project provides an intensive 3-week Bakery Production Bootcamp to eligible trainees to gain basic commercial baking knowledge and skills, and experience operating standard commercial kitchen equipment. Every student receives their ServSafe Food Handler's card. The Bootcamp also includes a soft skills component for students to create and update their resume, as well as practice for job interviews. [www.breadproject.org](http://www.breadproject.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (510) 594-1702

**Hours:** Thursdays from 10:00am - 2:00pm

**Location:** 1615 University Ave, Berkeley, CA 94703

**Notes:** Please call for registration appointment. Registration appointments are held Wednesdays and Thursdays between 12pm -3pm

### Things To Know

**Languages Spoken:** Training services are delivered in English, with some Spanish support provided

**What to Bring:** State-Issued ID; Social Security Card; Proof of Income

**Accessibility:** Partially Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** Low-income individuals in Bay Area counties, including refugees, persons with reentry background, veterans, etc.

**Faith Based:** No.

**Direct Services:** Vocational Training , On the Job Training

## TOOLWORKS *JANITORIAL TRAINING/PLACEMENT*

Toolworks, in partnership with people in disadvantaging conditions, is a human service agency dedicated to providing the tools/resources to promote independence, equality, and personal satisfaction. [www.toolworks.org](http://www.toolworks.org)

### To Get Connected

**Phone:** (415) 733-0990

**Specific Intake Days and Times:**

Info session every Friday at 1:00pm  
25 Kearny Street, #400

**Training Hours:** 6:45am - 11:45am

**Location:** Office at 25 Kearny Street, #400, San Francisco, CA 94104. Training site on Treasure Island.

**Notes:** Referrals are not required to attend an info session. Information session every Friday at 1:00pm at Kearny Street location.

### Things To Know

**Languages Spoken:** English, ASL.

**What to Bring:** State-Issued ID; Social Security Card; proof of SF Residency; proof of homelessness; proof of disability. These documents are not necessary to attend an info session.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** Individuals, 18 years and older, who meet both eligibility requirements of HEC Grant: 1) homelessness 2) disabled.

**Faith Based:** No

**Direct Services:** Access to Internet; Assistance Getting Driver's License or Other ID; Hygiene/Personal Care Items; Phone/Voicemail; Intensive Case Management; Mentorship; Vocational Education; Assessment & Application for SSI; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills. Referrals to other resources available as needed.

## URBAN SERVICES YMCA OMI & API SERVICE CONNECTOR PROGRAM

OMI Service Connector Program provides job counseling, skill development, and linkages and referrals for unemployed adults in San Francisco.

### To Get Connected

**Contact Person:** Reception  
**Phone:** (415) 978-7684 **Fax:** (415) 988-7927  
**Email:** omifrc@ymcasf.net  
**Hours:** Mon, Wed, and Thur 10am-12pm and 1pm-3pm, or by appointment.  
**Location:** 103 Broad Street, San Francisco, CA 94112  
**Notes:** No referral necessary, call first for an appointment.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese, and Vietnamese  
**What to Bring:** ID, or Proof of SF Residence  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** Adults who reside in District 11 (Oceanview, Merced Heights, Excelsior and Ingleside neighborhoods), along with San Francisco Asian and Pacific Islanders.  
**Faith Based:** No

**Direct Services:** Case Management; Education Planning/Career Counseling; Job and Educational Barrier Removal Assistance; Basic Needs Assistance; Therapy. Information and referrals to other resources available as needed.

## YOUNG COMMUNITY DEVELOPERS (YCD)

The mission of Young Community Developers is to empower and inspire Southeast Sector residents to engage in employment and educational opportunities, by applying knowledge, skills and attitudes required to be creative and achieve personal success. Through comprehensive preparation techniques that result in barrier remediation and develop disenfranchised residents into creative problem solvers and responsible contributors to their families and the economic development of Southeast Sector neighborhoods in San Francisco. [www.ycdjobs.org](http://www.ycdjobs.org)

### To Get Connected

**Contact Person:** Quincy Collins or Linila Fleeton  
**Phone:** (415) 822-3491 **Fax:** (415) 822-1196  
**Location:** 1715 Yosemite Ave, San Francisco, CA 94124  
**Hours:** Monday – Friday, 8:00am - 5:00pm  
**Notes:** No referral necessary, drop-ins are allowed for intakes, however, appointments are preferred.

### Things To Know

**Languages Spoken:** English, Spanish  
**What to Bring:** CA ID, Social Security Card  
**Accessibility:** ground level, ADA/ wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** Individuals with involvement in the criminal justice system, 14-17 and 18-35 years old, on active probation with the Juvenile or Adult Probation Department (JPD/APD).  
**Faith Based:** No

**Direct Services:** Employment Placement; Employment Training; Job Readiness/Lifeskills; Case Management; Employment retention; Barrier Removal Assistance on a case by case basis, Also as a neighborhood Access Point, YCD provides Access to Computers and Internet, Fax, Copy Machine, Assistance with Resumes; Job Search Assistance. Referrals to other resources available as needed.

## YOUNG COMMUNITY DEVELOPERS *INTERRUPT, PREDICT, & ORGANIZE* (IPO-TAY)

The San Francisco Mayor's Office has implemented the IPO/TAY Employment Program to focus on at risk or in-risk transitional age youth 18-25 years-old that reside in high crime neighborhoods of the City. The program is a collaboration of Young Community Developers (YCD), Arribo Juntos (AJ) the Mayor's Office of Violence Prevention Services, the Adult Probation Department, Human Services Agency, the Office of Economic and Workforce Development (OEWD), and other city partners and community based organizations. IPO TAY is a 12 month employment, education, behavioral health services, and barrier remediation program. [www.ycdjobs.org](http://www.ycdjobs.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (415) 822-3491 **Fax:** (415) 822-1196

**Location:** 1715 Yosemite Ave, San Francisco, CA 94124

**Hours:** Monday – Friday, 8:00am - 5:00pm

### Things To Know

**Eligible Population:** Referrals are made exclusively by SFAPD, the San Francisco Police Department, and Street Violence Intervention Program. Candidates must be 18 – 25 and have had convictions of a serious, violent or gun related nature. Additionally, the Mayor's Office identifies a neighborhood of focus for each cohort.

**Faith Based:** No

**Direct Services:** Employment Readiness, Case Management, Barrier Removal, Employment Placement.

## YOUNG COMMUNITY DEVELOPERS *INTERRUPT, PREDICT, & ORGANIZE* (IPO-FAMILY)

IPO-Family is an extension of IPO/TAY and addresses the needs of an older 26 – 35 year old population. IPO Family services are mostly the same as IPO/TAY except IPO Family also includes a comprehensive family focused component. [www.ycdjobs.org](http://www.ycdjobs.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (415) 822-3491 **Fax:** (415) 822-1196

**Location:** 1715 Yosemite Ave, San Francisco, CA 94124

**Hours:** Monday – Friday, 8:00am -5:00pm

### Things To Know

**Eligible Population:** Referrals are made by SFAPD, the San Francisco Police Department, and Street Violence Intervention Program. Candidates must be 26-35 and have had convictions of a serious, violent or gun related nature. Additionally, the Mayor's Office identifies a neighborhood of focus for each cohort.

**Faith Based:** No.

**Direct Services:** Employment Readiness, Case Management, Barrier Removal, Employment Placement.

## YOUNG WOMEN'S FREEDOM CENTER *SISTERS RISING PAID INTERSHIP*

The Sister's Rising Program is a 15 week internship that has four components:

- Provides hands on training in community organizing and street outreach
- Educates young women on the systems of oppression and empowers them to fight back
- Teaches professional skills that can be transferrable to other employment opportunities after Sisters Rising
- Provides opportunities for self-care, through healing and connecting to one's culture

[www.youngwomenfree.org](http://www.youngwomenfree.org)

### To Get Connected

**Contact Person:** Sister Rising Coordinator

**Phone:** (415) 703-8800 **Fax:** (415) 703-8818

**Location:** 832 Folsom Street, Suite #700, San Francisco, CA 94107

**Hours:** Monday – Friday, 4:00am - 8:00pm

**Notes:** Applications are released twice a year, for a Fall cohort, and a Spring/Summer cohort.

### Things To Know

**Languages Spoken:** English, Spanish

**What to Bring:** CA ID, Social Security Card

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Formerly Incarcerated or System Involved Young Women, Cis or Trans, 16-24 years old

**Faith Based:** No

**Direct Services:** Employment, Leadership Development





# HEALTH & TREATMENT

## HEALTH

Information about accessing healthcare appears in the Identification & Income chapter. Read that chapter for information about how to apply for Healthy San Francisco and affordable health insurance programs. Transitions Clinic (listed in this chapter) specializes in post-prison healthcare.

### SAN FRANCISCO BEHAVIORAL HEALTH ACCESS CENTER (BHAC), COMMUNITY BEHAVIORAL HEALTH SERVICES, DEPARTMENT OF PUBLIC HEALTH

The Behavioral health Access Center (BHAC) acts as an entry point into the substance abuse and mental health system-of-care in San Francisco. BHAC can assess and authorize placement into different levels of care, depending on need. Services include residential treatment, intensive outpatient services, outpatient services, and other services that assist in reducing barriers to care. Residents of San Francisco are eligible for services at BHAC.

For substance abuse or mental health treatment referrals, call (415) 503-4730 or toll free 1-800-750-2727.

Languages: English, Spanish, Tagalog, Cantonese, Mandarin, Arabic, Japanese, Vietnamese.

**Location:** 1380 Howard Street, 1<sup>st</sup> Floor, San Francisco, CA 94103

**Hours:** Monday – Friday, 9:00am - 4:00pm

### CALIFORNIA HIV/AIDS HOTLINE

If you have a question about HIV/AIDS or STDs, call the California HIV/AIDS hotline. A trained phone counselor is available to help you in English or in Spanish.

**Toll Free in California:**

(800) 367-AIDS (2437)

(888) 225-AIDS (2437) (TTY)

**In San Francisco and outside California:**

(415) 863-AIDS (2437)

**Hours:** Monday – Friday, 9:00am - 5:00pm  
(until 9:00pm on Tuesdays)

**Website:** [www.aidshotline.org](http://www.aidshotline.org)

**Mailing Address:**

California AIDS Hotline  
995 Market Street, #200  
San Francisco, CA 94103

**Email Address:**

Contact-us@AIDSHotline.org

## ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no fees, and there are more than 700 meetings in the area. A complete listing is available at [www.aasf.org](http://www.aasf.org) or through the Intercounty Fellowship of Alcoholics Anonymous:

(415) 674-1821 (from SF)

(415) 499-0400 (from Marin)

**Email:** [help@aasf.org](mailto:help@aasf.org)

**Mobile Devices:** [www.aasf.org/m](http://www.aasf.org/m)

**Location:** 1821 Sacramento Street

San Francisco, CA 94109

**Oficina Central Hispana:**

(415) 824-18341

## NARCOTICS ANONYMOUS

Narcotics Anonymous makes no distinction between drugs, including alcohol. Membership is free, and the group is not affiliated with any organizations outside of NA. Some meetings have specific focuses or may be particularly appropriate for certain people. Meeting schedules, information on wheelchair accessibility, and special foci, are available online, and by calling the NA Helpline, (415) 621-8600.

**Mailing Address:**

San Francisco Area of Narcotics Anonymous

Area Service Office

The West Bay Conference Center

1290 Fillmore Street #B

San Francisco, CA 94115

**Help Line Phone Number:** (415) 621-8600

**Email:** [ASO@sfna.org](mailto:ASO@sfna.org)

**Website:** [www.sfna.org](http://www.sfna.org)

## FOOD ADDICTS IN RECOVERY ANONYMOUS (FA)

Food Addicts in Recovery Anonymous (FA) is a twelve step program offering a solution for anyone suffering from any form of food addiction including overeating, bulimia, under-eating or food obsession. There are over 30 meetings throughout the San Francisco Bay Area. For more information please visit our web-site at: [www.foodaddicts.org](http://www.foodaddicts.org)

**E-mail:** [fa@foodaddicts.org](mailto:fa@foodaddicts.org)

**Phone:** (800) 600-6028

## BAY AREA ADDICTION RESEARCH AND TREATMENT *COMMUNITY HEALTHCARE*

BAART Community HealthCare (BHC) is a non-profit entity established to provide medical care through a network of community clinics. BCH focuses primarily on providing low cost primary care services to indigent populations. BCH and its predecessors have been providing services for 35 years. [www.baartprograms.com](http://www.baartprograms.com) or [www.baarthhealthcare.org/index.html](http://www.baarthhealthcare.org/index.html)

### To Get Connected

**Contact person:** Medical Secretary

**Phone:** (415) 863-3883 **Fax:** (415) 863-7343

**Location:** 1111 Market Street, San Francisco, CA 94103

**Market Street Hours:** Weekdays except Wednesday, 6:00am to 2:00pm (Wednesday, 6:00am to 12:00pm)

**Notes:** No referral needed. Drop-ins welcome

**Contact Person:** Medical Secretary

**Phone:** (415) 928-7800

**Location:** 433 Turk Street, San Francisco, CA 94102

**Turk Street Hours:** Weekdays except Wednesday, 7:00am to 3:00pm (Wednesday, 7:00am to 1:00pm)

**Notes:** No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Tagalog, Russian.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Medi-Cal, SFHP, Sliding fee scale.

**Eligible Population:** All individuals and family members, ages 18 and older.

**Faith Based:** No

**Direct Services:** Medical Care; Mental Health Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Health & Wellness Education; Assessment & Application for SSI. Referrals to other resources available as needed

## BAYVIEW HUNTERS POINT FOUNDATION FOR COMMUNITY IMPROVEMENT *SUBSTANCE ABUSE PROGRAM*

The mission of Bayview Hunter's Point Foundation is to build a community that is empowered, clean, safe, and healthy. The Methadone Maintenance Program embraces the San Francisco Department of Public Health's principles of harm reduction and cultural competency to provide the highest quality of treatment services for our clients. [www.bayviewci.org](http://www.bayviewci.org)

### To Get Connected

**Contact Person:** Maisha Bolden

**Phone:** (415) 822-8200

**Specific Intake Days and Times:** Monday, Wednesday, Friday 6:30am-9:30am

**Hours:** Monday – Friday, 6:00am - 2:00pm, Saturday and Sunday, 7:00am - 10:00am

**Location:** 1625 Carroll Avenue, San Francisco, CA 94124

**Notes:** No referral needed.

### Things To Know

**Languages Spoken:** English, Spanish.

Translation services available upon request.

**What to Bring:** State-issued ID; Social Security Card; Proof of SF Residency.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** All adults.

**Faith Based:** No.

**Direct Services:** Methadone; Substance Abuse Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Group and Individual Counseling/Therapy.

## IN THE SPOTLIGHT: *VICTORIA WESTBROOK*

After graduating from Georgia Tech in 1990, Victoria moved to the Bay Area to start her career. She began experimenting with various drugs. In 1994, Victoria's twin died and was the catalyst for her daily methamphetamine use which would continue for the next twenty years. In 2014, Victoria was indicted on federal drug charges. Going to prison clean and sober, she was determined to be a better woman upon her release in 2016.



She is now the Director of Programs and Operations for Code Tenderloin and is also in school to become a licensed Substance Abuse Counselor. "I know that my past has shaped me, but it does not define me or my future. Today, I understand that the opposite of shame is not pride, it is acceptance. It is this understanding that allows me to live in my truth and be comfortable sharing my story. I also know that I am NOT my past mistakes; that I have value and worth intrinsically. I believe that my past experiences have brought me to where I am today and who I am today and they have also enabled me to give back to my community with love and compassion."

## CENTRAL AMERICAN RESOURCE CENTER (CARECEN)

Second Chance Tattoo Removal Program provides tattoo removal services for young adults wishing to remove gang-related tattoos. Dental services include emergency dental care, cleanings, examinations, x-rays, extractions, root canals, fillings, pit and fissure sealants, denture repairs, crowns, and referrals for other dental services. [www.carecensf.org](http://www.carecensf.org)

### To Get Connected

**Phone:** For tattoo removal services, call (415) 642-4425 or (415) 642-4400.

**Email:** [info@carecensf.org](mailto:info@carecensf.org)

**Specific Intake Days and Times:** Call for details.

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Location:** 3101 Mission Street, Suite 101, San Francisco, CA 94110

**Notes:** No referral needed. Make an appointment or drop in to inquire.

### Things To Know

**Languages Spoken:** English, Spanish, Access to interpretation services for other languages.

**What to Bring:** Second Chance Tattoo Removal Program Application or Referral.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Free to those who qualify.

**Eligible Population:** All individuals and family members. For tattoo removal services, ages 12-24 only. Men, Transgender people, Pregnant women.

**Faith Based:** No.

**Direct Services:** Tattoo Removal. Referrals to other resources available as needed.

## COMMUNITY ACUPUNCTURE PROJECT *EAR CLINIC AT THE AMERICAN COLLEGE OF TRADITIONAL CHINESE MEDICINE (ACTCM)*

The Auricular (Ear) Clinic was started in 1994 as a donation-based community clinic with the mission to provide quality holistic medicine in a safe and welcoming environment to all members of the public. Some of the more common health complaints treated are pain relief, smoking cessation, PMS, stress relief and drug addiction recovery. [www.actcm.edu/clinic](http://www.actcm.edu/clinic)

### To Get Connected

**Contact Person:** ACTCM Clinic/Reception

**Phone:** (415) 282-9603 **Fax:** (415) 282-9037

**Email:** [actcmclinic@ciis.edu](mailto:actcmclinic@ciis.edu)

**Drop-In Clinic Hours:** Monday, 1:30-1:45pm, Wednesday, 9:00-11:45am

**Location:** 555 De Haro Street, Room G, San Francisco, CA 94107

**Notes:** No referral needed. Drop-in- first come, first served. 20-40 minute treatment sessions in a group setting. The ear clinic is located at 555 De Haro Street

### Things To Know

**Languages Spoken:** English, some Spanish

**Accessibility:** Wheelchair accessible

**Client fees, if any:** Free \$5 suggested donation

**Eligible Population:** Anyone who needs an acupuncture treatment

**Faith Based:** No

**Direct Services:** Ear acupuncture treatments and holistic health advice.

## HEALTHRIGHT360 *MEDICAL CLINICS*

The mission of HealthRIGHT360 is to give hope, build health, and change lives for people in need. We do this by providing compassionate, integrated care that includes primary medical, mental health, and substance use disorder treatment. Our services aim to relieve the burden of societal problems by promoting wellness, healthy relationships, productive living, and community.

[www.healthright360.org](http://www.healthright360.org)

### To Get Connected

**Contact Person:** Staff

**Phone:** (415) 226-17755 **Fax:** (415) 746-1941

**Locations:** 1563 Mission St, 558 Clayton St

**Hours:** Monday – Friday, 9:00am - 5:00pm

(Wednesday until 8pm at 558 Clayton St)

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Eligible Population:** All adults.

**Faith Based:** No

**Direct Services:** Primary and Preventive Health Care; Women’s Health; Birth Control; STD Diagnosis and Treatment; Diabetes Treatment; Asthma Treatment; Chronic Disease Care; Opioid Management; Mental Health Treatment; Substance Abuse Treatment. Referrals to other resources available as needed.

**IN THE SPOTLIGHT: *MARILYN JONES***

After 20 years in the criminal justice system, Marilyn returned to school and completed a Master’s Degree in Education from San Francisco State University. Additionally, Marilyn has coauthored reentry research articles and wrote an autobiography titled, ***“From Crack to College and Vice Versa”***.



Currently, Marilyn is pursuing her doctorate degree in Educational Leadership and is scheduled to graduate in the Spring of 2019. She has also founded a nonprofit called “Because Black is Still Beautiful” that is dedicated to promoting excellence in the lives of criminal justice impacted Black women.

**IN THE SPOTLIGHT: *ERNEST KIRKWOOD***

Ernest Kirkwood served 43 years in custody. While in prison, he founded the Balanced Reentry Activity Group at CTF-Soledad. Since his release in 2012, Ernest received an early discharge from high-risk parole, served two terms on the Reentry Council and chaired its Support and Opportunities subcommittee. Ernest earned his Associate’s Degree in prison and continued his education at City College, completing the Community Health Workers Certificate Program as a certified Peer Reentry Navigator and now works at Healthright 360.



As a graduate of the Rockwood Leadership Institute, Ernest continues to support the personal development of those incarcerated by facilitating Toastmaster’s groups in San Francisco County Jails. Ernest is also a published photographer. Ernest’s words of wisdom...“Reentry is not an event. It is an ongoing process...The one thing we have absolute control over is **WHAT WE ARE NOT GOING TO DO** once we are released. Knowing what **YOU ARE NOT GOING TO DO** once you are released is the most important piece of preparation work you can engage in”.



## MISSION COUNCIL ON ALCOHOL ABUSE FOR THE SPANISH SPEAKING, INC.

Mission Council on Alcohol Abuse for the Spanish Speaking, Inc., a non-profit organization, has been committed to the prevention and treatment of alcohol and other drug-related problems for individuals, families, and groups of underserved members of San Francisco.

[www.missioncouncil.org](http://www.missioncouncil.org)

### To Get Connected

**Contact Person:** Intake Coordinator

**Phone:** (415) 826-6767

**Fax:** (415) 826-6774

**Hours:** Intake, Monday – Friday, 3pm - 5pm

**Location:** 154-A Capp Street, San Francisco,

CA 94110

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** All individuals and family members, 18 and older.

**Faith Based:** No

**Direct Services:** Culturally Specific Assessments; Outpatient Counseling; Individual/Group Counseling; Drug and Alcohol Education Classes; Drug and Alcohol Testing; Alcoholics Anonymous; Narcotics Anonymous; Employment Services Referrals; Collaboration with the San Francisco Drug Court; Domestic Violence Counseling; Dual Diagnosis Assessment and Counseling. Referrals to other resources available as needed.

## MISSION NEIGHBORHOOD HEALTH CENTER *CLINICA ESPERANZA*

Clinica Esperanza provides culturally and linguistically appropriate services to under-served members in our community that reside primarily in the Mission District, with an emphasis on Spanish-speaking and bilingual clients. Our HIV services include treatment, prevention, and support to those infected and affected by HIV. We welcome patients who are uninsured and low-income and offer affordable healthcare on a sliding fee scale based on the patient's income and family size. At MNHC, no one is denied care due to inability to pay.

[www.mnhc.org/medical-services-categories/hiv-services/](http://www.mnhc.org/medical-services-categories/hiv-services/)

### To Get Connected

**Contact Person:** Liliana Schmitt, Recruitment and Retention Coordinator

**Phone:** (415) 552-1013 x2234

**Fax:** (415) 552-0529

**Email:** [lilianaschmitt@mnhc.org](mailto:lilianaschmitt@mnhc.org)

**Hours:** Monday & Friday 9:00am-6:00pm,  
Tuesday-Thursday 9:00am-9:00pm

**Location:** 240 Shotwell Street, San Francisco,  
CA 94110

### Things To Know

**Languages Spoken:** English, Spanish,  
Translation services available

**What to Bring:** Valid photo ID, Proof of SF Residency, Proof of Income Program, Proof of Health Insurance (if applicable)

**Accessibility:** Wheelchair accessible

**Client fees, if any:** Sliding fee scale; services available to clients regardless of ability to pay

**Eligible Population:** HIV+ or at-risk for HIV, Spanish-speaking San Francisco residents, and/or homeless, undocumented, uninsured

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Substance Abuse Treatment; Medical Care; Health & Wellness Education; Case Management; Individual Counseling/Therapy; Medication Payment Assistance; Peer Advocacy; Support and Healthy Living Groups.

## NEW SKIN TATOO REMOVAL

New Skin Adult Tattoo Removal program is a non-profit that removes visible tattoos at a low cost for adults that may hinder them from gainful employment and a peace of mind lifestyle.

[www.newskintr.org](http://www.newskintr.org)

### To Get Connected

**Contact:** Adam King, Founder

**Phone:** (408) 899-9695

**Email:**

[adam.king@newskinadulttattooremoval.org](mailto:adam.king@newskinadulttattooremoval.org)

**Hours:** Each Month: 2<sup>nd</sup> Saturday 8am-2pm;  
3<sup>rd</sup> Sunday 1pm-5pm

**Location:** 1060 Willow Street, San Jose, CA 95125

**Notes:** If you are a service provider or law enforcement, please ask for Adam King to receive a discount for services. Clients must show a letterhead with providers information.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** State-Issued ID.

**Accessibility:** Wheelchair accessible.

**Client fees:** \$80 for 3 minutes or \$100 for 5 minutes.

**Eligible Population:** All individuals and all ages. Clients under age 18 must be accompanied by a parent or guardian.

**Faith Based:** No

**Direct Services:** Tattoo Removal.

## SOUTH OF MARKET HEALTH CENTER

South of Market Health Center is a non-profit community health center that provides comprehensive medical, dental, and podiatry services to individuals, children, and families who have difficulty getting healthcare. We are a full-service clinic in the South of Market Area, providing high quality healthcare to over 5,000 patients every year.

### To Get Connected

**Contact Person:** Any staff

**Email:** [info@smhcsf.org](mailto:info@smhcsf.org)

**Clinics Hours:** Monday – Thursday, 8:00am - 5:00pm; Friday – Saturday 8:00am-3:30pm.

**Main Clinic:**

229 7<sup>th</sup> Street, San Francisco, CA 94103

**Phone:** (415) 503-6000

**Senior Clinic (For patients 55+):**

317 Clementina, San Francisco, CA 94103

**Phone:** (415) 284-2270

### Things To Know

**Languages Spoken:** English, Spanish, Tagalog, and Chinese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** Families and individuals with little or no health coverage.

**Faith Based:** No

**Direct Services:** SMHC provides a wide range of high-quality primary medical, disease prevention, dental and podiatry care. Pre-natal and well-baby care, patient education and outreach are also available.

## TRANSITIONS CLINIC

Transitions Clinic is a unique primary care clinic dedicated to recently released chronically-ill individuals recently released from incarceration and their families. Transitional and primary care services are available within the first two weeks upon release from prison. Patients are supported by community health workers who have a history of incarceration. [www.transitionsclinic.org](http://www.transitionsclinic.org)

### To Get Connected

**Contact Persons:** Ron Sanders, Joseph Calderon: Community Health Workers  
**Phone:** (415) 671-7087 – office; Ron: (415) 933-4403 (cell); Joseph: (415) 676-0816 (cell)  
**Email:** ronald.sanders@sfdph.org, joseph.calderon@sfdph.org  
**Location:** Southeast Health Center  
2401 Keith Street, San Francisco Ca 94124  
**Public Transportation:** T Train, 54, 29  
**Notes:** Community Health Workers are available by phone Monday through Friday 8am-5pm. No drop-ins, must have appointment scheduled. Can be screened by community health workers by phone. For future doctor's appointments, please contact community health workers.

### Things To Know

**Languages Spoken:** English, Spanish, others.  
**What to Bring:** State-issued ID, Social Security Card, and Proof of SF Residency. No additional documentation needed prior to entry, but will need these documents in 30 days for San Francisco insurance program. Program will assist entering clients.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** None  
**Eligible Population:** Men, Women, Transgender people, Pregnant women, and families.  
**Faith Based:** No  
**Community Health Workers Services:** All patients are supported by trained community health workers with a history of incarceration. Our clinic partners with many community organizations and are we not funded by the criminal justice system.

**Direct Services:** Medical Care; Health & Wellness Education; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration support. Referrals to other resources available as needed, including referral for employment, housing, mental health and substance use treatment. Medical care on site: buprenorphine (suboxone), optometry, podiatry, acupuncture, smoking cessation classes, lab services and nutrition. Clothing & food access upon request.

## U.S. DEPARTMENT OF VETERAN AFFAIRS *SAN FRANCISCO VA DOWNTOWN CLINIC*

The SFVAMC Downtown Clinic offers primary care and a wide array of mental health services, including group and individual counseling, substance abuse, PTSD, and compensated work therapy. The clinic is one of VHA's first Comprehensive Homeless Veterans Centers providing a full range of services to homeless veterans, and it provides special care to homeless veterans through the Health Care for Homeless Veterans program. The Downtown Clinic is a part of the San Francisco VA Medical Center System. [www.sanfrancisco.va.gov](http://www.sanfrancisco.va.gov)

### To Get Connected

**San Francisco VA Downtown Clinic Location:**

401 3<sup>rd</sup> Street, San Francisco, CA 94107

**Phone:** (415) 281-5100

**Hours:** Monday-Friday, 8:00am - 4:30pm

**Notes:** No referral needed. Drop-ins welcome.

**San Francisco VA Medical Center**

**Location:** 4150 Clement Street, San Francisco, CA 94121

**Phone:** (415) 221-4810

### Things To Know

**Languages Spoken:** English, Tagalog.

Translation services available for other languages.

**What to Bring:** Discharge form DD214.

Program will assist entering clients in getting this.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None collected here, means test determines fees.

**Eligible Population:** All veterans of the U.S. Military.

**Faith Based:** No

**Direct Services:** Emergency Shelter; Transitional Housing CWT/TR Program; Access to Internet; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Phone/Voicemail; Shower Facilities; Storage Facilities; Mental Health Treatment; Substance; Abuse Treatment; Medical Care; Anger Management; Group Counseling/Therapy; Outreach. Referrals to other resources available as needed.

## WESTSIDE COMMUNITY SERVICES *SERVICES FOR ADULTS*

Westside Community Services has been providing an array of community-based prevention, mental health, substance abuse, and social services to clients in the City and County of San Francisco for 40 years. Incorporated in 1967, Westside is one of the oldest community-based mental health agencies in the nation. The range of programs and services has varied over the years, while a commitment to providing excellent, high-quality, culturally and community appropriate programs has remained central to the core of the organization. [www.westside-health.org](http://www.westside-health.org)

### To Get Connected

#### Behavioral Health Services

**Location:** 245 11th Street, San Francisco, CA 94103

**Phone:** (415) 355-0311

**Fax:** (415) 355-0349

**Email:** [crisisclinic@westside-health.org](mailto:crisisclinic@westside-health.org)  
[outpatient@westside-health.org](mailto:outpatient@westside-health.org)  
[ACT@westside-health.org](mailto:ACT@westside-health.org)

#### Methadone Maintenance & Detoxification

**Location:** 1301 Pierce Street, San Francisco, CA 94115

**Phone:** (415) 563-8200

**Fax:** (415) 563-5985

**Email:** [methadone@westside-health.org](mailto:methadone@westside-health.org)

#### HIV Testing, Counseling & Linkages

#### AIDS Case Management & Home Care

**Location:** 1153 Oak Street, San Francisco, CA 94117

**Phone:** (415) 355-0311

**Fax:** (415) 355-0358

**Email:** [AIDS@westside-health.org](mailto:AIDS@westside-health.org)

[CTL@westside-health.org](mailto:CTL@westside-health.org)

**Direct Services:** Advocacy; Chemical Dependency Services; Outreach; In-Home Support; Therapeutic Interventions; Care Coordination; Medication Monitoring and Health Screening; Crisis Assessment; Crisis Intervention.

### Things to Know

**Languages Spoken:** English.

**Accessibility:** Wheelchair accessible.

**What to Bring:** Program may require photo ID or other documentation. Contact Westside for specifics.

**Client Fees:** Sliding scale. Medi-Cal share of cost, if appropriate.

**Eligible Population:** San Francisco residents; other eligibility requirements may apply. Contact program for specifics.

**Faith Based:** No

## WOMEN'S COMMUNITY CLINIC *OUTREACH SERVICES*

The mission of the Women's Community Clinic is to improve the health and well-being of women and girls. We believe preventive, educational care is essential to lifelong health and that all women deserve excellent health care, regardless of their ability to pay. We work hard to ensure that each client feels comfortable and safe using her voice to direct the care she receives.

[www.womenscommunityclinic.org](http://www.womenscommunityclinic.org)

### To Get Connected

**Phone:** (415) 379-7800

**Phones staffed:** Monday – Friday, 1:00pm - 9:00pm; Tuesday, Friday and Saturday, 9:30am - 1:00pm

**Drop-in Hours:** Tuesdays, beginning at 8:30am. Open until full.

**Location:** 1833 Fillmore Street, San Francisco, CA 94115

**Notes:** No referral needed. Drop-ins allowed. Appointments referred.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** All services are free.

**Eligible Population:** Women, transgender people, 12 years and older, women with children.

**Faith Based:** No

**Direct Services:** Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Medical Care; Health & Wellness Education. Referrals to other resources available as needed.

## RESIDENTIAL TREATMENT FACILITIES

Temporary housing with structured treatment and services focused on recovery from substance abuse and mental health issues. Transitional housing, including clean and sober housing, is listed in the Housing chapter.

### ASIAN AMERICAN RECOVERY SERVICES

Asian American Recovery Service's (AARS) goal is to change an individual's substance-abusing lifestyle. This change comes about through four fundamental processes-acknowledgement, willingness to change, reconciliation and life skills. The AARS-residential is a therapeutic community which recognizes the need for providing structure, support and opportunity within a multi-cultural environment. It is a highly structured environment with defined boundaries, both moral and ethical. The program employs community imposed sanctions as well as earned advancement of status and privileges as part of the recovery and growth process. Being part of something greater than oneself is an especially important factor in facilitating positive growth. [www.aars.org](http://www.aars.org)

#### To Get Connected

**Contact Persons:** Stephen Fields, Program Manager

**Phone:** (415) 541-9404 **Fax:** (415) 776-1011

**Email:** [sfields@aars.org](mailto:sfields@aars.org)

**Facility Hours:** 24 hours/7days. Intake hours Monday – Friday, 9:00am - 5:00pm

**Location:** 2024 Hayes Street, San Francisco, CA 94117

**Notes:** No referral needed. Call or write for appointment. No drop-ins. This is a smoke free facility.

#### Things To Know

**Languages Spoken:** English, Cantonese.

**What to Bring:** Proof of SF Residency, TB Clearance. Program will assist entering clients in getting these.

**Accessibility:** Wheelchair accessible. Other disabilities accommodated.

**Client fees, if any:** No fee.

**Eligible Population:** Adults. May not have criminal conviction for sex offense, gang-related offense, or arson.

**Faith Based:** No

**Direct Services:** Substance Abuse Treatment; Transitional Housing; Clothing; Food/Prepared Meals; Co-Occurring Disorder/Dual Diagnosis Treatment; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Family Reunification. Referrals to other resources available as needed.

## CITYTEAM MEN'S RESIDENTIAL RECOVERY PROGRAM

Cityteam of San Francisco's Men's Recovery Program serves men who are seeking treatment in their drug and alcohol addiction. This long-term, residential program takes a holistic approach, addressing addictions as well as psychological, spiritual, education, and vocational issues. We provide individual and group counseling, GED prep classes, computer skills training, medical treatment, and community involvement. [www.cityteam.org/san-francisco/](http://www.cityteam.org/san-francisco/)

### To Get Connected

**Contact Person:** Recovery Program

**Phone:** (415) 861-8688

**Email:** [sanfrancisco@cityteam.org](mailto:sanfrancisco@cityteam.org)

**Intake Hours:** Monday-Friday, 9am - 5pm

**Location:** 164 6<sup>th</sup> Street, San Francisco, CA 94103

**Notes:** Please call first for an intake.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** State-Issued ID

**Accessibility:** No.

**Client fees:** Program fee is 30% of net income not to exceed \$500 a month.

**Eligible Population:** Men ages 18 and older.

**Faith Based:** Yes

**Direct Services:** Residential Substance Abuse Treatment; 12 Step Program; Health and Wellness Education; Anger Management; Case Management; Mentorship; Therapy; Clothing; Meals; Hygiene/Personal Care Items. Referrals to other services available as needed.

## IN THE SPOTLIGHT: JOSE BERNAL

A native of San Francisco's Tenderloin from a family of first generation immigrants, Jose Bernal served a 30-month sentence and was released on parole in 2013. Post release, Jose faced barriers to employment and housing, recalling his first job as bussing tables and washing dishes. Determined to overcome obstacles and help his community, Jose began working as a peer advocate with Hospitality House in the Tenderloin and after just years was named the Director of the nonprofit's Men's Shelter Program.



In 2016, the Board of Supervisors appointed Jose to the Reentry Council. During his tenure, Jose advocated for local restorative justice policies and continues these efforts as the chair of the Council's Legislation, Policy & Operational Practices Subcommittee. Through grassroots community work, Jose has spearheaded initiatives to de-privatize reentry services, end gang injunctions, and hold law enforcement accountable. Currently, Jose is a Senior Organizer & Advocate for the Ella Baker Center for Human Rights, working to organize people to shift resources away from prisons and punishment, and towards opportunities that make communities safe, healthy, and strong. Jose is a 2016 graduate of Stanford University's Project ReMade program.



## DELANCEY STREET FOUNDATION

Delancey Street is a residential education center for former substance abusers and ex-convicts. Its philosophy is that the people with the problems can teach themselves to become the solution. The program requires a minimum two-year commitment, and many individuals stay for longer.

[www.delanceystreetfoundation.org](http://www.delanceystreetfoundation.org)

### To Get Connected

**Contact Persons:** Intake Coordinator

**Phone:** (415) 512-5104 **Fax:** (415) 512-5141

**Facility Hours:** 24 hours/7 days

**Location:** 600 Embarcadero, San Francisco, CA 94107

**Notes:** No referrals needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities accommodated.

**Client fees, if any:** No fee.

**Eligible Population:** Men, women, transgender people, ages 18 older. May not have a criminal conviction for arson; may not be a registered sex offender; may not have a serious medical/mental health condition requiring medication.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Shower Facilities; Medical Care Emergency; Anger Management; Mentorship; Basic/Remedial Education; College & Graduate Education; GED & High School; Education; Reading/Literacy; Vocational Education; Employment Training; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Inmate & Parolee Legal Issues; Voting Outreach & Education; Parenting Support/Education. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: ANGELA COLEMAN



Angela Colman began getting high at the age of 14 and with three strikes, miraculously was sentenced to a year of jail time followed by a year at Walden House. She was tired of her former lifestyle and made the decision to start her life all over again—realizing she didn't know how to live without drugs.

Angela became engaged in rebuilding her life and came to peace with her past which enabled her to create a the life she had been searching for. Fourteen sober years later, thirteen of which have been with GLIDE, Angela is a currently a Case Manager at the Glide Walk In Center and Board of Supervisors appointee to the Reentry Council. Reentry work is her passion, because it allows her to offer hope to others until they can find their own—by letting them know if she could do it, they can too.

## THE EPIPHANY CENTER *RESIDENTIAL TREATMENT PROGRAM*

The Epiphany Center is a 3.1 ASAM (American Society of Addiction Medicine) designated facility offering holistic residential services to women struggling with addiction. Ascribing to the medical model of addiction, The Epiphany Center, also follows a harm reduction philosophy and is trauma informed in comprehensive care for a highly traumatized population. [www.theepiphanycenter.org](http://www.theepiphanycenter.org)

### To Get Connected

**Contact:** Adult Services

**Email:** [aboymd@theepiphanycenter.org](mailto:aboymd@theepiphanycenter.org)

**Phone:** (415-567-8370 **Fax:** (415) 346-2356

**Location:** 100 Masonic Ave, San Francisco CA 94118

**Hours:** Monday – Friday, 8:30am - 5:00pm

**Notes:** Please call an Intake Clinician to schedule an interview

### Things To Know

**Languages Spoken:** English

**What to Bring:** CA ID, Social Security Card

**Accessibility:** Wheelchair accessible

**Client fees, if any:** No Cost for Services – 40% of income for lodging

**Eligible Population:** Women 18 years of age or older, pregnant women and women with children 0-3 with a need for residential treatment for abuse of drugs and alcohol

**Faith Based:** Yes

**Direct Services:** Residential Treatment; Child Care, Family Treatment; Case Management; Recovery Therapy; Group Therapy; Pediatric Clinic; In-Home Services

## FRIENDSHIP HOUSE

Residential treatment facility dedicated to serving American Indian communities, and all people with alcohol/drug abuse issues who would benefit from pro-social model of treatment influenced by American Indian traditions. [www.friendshiphousesf.org](http://www.friendshiphousesf.org)

### To Get Connected

**Contact Person:** Intake Coordinator

**Phone:** (415) 865-0964 **Fax:** (415) 865-5428

**Hours:** Monday-Friday, 9:00am-4:00pm

**Location:** Must call first – Intake done over the phone.

**Notes:** No referral needed. No drop-ins. Must call for appointment first.

### Things To Know

**Languages Spoken:** English, Navajo, and other American Indian languages.

**What to Bring:** California-Issued ID and TB Clearance, current within last 6 months. (If ID is from any state other than Calif., a Tribal ID is required.)

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Sliding scale.

**Eligible Population:** All individuals with no convictions for arson, no serious medical, psychological, or emotional conditions that could interfere with participation in social-model treatment program. Must be clean and sober for at least 72 hours. Women may bring 1 or 2 children ages 0-5.

**Faith Based:** Yes

**Direct Services:** Substance Abuse Treatment; Housing; Intensive Case Management; Life Skills Development; Relapse Prevention; Family Counseling/Reunification; Job Readiness Training; Assistance with Transition Back into the Community. Referrals to other resources available as needed.

## HEALTHRIGHT360 *SAN FRANCISCO RESIDENTIAL TREATMENT PROGRAMS*

HealthRIGHT360's Residential Treatment Programs in San Francisco offer holistic services for men, women, and transgender adults. Treatment, which is provided for men and women separately, is client centered, trauma informed, gender responsive, and culturally competent. HealthRIGHT360 also offer residential programs for those adults who struggle with mental illness as well as addiction. [www.healthright360.org/san-francisco](http://www.healthright360.org/san-francisco)

### To Get Connected

**Contact Person:** Intake

**Phone:** (415) 361-5098 **Fax:** (415) 701-7913

**Hours:** Monday – Friday, 8:45am to 4:00pm

**Location:** For Intake-1563 Mission Street, San Francisco, CA 94103

**Notes:** You must attend new client orientation Monday through Friday at 8:45am to get on the triage/waiting list to enter residential programs. If you are eligible for Medi-Cal benefits but are not enrolled, HR360 will provide assistance with enrollment

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** California ID, Medi-Cal Benefits Card

**Accessibility:** Some of our residential locations are ADA accessible; inquire at intake

**Client fees, if any:** Depends on source of funding for program; inquire at intake

**Eligible Population:** Adult residents of San Francisco who are either recipients of or eligible for San Francisco County Medi-Cal benefits

**Faith Based:** No

**Direct Services:** Intake and assessment; individualized case management; individual, group, and family therapy; family reunification; treatment planning; drug and alcohol counseling; reentry and aftercare; and linkage to medical services (including HIV testing and treatment) and medication-assisted treatment (i.e., Suboxone)

## JELANI, INC.

Residential drug treatment program for families.

### To Get Connected

**Contact Person:** Norman Mathis, Intake Coordinator.

**Phone:** (415) 822-5945 **Fax:** (415) 822-5943

**Email:** nmathis@jelaniinc.org

**Facility Hours:** 24 hours/7 days. Intake hours: Monday – Friday, 9:00am-5:00pm.

**Locations:**

Jelani House Family Program  
1638 Kirkwood Avenue, San Francisco, CA

**Notes:** Referrals from family agencies or criminal justice system.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Social Security Card; Proof of Residence; TB Clearance. Preferable, but not completely necessary at intake. Some assistance may be available to help gather these documents.

**Accessibility:** Only the Quesada Ave. address is wheelchair- and other disability-accessible.

**Client fees, if any:** 80% of public assistance received.

**Eligible Population:** All Individuals and families, including adults with children, and pregnant women. Must not be convicted of sex offense or arson.

**Faith Based:** No

**Direct Services:** Alcohol/Drug Treatment; Access to Benefits (SSI, GA, TANF, et al); Accompany to Court Dates; Anger Management; Childcare; Co-Occurring Disorder/Dual Diagnosis; Counseling; Family Reunification; Life Skills; Parenting Support; Perinatal Services; Residential Housing; Services for Children; Trauma Recovery Services. Referrals to other resources available as needed.

**IN THE SPOTLIGHT: *ADRIAN MALDONADO***

Adrian Maldonado had a 17 year history of heroin addiction and incarceration. He is currently employed by San Mateo County Correctional Mental Health as the Program Director of “Choices”—an in-custody program where he got clean and sober in 2000 while incarcerated.



Adrian is a Delancey Street graduate, has been a long-time community and labor organizer and in 2016 completed a Master’s Degree in Counseling Psychology from the University of San Francisco.

**IN THE SPOTLIGHT: *MAURA QUINN***

Maura was dysfunctional, an addict with no goals. With her sibling’s death at the age of 12, Maura turned to drugs as an escape, a catalyst for numerous runaways and dropping out of school. She had children and became a welfare recipient, all the while selling drugs to supply her habit. After the death of a son, Maura turned to heroin for relief and fell hard—fast. Her children were removed from her care and Maura served time in and out of jail over the course of 10 years.



Her last incarceration led her to Delancey Street Foundation where she learned how to live and change her thinking. While there, Maura obtained work skills and attended Parenting Classes. She mended her relationship with her children who moved in with her following her graduation from Delancey Street. Maura had good jobs with great establishments but felt the need to do more and became a Case Manager at Cameo House where she serves women currently in the situation she was once in—demonstrating that change is possible.

## THE LATINO COMMISSION

The Latino Commission program design and methodology are derived from models of culturally-sensitive treatment for Latinos, which have been developed and implemented in the last decade by the Latino Commission. The model incorporates current best practices in services delivery to Latinos utilizing a solid family-centered approach, one that integrates the concepts of *conocimiento* (self-awareness), *respeto* (respect for others), and *confianza* (mutual trust) to create a traditional peer support system. [www.thelatinocommission.org](http://www.thelatinocommission.org)

### To Get Connected

**Contact Person:** Camilo Gonzalez, Intake Coordinator

**Phone:** (650) 244-0305

**Intake Hours:** Monday-Friday, 9am - 3pm

**Intake Address:** 301 Grand Ave., Suite 301, S. San Francisco, CA 94080

**Locations:** **Casa Quetzal:** 635 Brunswick, San Francisco, CA 94112; **Casa Ollin:** 161 Margaret Avenue, San Francisco, CA 94112; **Aviva**

**House:** 1724 Bryant Street, SF, CA 94110

**Notes:** No referral needed. Appointments are recommended.

### Things To Know

**Languages Spoken:** Spanish, English.

**What to Bring:** State-Issued ID; TB Clearance.

Will assist client in getting these.

**Accessibility:** Some sites in San Francisco are not wheelchair accessible.

**Client fees:** Sliding scale.

**Eligible Population:** All individuals, including adults with children, and pregnant women. Must not be convicted of sex offense.

**Faith Based:** No

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License/Other ID; Food/Prepared Meals; Hygiene/Personal Care Items; Shower Facilities; Substance Abuse Treatment; Group Counseling/Therapy; Individual Counseling/Therapy; Access to Benefits; Parenting Support/Education. Referrals to other resources available as needed

## THE SALVATION ARMY ADULT REHABILITATION CENTER (ARC)

[www.sanfranciscoarc.salvationarmy.org](http://www.sanfranciscoarc.salvationarmy.org)

### To Get Connected

**Contact Person:** Intake Staff

**Phone:** (415) 643-8000

**Center Hours:** Monday-Friday, 7:30am-4:00pm

**Intake Hours:** Monday-Friday, 7:00am to 1:00pm

**Location:** 1500 Valencia Street, San Francisco, CA 94110

### Things To Know

**Languages Spoken:** Spanish, English.

**What to Bring:** State-Issued ID; TB Clearance. Personal Items, 30 Day Supply of Medication,

**Client fees:** None

**Eligible Population:** Individuals who can independently self-care. No 290 offenders, criminal background will be reviewed on a case by case basis.

**Faith Based:** Yes-but not required

**Direct Services:** Substance Abuse Treatment

## THE SALVATION ARMY *HARBOR LIGHTS RESIDENTIAL TREATMENT*

The Salvation Army Harbor Light Program is licensed through the California Department of Alcohol and Drug Programs. The Harbor Light Program provides care for people who are suffering from drug addiction and alcoholism. It is a 6 month – 2-year long term residential treatment abstinence based program employing the 12 model. [www.sanfranciscoharborlight.salvationarmy.org](http://www.sanfranciscoharborlight.salvationarmy.org)

### To Get Connected

**Contact Person:** Intake and Network Manager

**Phone:** (415) 503-3054 **Fax:** 415-861-4261

**Location:** 1275 Harrison Street, San Francisco, CA 94103

**Notes:** Intakes contingent on program acceptance. Call for application. All applicants must complete a face-to-face interview before placement.

### Things To Know

**Languages Spoken:** English

**What to Bring:** State-Issued ID; TB Clearance, 30-45 day of prescribed medications

**Client fees:** Contact program for details

**Eligible Population:** Individuals who can independently self-care. No 290 offenders, criminal background will be reviewed on a case by case basis.

**Faith Based:** Yes-but not required

**Direct Services:** Substance Abuse Treatment

## THE SALVATION ARMY *THE WELLNESS CENTER*

The Salvation Army Harbor Light Recovery Wellness Services is the first stop on the road to recovery. A social-model detox and stabilization program, The Wellness Center offers safety, support and structure and is a 12-step based program. The goal is to help clients with substance use challenges, stabilize and transition to long-term care or community support services, to meet their primary needs. [www.sanfranciscoharborlight.salvationarmy.org](http://www.sanfranciscoharborlight.salvationarmy.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (415) 503-3072

**Location:** 1275 Harrison Street, San Francisco, CA 94103

**Notes:** Intakes contingent on program acceptance. Call for application. All applicants must complete a face-to-face interview before placement.

### Things To Know

**Languages Spoken:** English

**What to Bring:** State-Issued ID; TB Clearance or ability to obtain one ASAP, 30-45 day of prescribed medications

**Client fees:** Contact program for details

**Eligible Population:** Individuals who can independently self-care. No 290 offenders, criminal background will be reviewed on a case by case basis.

**Faith Based:** Yes-but not required

**Direct Services:** Substance Abuse Treatment



## PROGRESS FOUNDATION

Progress Foundation offers medication education, symptom management (mental health), case management, and referrals to other resources. [www.progressfoundation.org](http://www.progressfoundation.org)

### To Get Connected

**Contact:** Program Staff

**Phone:** (415) 861-0828

**Email:** [info@progressfoundation.org](mailto:info@progressfoundation.org)

**Fax:** 415-861-0140

**Location:** Main Office is 368 Fell Street, San Francisco, CA 94102

**Notes:** Referral required from any case manager, therapist, or psychiatrist.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Proof of San Francisco residency; TB clearance; a physical within the past 12 months. Program can assist with physical and TB tests.

**Accessibility:** DUCC, Dore, Avenues and, Clay are wheelchair accessible.

**Client fees, if any:** Sliding scale; free for individuals with no income.

**Eligible Population:** All individuals and families, including seniors (age 60 and older) with an Axis I mental health disorder. Must not be registered sex offender, must not have a criminal conviction for arson.

**Faith Based:** No

**Direct Services:** Access to Benefits (SSI, GA, TANF, et al); Accompany to Court Dates; Anger Management; Co-occurring Disorder/Dual Diagnosis; Counseling; Family Reunification; Food/Meals; Healthcare; Life Skills; Parenting Support; Phone/Voicemail; Residential/Housing; Showers; Transit Vouchers; Trauma Recovery. Referrals to other resources available as needed

## ST. ANTHONY FOUNDATION *FATHER ALFRED CENTER*

The St. Anthony Foundation's Father Alfred Center provides the Bay Area's only licensed no-fee residential recovery program to homeless men who are ready to build sober, stable futures. The program serves men from San Francisco, Marin, Alameda, Contra Costa, and San Mateo counties. The Father Alfred Center's year-long work-structured program empowers men with no income or resources with the tools to overcome addiction, and the support to establish productive and healthy lives. The multi-program access available through St. Anthony's own services is rare in the field of recovery, and allows the speedy assessment and resolution of clients' medical, legal, vocational, and educational needs, most or all of which have been affected profoundly by their cycles of poverty and addiction. [www.stanthonysf.org/RecoveryProgram](http://www.stanthonysf.org/RecoveryProgram)

### To Get Connected

**Contact Persons:** Intake

**Phone:** (415) 592-2831

**Intake Hours:** Monday through Friday,  
8:00am-10:00am

**Intake Location:** 121 Golden Gate Avenue,  
San Francisco, CA 94102

**Notes:** No referrals needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish

**Client fees, if any:** No fee.

**Eligible Population:** Men ages 18 and older. May not have a criminal conviction for arson; may not be a registered sex offender; may not have a serious medical/mental health condition requiring medication. Client must be able to pass a physical examination given by St. Anthony's Medical Clinic as part of the intake process.

**Faith Based:** 12-Step based program.

**Direct Services:** Residential Recovery Program; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Shower Facilities; Medical Care; Anger Management; GED; Vocational Education; Employment Training; Employment Retention; Job Readiness/Life Skills. Referrals to other resources available as needed.

## OUTPATIENT TREATMENT

Outpatient substance abuse treatment, mental health treatment, dual diagnosis, and other services are listed here.

### BAY AREA ADDICTION RESEARCH AND TREATMENT *BAART PROGRAMS*

BAART's/BBHS's mission is to provide people with cost effective, short-term substance abuse treatment and other health care services, including primary medical care, at its clinics or through community linkages, and to make such services available to as many people as possible who seek them. [www.baartprograms.com](http://www.baartprograms.com)

#### To Get Connected

**Contact Person:** Intake Coordinator

**Phone:** (415) 863-3883 **Fax:** (415) 863-7343

**Email:** [khoustons@baartprograms.com](mailto:khoustons@baartprograms.com)

**Location:** 1111 Market Street, San Francisco, CA 94103

**Market Street Hours:** Monday-Friday, 6:00am -2:00pm; Saturday and Sunday, 8:00am-12:00pm

**Notes:** No referral needed. Drop-ins welcome

**Contact Person:** Intake Coordinator

**Phone:** (415) 928-7800

**Location:** 433 Turk Street, San Francisco, CA 94102

**Turk Street Hours:** Monday-Friday, 7:00am - 3:00pm, except Wednesdays, 9:00-2:00pm; Saturday and Sunday, 8:00am-12:00pm

**Notes:** No referral needed. Drop-ins welcome.

**Direct Services:** Mental Health Treatment; Substance Abuse Treatment (Methadone/Suboxone); Individual Counseling/Therapy. Turk Street location offers FACET program for pregnant clients on methadone. Referrals to other resources available as needed.

#### Things To Know

**Languages Spoken:** English, Spanish, Tagalog, Russian.

**What to Bring:** State-Issued ID.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client Fees:** Based on sliding scale. Private insurance, Medi-Cal.

**Eligible Population:** All individuals and family members, ages 18 and older

**Faith Based:** No

## HEALTHRIGHT360 COMPREHENSIVE OUTREACH PROGRAM FOR PACIFIC ISLANDERS AND ASIAN SUBSTANCE ABUSERS (COPPASA)

COPPASA is the outreach, prevention, and intake team for Asian American Recovery Services' adult programs in San Francisco, including Project ADAPT and Lee Woodward Counseling Center for Women. [www.healthright360.org/program/comprehensive-outreach-program-pacific-islander-and-asian-substance-abusers-coppasa](http://www.healthright360.org/program/comprehensive-outreach-program-pacific-islander-and-asian-substance-abusers-coppasa)

### To Get Connected

**Contact Persons:** COPPASA Intake  
**Phone:** (415) 776-1001 **Fax:** (415) 776-1066  
**Email:** [jmengue@aars.org](mailto:jmengue@aars.org)  
**Hours:** Monday – Friday, 9:00am - 5:00pm  
**Location:** 2020 Hayes Street, Suite 206, San Francisco, CA 94117  
**Notes:** Intake Drop-In Hours: Monday - Friday, 1:00pm - 3:00 pm

### Things To Know

**Languages Spoken:** English, Spanish, French, Portuguese  
**What to Bring:** Insurance Card  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** Adult San Francisco residents  
**Faith Based:** No

**Direct Services:** Intake for AARS' San Francisco Programs; assessments for our outpatient and residential services related to substance use, mental health, and co-occurring disorders; and referrals and linkages to additional outside services; and outreach and early intervention services.

## IN THE SPOTLIGHT: LISA WOOD-OLIVER

Lisa Wood-Oliver is a Recovery Specialist with a decade of successful experience in encouraging and assisting people transitioning from incarceration to the streets. She is an advocate and a strong believer in the power that people can change. She hopes her story can save at least one life and strives to be a part of the solution not the problem.



At 13 years old, Lisa started snorting heroin and by 19 was sent to prison for 4 years. Arriving with no idea she was pregnant, she gave birth to her daughter in prison. Prison turned into a vicious cycle of going in-and-out for close to the next 20 years. Her son would follow her in this path. The last serious case she caught, Lisa was offered to attend Delancey Street, figuring anything was better than going back to prison for 18 years-the experience would change her life forever and has been free from drugs for 15 years. Lisa has worked for the last 10 years almost with the Sheriff Department's No Violence Alliance (NoVA) program and is the Program Director for Westside's Methadone clinic.

## **HEALTHRIGHT360 LEE WOODWARD COUNSELING CENTER (LWCC)**

LWCC is a comprehensive multicultural adult women's outpatient program that provides integrated substance use and mental health treatment services.

[www.healthright360.org/program/lee-woodward-counseling-center-lwcc](http://www.healthright360.org/program/lee-woodward-counseling-center-lwcc)

### **To Get Connected**

**Contact Persons:** LWCC Intake

**Phone:** (415) 776-1001

**Email:** [jmengue@aars.org](mailto:jmengue@aars.org)

**Location:** 1735 Mission Street, San Francisco, CA 94103

**Hours:** Monday – Friday, 9:00am to 5:00pm

**Notes:** Please call for intake or Drop-In Hours at 2020 Hayes Street Monday-Friday 1:00pm to 3:00pm

### **Things To Know**

**Languages Spoken:** English

**What to Bring:** Insurance Card

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated

**Client fees, if any:** No Charge (Medi-Cal)

**Eligible Population:** Adult women residents of San Francisco

**Faith Based:** No

**Direct Services:** Intake and assessment; substance use and mental health treatment and case management; individual and group counseling; process and psycho-education groups; relapse prevent; child care and parenting support, recreational activities; continuing care; and alternative therapies (yoga and mindfulness)

## **HEALTHRIGHT360 ASIAN DRUG AND ALCOHOL PREVENTION AND TREATMENT (ADAPT)**

ADAPT is a comprehensive multicultural and multilingual adult outpatient program that provides integrated, culturally competent substance use and mental health treatment services.

[www.healthright360.org/program/asian-drug-and-alcohol-prevention-and-treatment-adapt](http://www.healthright360.org/program/asian-drug-and-alcohol-prevention-and-treatment-adapt)

### **To Get Connected**

**Contact Persons:** ADAPT Intake

**Phone:** (415) 750-5125 **Fax:** 415-221-2678

**Email:** [jmengue@aars.org](mailto:jmengue@aars.org)

**Hours:** Monday – Friday, 8:30am to 5:00pm;  
Drop In Hours Monday – Friday, 1:00 to 3:00pm

**Location:** 2020 Hayes Street, San Francisco, CA 94117

### **Things To Know**

**Languages Spoken:** English, Cantonese

**What to Bring:** Insurance Card

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** No charge (Medi-Cal)

**Eligible Population:** Adult residents of San Francisco

**Faith Based:** No

**Direct Services:** Intake and assessment; substance use and mental health treatment ; individual and group counseling; process and psycho-education groups; case management; relapse prevention; recreational activities; continuing care; and alternative therapies (acupuncture, mindfulness)

**IN THE SPOTLIGHT: JOSEPH CALDERON**

Joe Calderon, a native San Franciscan, was sentenced to life in prison at the age of 23 and was incarcerated for 17 years. While incarcerated, he began to explore ways to give back to society. Since his release, Joe served on the San Francisco Reentry Council, the Equity Advisory Committee with the San Francisco Human Rights Commission and is presently serving the City of San Francisco on the Policy Committee for SF LEAD (Law Enforcement Assisted Diversion

He completed San Francisco City College's Post-Prison Health Worker Certificate program, and works as a Senior Community Health Worker/Lead Trainer with Transitions Clinic Network. He has a passion for working with diverse and disenfranchised populations, leveraging his personal experience with incarceration to advocate the ideals of social justice and community investment. Joe is a New Leaders Council Fellow (2014) and a JustLeadership Fellow (2018) and is currently working toward a degree in Public Health. Joe's words of wisdom from James Baldwin... "Not everything that is faced can be changed. But nothing can be changed until faced."

**IN THE SPOTLIGHT: CHLOE TURNER**

Chloe Turner was raised in Southern California. She left high school early and spent most of her 20's addicted and cycling in and out of county jails and prison. After her last incarceration in 2008, she entered a program for women parolees and came face-to-face with the issues that landed her in prison.



In 2010, Chloe completed a Community Health Worker Certificate specializing in Post-Prison Release and graduated from Stanford University's Project ReMade in 2012. In May 2013, she graduated from the University of San Francisco with a BS in Organizational Behavior and Leadership. She currently works as a Rehabilitation Services Coordinator for the San Francisco Sheriff's Department.

## HEALTHRIGHT360 *SAN FRANCISCO OUTPATIENT TREATMENT PROGRAMS*

HealthRIGHT360's Outpatient Treatment Programs in San Francisco are designed specifically for adults with substance use disorder, as well as those who also struggle with mental illness alongside addiction. Once enrolled in a program, each client is assigned a Care Coordinator (i.e., case manager) who assists them in identifying their needs, strengths, and goals. From this process, the client and Care Coordinator work together to create a 90-day treatment plan.

[www.healthright360.org/san-francisco](http://www.healthright360.org/san-francisco)

### To Get Connected

**Contact Person:** Outpatient Intake

**Phone:** (415) 762-3705

**Hours:** Various, depending on location

**Locations:**

- 1563 Mission Street (at S. Van Ness)
- 1601 Donner Street (in the Bayview)
- 2020 Hayes Street (in the Upper Haight)
- 1735 Mission Street (gender-specific program for women)

**Notes:** If you are eligible for Medi-Cal benefits but are not enrolled, HR360 will provide assistance with enrollment

### Things To Know

**Languages Spoken:** English, Spanish, Portuguese, French, and some Asian language capacity

**What to Bring:** California ID; San Francisco Medi-Cal Benefits Card (if possible)

**Accessibility:** All locations are ADA accessible

**Client fees, if any:** None

**Eligible Population:** Recipients of San Francisco Medi-Cal for 1563 Mission Street site; adult residents of San Francisco for all other sites

**Faith Based:** No

**Direct Services:** Intake and assessment; client-centered case management; day and evening group therapy; linkages to other support services

## HORIZONS UNLIMITED OF SAN FRANCISCO, INC. *OUTPATIENT PROGRAM*

Providing individual, group and family substance abuse counseling, (i.e., Harm Reduction, Relapse Prevention, Brief Interventions, and Bio/psycho/social education) for youth ages 10-17 years old and TAY 18-25 years old. [www.horizons-sf.org](http://www.horizons-sf.org)

### To Get Connected

**Contact Persons:** Program Director

**Phone:** (415) 487-6702 **Fax:** (415) 487-6724

**Email:** [smaciel@horizons-sf.org](mailto:smaciel@horizons-sf.org)

**Specific Intake Days and Times:** Monday-Friday, based on appointment.

**Hours:** Monday – Thursday, 10:00am to 7:00pm; Fridays, 10:00am to 6:30pm

**Location:** 440 Potrero Avenue, San Francisco, CA 94110

**Notes:** Call, email or drop-in

### Things To Know

**Languages Spoken:** English, Spanish

**What to Bring:** Please bring ID, TB test results and Health Insurance, if applicable

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Youth 10-17 years old and TAY 18-25 years old

**Faith Based:** No

**Direct Services:** Access to Internet; Mental Health Treatment; Substance Abuse Treatment; Health & Wellness Education; Anger Management; Group Counseling/Therapy; Individual Counseling/Therapy; Outreach

## HYDE STREET COMMUNITY SERVICES, INC. *TENDERLOIN OUTPATIENT CLINIC*

The mission of Hyde Street Community Services, Inc., is to provide comprehensive integrated behavioral services to adult residents of San Francisco who are in need of these services to achieve and maintain the maximum quality of life and greatest degree of independence possible. We provide behavioral health services to an adult population in San Francisco to improve the quality of life for those with chronic and severe behavioral health issues. [www.hydestreetcs.org](http://www.hydestreetcs.org)

### To Get Connected

**Contact Persons:** On duty staff  
**Phone:** (415) 673-5700 **Fax:** (415) 292-7140  
**Email:** [info@hydestreetcs.org](mailto:info@hydestreetcs.org)  
**Hours:** Monday – Friday, 9:00am to 5:00pm  
**Location:** 815 Hyde Street, Suite 100, San Francisco, CA  
**Notes:** Clients may drop-in to apply for services.

### Things To Know

**Languages Spoken:** English, Spanish, Vietnamese, Chinese, Arab.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** The Clinic accepts MediCal, Medicare, Healthy San Francisco. Clients may be charged according to the state UMDAP scale.  
**Eligible Population:** We welcome all residents of San Francisco who do not have private insurance.  
**Faith Based:** No

**Direct Services:** Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Outreach; Trauma Recovery Services; Victim/Survivor Services; Assessment & Application for SSI Program. Referrals to other resources available as needed.

## INSTITUTO FAMILIAR DE LA RAZA

Substance abuse and related treatment services. [www.ifrsf.org](http://www.ifrsf.org)

### To Get Connected

**Contact Person:** Intake Specialist  
**Phone:** (415) 229-0500 **Fax:** (415) 647-3662  
**Email:** [info@ifrsf.org](mailto:info@ifrsf.org)  
**Hours:** Monday – Friday, 9:00am - 7:00pm;  
 Saturday, 9:00am - 2:00pm  
**Drop-in Hours:** Tuesday 2pm-4pm;  
 Wednesday-Friday 12pm-2pm  
**Location:** 2919 Mission Street, San Francisco, CA 94110  
**Notes:** No referral needed. The first step to access services is to come during our drop-in hours (no appointment necessary).

### Things To Know

**Languages Spoken:** English, Spanish  
**What to Bring:** Proof of San Francisco residency. Program will assist clients in obtaining this.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** None if client has Medi-Cal/Medicare. Very low sliding scale based on income. No private insurance accepted.  
**Eligible Population:** Individuals with mental health diagnosis. Must not be a danger to others. Must not have private medical insurance.  
**Faith Based:** No

**Direct Services:** Substance Abuse Treatment; Counseling; Mental Health Treatment; Parenting Support. Referrals to other resources available as needed.



## POSITIVE DIRECTIONS EQUALS CHANGE

Our mission is to inspire personal and social responsibility in the African American community through advocacy, education, and results-oriented service. Outpatient substance abuse treatment program certified by the State, based on 12-step recovery principles, combined with non-traditional treatment modalities that address the whole individual. Other services include life skills, re-socialization training, parenting education groups, anger management/violence prevention, relapse prevention, drug education, HIV/AIDS awareness, and harm reduction education.

### To Get Connected

**Contact Person:** Cedric Akbar, Executive Director

**Phone:** (415) 401-0199 **Fax:** (415) 401-0175

**Email:** cantgetright94124@yahoo.com

**Hours:** Monday-Friday, 10:00am - 5:00pm

**Location:** 1663 Newcomb Ave., San Francisco, CA 94124

**Notes:** No referral needed. Drop-in preferred.

### Things To Know

**Languages Spoken:** English

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Call for fee schedule.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** Anger Management; Case Management; Counseling; Life Skills; Literacy/Basic Education; Mentoring; Substance Abuse Treatment; Trauma Recovery; Victim Services; Violence Prevention. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *CEDRIC AKBAR*

Cedric has served the people of San Francisco for over 20 plus years. His passion is bringing healing to people who has been through traumatic /stressful experiences by helping them to find healthy perceptions of themselves & strengthen their relationships so they can know themselves as peaceful, complete, whole & safe.



A member of Positive Directions Equals Change, Inc, Cedric truly lives up to their mission by inspiring personal & social responsibility to our community through advocacy, education & results-oriented services.

## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *CENTRAL CITY OLDER ADULT CLINIC*

Central City Older Adult Clinic provides mental health services to clients 60 years of age or older who reside in the Civic Center, South of Market, and the Tenderloin areas of the City. Services include medication management, crisis intervention, dual diagnosis treatment, consultation, and case management services.

### To Get Connected

**Contact Persons:** Officer of the Day

**Phone:** (415) 558-5900 **Fax:** (415) 558-5959

**Clinic Hours:** Monday – Friday, 8:30am to 5:00pm

**Location:** 90 Van Ness Avenue, San Francisco, CA 94102

**Notes:** No referral needed. Drop-in.

### Things To Know

**Languages Spoken:** English, Spanish, Tagalog, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees:** City and County billing based on set fees – Medi-Care/Medi-Cal share of cost.

**Eligible Population:** Men, women, transgender people, 60 years of age and older, who live the South of Market or Tenderloin areas of San Francisco, or are homeless.

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Substance Abuse Treatment for Co-Occurring Disorder/Dual Diagnosis; Medical Care; Intensive Case Management; Individual and Group Counseling/Therapy (time-limited); Anger Management; Outreach; Assistance with Assessment & Application for SSI. Referrals to other resources available as needed.



## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *SOUTH OF MARKET MENTAL HEALTH SERVICES*

The Department of Public Health focuses on disease prevention and health promotion of communities throughout San Francisco. DPH works to achieve the vision of healthy people in healthy communities by performing the following functions: Employ a systematic approach to identify the health conditions and needs of communities; Determine priorities, and develop policies and programs that address the health conditions and needs of communities; Assure that quality health resources and services are available to all San Francisco communities.

### To Get Connected

**Contact Persons:** Officer of the Day

**Phone:** (415) 836-1700 **Fax:** (415) 836-1737

**Hours:** Monday – Friday, 8:30am - 5:00pm. Intake on Monday, Tuesday, Thursday and Friday, 8:30am - 10:30am. Wednesday, 1:00pm - 2:30pm.

**Location:** South of Market Mental Health Services, 760 Harrison Street, San Francisco, CA 94107

**Notes:** No referral needed. Drop-in during intake hours.

### Things To Know

**Languages Spoken:** English, Tagalog, Spanish, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities area accommodated.

**Client fees, if any:** Program accepts Medi-Cal, Medi-Care, Healthy San Francisco and indigent clients. In some situations, clients may have a co-payment based on income or requirement of their coverage provider.

**Eligible Population:** Men, women, transgender people, 18 and older. Program does not serve convicted sex offenders whose offense involved a child or minor.

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Medical Care; Anger Management; Group Counseling/Therapy; Individual Counseling/Therapy; Assessment & Application for SSI. Referrals to other resources available as needed.

## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *SOUTHEAST MISSION GERIATRIC SERVICES*

The goal of Southeast Mission Geriatric Services is to identify and serve individuals 60 years and older who, without mental health intervention and treatment, are at risk of hospitalization or institutionalization.

### To Get Connected

**Contact Persons:** Front Desk

**Phone:** (415) 337-2400 **Fax:** (415) 337-2415

**Hours:** Monday – Friday, 8:30am - 5:00pm.

**Location:** 3905 Mission Street, San Francisco, CA 94112

**Notes:** No referral needed. Call in advance for appointment.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities area accommodated.

**Client fees, if any:** Program accepts Medi-Cal, Medi-Care, Healthy San Francisco and indigent clients. In some situations, clients may have a co-payment based on income or requirement of their coverage provider.

**Eligible Population:** Individuals over the age of 60 who have several mental disorders and those who are dually diagnosed who reside primarily but not exclusively in the Southeast area of San Francisco.

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Case Management; In-Home and Clinic Based Intervention and Therapy. Referrals to other resources available as needed.

## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *SUNSET MENTAL HEALTH CLINIC*

Sunset Mental Health Clinic welcomes individuals and families who request assistance with mental health, substance abuse, and co-occurring disorders and to ensure the provision of integrated, quality, linguistically-appropriate, culturally competent services and support.

### To Get Connected

**Contact Persons:** Officer of the Day

**Phone:** (415) 753-7400 **Fax:** (415) 753-0164

**Hours:** Monday – Friday, 8:30am - 5:00pm.  
Drop-in hours Monday – Friday, except Thursday 9:00am - 11:00am.

**Location:** 1990 41<sup>st</sup> Ave., San Francisco, CA 94116

**Notes:** Best to call in for an appointment to avoid waiting.

### Things To Know

**Languages Spoken:** English, Cantonese, Mandarin, Russian

**Accessibility:** Wheelchair accessible.

**What to Bring:** Health insurance information and list of current medications.

**Client fees, if any:** Program accepts Medi-Cal, Medi-Care, Healthy San Francisco and Healthy Worker. Sliding scale for uninsured clients.

**Eligible Population:** Residents of San Francisco who meet medical necessity.

**Faith Based:** No

**Direct Services:** Assessment; Crisis Intervention; Case Management; Individual Therapy; Medication Services; Group Therapy; Wellness and Recovery Program.

**SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *TRANSITIONAL YOUTH SERVICES***

Provide direct clinical services, including individual/group/family therapy, medication monitoring and case management to mentally ill youth. TAY strives to empower and educate youth to increase their level of independence and functioning.

**To Get Connected**

**Contact Persons:** Intake Coordinator  
**Phone:** (415) 642-4522 **Fax:** (415) 695-6961  
**Notes:** No drop-ins. Please call for referral information.

**Things To Know**

**Languages Spoken:** English, Spanish.  
**Accessibility:** Wheelchair accessible.  
**Eligible Population:** Men, women, transgender people, 16-25 years old, including individuals involved in the criminal justice system.  
**Faith Based:** No

**Direct Services:** Community Education & Mediation; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support. Referrals to other resources available as needed.

**TOM WADDELL URBAN HEALTH CLINIC**

Tom Waddell Urban Health (TWUH), serves adults experiencing homelessness, residents of supportive housing, and other members of San Francisco's Tenderloin neighborhood community.

**To Get Connected**

**Contact Persons:** Program Coordinator  
**Phone:** (415) 355-7500  
**Hours:** Monday – Friday, 8:30am - 4:30pm  
**Location:** OBOT Program, Tom Waddell urban Health Clinic, 230 Golden Gate Avenue, San Francisco, CA 94102  
**Notes:** Clients are referred from Ward 93, PCP, OBIC, UC, other CHC Sites. Drop-ins allowed, but appointments are preferred. Please call or write for appointment.

**Things To Know**

**Languages Spoken:** English, Spanish.  
**What to Bring:** Proof of SF Residency. Program will assist entering clients in getting this.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** Tom Waddell accepts MediCare, MediCal, HSF (sliding scale)  
**Eligible Population:** All individuals with an opiate dependence.  
**Faith Based:** No

**Direct Services:** Hygiene/Personal Care Items; Mental Health Treatment; Substance Abuse Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Medical Care; Health & Wellness Education; Group Counseling/Therapy; Individual Counseling/Therapy. Referrals to other resources available as needed

# SUPPORTIVE SERVICES

## ARAB CULTURAL AND COMMUNITY CENTER

Assist immigrant families in adjusting/adapting to hardships in American societies, and aim to provide any services needed through referrals. [www.arabculturalcenter.org](http://www.arabculturalcenter.org)

### To Get Connected

**Phone:** (415) 664-2200 **Fax:** (415) 664-2280

**Email:** [info@arabculturalcenter.org](mailto:info@arabculturalcenter.org)

**Hours:** Monday - Friday, 10:00am to 5:00pm

**Location:** 2 Plaza Street, San Francisco, CA 94116

**Notes:** No referral needed. By appointment only. No drop-ins.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** State-Issued ID; Proof of San Francisco residency.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All individuals, and family members.

**Faith Based:** No

**Services:** Referrals to range of community resources and social services.

## CENTRAL CITY HOSPITALITY HOUSE

Hospitality House is a community center for San Francisco's Tenderloin neighborhood, providing opportunities for personal growth and self-determination to homeless people and neighborhood residents. The agency's mission is to build community strength by advocating policies and rendering services that foster self-sufficiency and cultural enrichment. We encourage self-help, mutual respect, and increased self-esteem. The goal of these efforts is to make the heart of San Francisco a better place for us all. Facilities include the Tenderloin Self-Help Center (TSHC), the Sixth Street Self-Help Center, a shelter, the Community Arts Program (CAP), the Employment Program (EP), and the Community Building Program (CBP).

### To Get Connected

**Office Phone:** (415) 749-2100

**Office Fax:** (415) 749-2136

TSHC: (415) 749-2143

Sixth Street: (415) 369-3040

Shelter: (415) 749-2103

CAP: (415) 749-2133

Employment Program: (415) 749-2175

CBP: (415) 749-2102

**Email:** info@hospitalityhouse.org

TSHC: Mon-Fri, 7:00am- 7:00pm

Sixth Street: Mon-Fri: 9:00am-5:00pm

Shelter: Mon-Fri, 4:00pm - 8:00am; 24-hours

Weekends & Holidays

CAP: M/W/F: 1-6pm; Tue/Thurs: 10am-3pm

CBP: Mon-Fri 9:00 -5:00pm

### Location:

*Main Office, TSHC & Community Building*

*Program: 290 Turk Street, San Francisco, CA 94102*

*Sixth Street Self-Help Ctr: 169 & 181 Sixth St., San Francisco, CA 94103*

*Shelter: 146 Leavenworth St., San Francisco, CA 94102*

*Community Arts Program: 1007 Market St., San Francisco, CA 94102*

*Employment Program: 146 Leavenworth, San Francisco, CA 94102*

**Notes:** No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese.

**Accessibility:** All programs wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** Emergency Shelter; Rental Move-in Assistance; Access to Internet; Assistance Getting Driver's License or Other ID; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Health & Wellness Education; Group Counseling/Therapy; Individual Counseling/Therapy; Post-Incarceration Support; Employment Placement; Employment Retention; Job Readiness/Life Skills; Couples/Family Counseling; Meals; Shower Facilities. Referrals to other resources available as needed.



## CENTER FOR RESTORATIVE JUSTICE WORKS

The Center for Restorative Justice Works (CRJW) unites children, families, and communities separated by crime and the criminal justice system. CRJW's Get on The Bus and Family Express Programs are accessible to individuals throughout the Bay Area. [www.crjw.us](http://www.crjw.us)

**Get on the Bus**, a program of CRJW, gathers hundreds of children and their guardians/caregivers from throughout the state of California to visit their mothers and fathers in prison every year around Mother's Day and Father's Day.

**Family Express**, is a program fully funded by the California Department of Corrections and Rehabilitation, providing visits for family members to:

- Central California Women's Facility in Chowchilla (weekly)
- Female Community Reentry Facility in McFarland (bi-weekly)
- Folsom Women's Facility in Represa (bi-weekly)
- California Institution for Women in Corona (annually)
- Pelican Bay State Prison in Crescent City (annually)

### To Get Connected

**Contact Persons:**

Main Office: Southern California Office

**Phone:** (818) 980-7714 **Fax:** (818) 980-7702

**Email:** [info@getonthebus.us](mailto:info@getonthebus.us)

**Hours:** Monday – Friday, 9:00am - 5:00pm

Intake Tuesday – Friday.

**Location:** 6400 Laurel Canyon Blvd. Ste 304  
North Hollywood, CA 91606

**Notes:** No referral needed. Applications are received from the incarcerated parent at select institutions. Call for more information.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** ADA compliant.

**Eligible Population:** Children (Infant to 18 years) of incarcerated mothers & fathers (including caregivers).

**Faith Based:** Inter-Faith

**Direct Services:** Each year around Mother's Day and Father's Day, hundreds of children and their caregivers board buses and travel from cities all over the State of California to be united with their parents.

## CENTER ON JUVENILE AND CRIMINAL JUSTICE *NOVA SERVICES*

The Center on Juvenile Justice's NoVA mission is to provide high-quality professional pre-release planning and intensive case management to individuals who are returning to the community from San Francisco's jails. [www.cjg.org](http://www.cjg.org)

### To Get Connected

**Contact Persons:** Gerald Miller, Director of Community-Based Services  
**Phone:** (415) 621-5661  
**Hours:** Monday – Friday, 9:00am - 5:00pm  
**Location:** 424 Guerrero St, San Francisco, CA 94110  
**Notes:** All referrals are made through San Francisco Pre-Trial Diversion. No drop-ins.

### Things To Know

**Languages Spoken:** English, Spanish  
**Accessibility:** Wheelchair accessible  
**Eligible Population:** All individuals incarcerated in or recently released from San Francisco County Jail and referred by Pre-Trial Diversion.  
**Faith Based:** No

**Direct Services:** Access to Internet; Assistance Getting Driver's License & ID; Clothing; Hygiene/Personal Care Items; Intensive Case Management; Individual and Group Therapy/Counseling; Mentorship; Outreach; Post-Incarceration Support; Employment Training.

## CENTERFORCE *POSITIVE CONNECTIONS PROGRAM/PROJECT START*

Centerforce's Positive Connections Program provides intensive transitional case management services for HIV+ individuals who are leaving prison and returning to either San Francisco or Alameda County.

### To Get Connected

**Contact Person:** Jessica McGhie-Osorio  
**Phone:** (415) 456-9980 ext 204  
**Email:** [jmcghie@centerforce.org](mailto:jmcghie@centerforce.org)  
**Specific Intake Days and Times:** Intakes are completed on an ongoing basis, either during incarceration in prison or shortly after release, in the community.  
**Service Areas:** Bay Area  
**Administrative Office Mailing Address:** PO Box 415, San Quentin, CA 94964  
**Notes:** For other Centerforce programs call 415-456-9980.

### Things To Know

**Languages Spoken:** English, Spanish. Translation services will be arranged when possible.  
**Client fees:** None  
**Eligible Population:** HIV+ individuals currently incarcerated in – or recently released from – state prison, returning to Bay Area Counties.  
**Faith Based:** No

**Direct Services:** Pre- and Post-Release Transitional Case Management to link HIV+ clients with housing, food, clothing, transportation, benefits assistance, case management and primary HIV care in the community.

## IN THE SPOTLIGHT: *STEVE ADAMI*

Steve Adami is the Reentry Services Manager for the San Francisco Adult Probation Department. He is a graduate of the Delancey Street Foundation in San Francisco and spent numerous years involved in the criminal justice system.



Since being released from prison in 2010, he earned a Master's Degree in Public Administration (Public Policy/Criminal Justice) from San Francisco State University; was inducted into Pi Alpha Alpha, a National Honor Society for Public Affairs and Administration; and received the San Francisco State University's Barbara Jordan Award for Academic Excellence. Steve is also a member of the Direct Services Subcommittee for the Reentry Council of San Francisco.

## IN THE SPOTLIGHT: *LUCERO HERRERO*



Lucero was born in El Salvador and with her mother, escaped gang violence and civil war. Charged as an adult at 17 years of age, she had to navigate the challenges of childhood, the streets of the Mission and the criminal justice system. Out of her struggle, Lucero grew into her role as an organizer, realizing that her lived experience made her best positioned to change the systems affecting her community.

Lucero is a Lead Researcher with the Young Woman's Freedom Center and is a Mayoral Appointee to the Reentry Council championing initiatives such as the Bill of Rights for system involved women and girls. As an artist, mother and daughter, her hope is that all young mothers imagine a bright future for the world. Lucero's words of wisdom by Oscar Romero....."There are many things that can only be seen through eyes that have cried."

## ***CIRCLES OF DETERMINATION***

Circles of Determination, proactively coordinates resources to the Reentry population, focusing on an individual's unique needs. Serving as a catalyst for change, Circles of Determination seeks to maximize the human potential of those served, through empowerment and education to support the transition into mainstream society. Meeting individuals where they are at with encouragement and expertise, while creating space for individual transformation. Circles for Determination, has over 50 years of combined social justice experience specifically assisting the Reentry population.

### **To Get Connected**

**Contact Person:** Lyn-Tise Jones

**Phone:** (415) 559-8062

**Fax:** (415) 647-2683

**Hours:** Monday-Friday 8:00am-5:00pm

**Email:** circlesofdetermination@gmail.com

**Location:** 280 Newhall St, San Francisco, CA  
94124

### **Things To Know**

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible

**Client fees:** None

**Eligible Population:** Anyone ages 18 -30

**Faith Based:** No

**Direct Services:** Reentry Planning, Wrap Around Support for Families, Case Management, Health Care Referrals, Housing Referrals, Coordination of Education & Employment Referrals, Money Management/Personal Financial Education; Mentoring; Community Circles, Life Skills, Court Buddy

## **COMMUNITY ASSESSMENT AND SERVICES CENTER (CASC) A PARTNERSHIP OF THE SAN FRANCISCO ADULT PROBATION DEPARTMENT (APD) AND UCSF CITYWIDE**

The Community Assessment and Services Center (CASC) is a one-stop reentry center that bridges the Adult Probation Department's (APD) supervision services with comprehensive support services. The CASC empowers personal responsibility and streamlines access to evidence based services which include clinical and reentry case management, medication management and distribution, peer coaching, cognitive behavioral interventions, substance dependency and recovery services, education and employment services, barrier removal and benefits enrollment assistance.

The CASC embraces a client-centered, and strength based approach to supporting the wellness and personal development of justice-involved, San Francisco residents ages 18 and older. Led by SFAPD and UCSF Citywide, and in partnership with SF public safety partners, San Francisco Superior Court, Collaborative Courts, federal probation, state parole, San Francisco Department of Public Health, Human Services Agency, Office of Economic and Workforce Development, Department of Child Support Services and an array of talented Community Based Providers, the CASC reduces over-reliance on incarceration, builds community, and celebrates positive changes and exits from the criminal justice system.

The goals of the CASC are to reduce recidivism, mitigate behavioral health challenges, build self-sufficiency skills, and strengthen public safety. As the CASC's main service provider, Citywide/UCSF's coordinates all clinical and case management services. Other key partners include Five Keys Schools & Programs, Goodwill Industries, the Senior Ex-Offender Program, Recovery Survival Network, Westside Community Services, America Works, Mentoring Men's Movement, Tenderloin Housing Clinic, Phatt Chance Community Services, Brothers for Change, SFFI, CJCJ, HR360, Harbor Lights, Healing Circles for Soul Support, Because Black is Still Beautiful, Sister's Circle, United Playaz, and Community Works West.

### **To Get Connected**

**Contact Person:** Intake

**Phone:** 415-489-7300

**CASC Hours:** Monday-Friday 8am-5pm

**Location:** 564 6<sup>th</sup> Street, San Francisco, CA 94103

**Notes:** For referrals, please contact your DPO at 415-553-1706. For general CASC services information, please contact CASC Program Director Alex Weil at (415) 489-7302 or by email at alexander.weil@ucsf.edu

### **Things To Know**

**Languages Spoken:** English, Spanish.

Language access for limited English proficient (LEP) individuals is available.

**Client fees:** None.

**Eligible Population:** Any justice involved San Francisco resident, ages 18 and older, is welcome to the CASC. Select services, for capacity reasons, are for APD clients only. If you have program questions please call for more information.

**Faith Based:** No

**Direct Services:** Case Management; Employment Services, Education (literacy services, high school and GED instruction); Behavioral Health Services, and a wide array of groups and classes tailored to address the needs of clients. Referrals to other services as appropriate.

## COMMUNITY WORKS WEST *SURVIVOR RESTORATION PROGRAM*

The Survivor Restoration Program works to support the healing process of victims of domestic violence to give survivors the proper guidance to resources, referrals and advocacy that will provide support and structure in their lives during and after any crisis situation they encounter. [www.communityworkswest.org](http://www.communityworkswest.org)

### To Get Connected

**Contact Person:** Program Staff  
**Phone:** (415) 734-2312 **Fax:** (415) 734-2380  
**Email:** [clarios@communityworkswest.org](mailto:clarios@communityworkswest.org)  
**Location:** San Francisco Sheriff's Department Training Facility, 120 14<sup>th</sup> Street, San Francisco, CA 94103  
**Hours:** Monday-Friday 9:00am-5:00pm

### Things To Know

**Languages Spoken:** English, Spanish  
**What to Bring:** CA ID  
**Accessibility:** Wheelchair accessible  
**Client fees:** None  
**Eligible Population:** Survivors of Domestic Violence  
**Faith Based:** No

**Direct Services** Case management; Court Support, CPS case support, Referrals to other agencies, Immigration education and referrals regarding immigration, 12 week empowerment groups.

## COMMUNITY WORKS WEST *REACH INSIDE FOR SUCCESS & EXCELLENCE (RISE) REENTRY PROGRAM*

RISE is a reentry program that provides support groups and case management with a focus on restorative reentry. RISE serves men aged 18-25 who are incarcerated, recently released, and/or mandated to programming. The program uses the cognitive-based Living Is For Everyone (LIFE) violence reduction curriculum. Facilitators, many of whom are individuals with lived experience of incarceration, help young men explore the types of thinking that triggers violent behavior and begin to identify the risk factors associated with violence. This curriculum is based on the framework of Alive & Free Prescription to End Violence™. <http://communityworkswest.org/program/tay-mens-reentry-women-rising>

### To Get Connected

**Contact Person:** Program Staff  
**Phone:** (510) 701-2031 **Fax:** (415) 671-4009  
**Email:** [rholman@communtiyworkswest.org](mailto:rholman@communtiyworkswest.org)  
**Location:** San Francisco Sheriff's Department Community Programs, 70 Oak Grove, San Francisco, CA 94103  
**Hours:** Monday-Friday 9:00am-5:00pm

### Things To Know

**Languages Spoken:** English, Spanish  
**What to Bring:** CA ID  
**Accessibility:** Wheelchair accessible  
**Client fees:** None  
**Eligible Population:** Men ages 18-25  
**Faith Based:** No

**Direct Services:** Intensive case management, court support, referrals to employment, housing, residential treatment, general assistance, primary health care, financial support for job training, union dues and other opportunities, restorative justice circles.

## COMMUNITY WORKS WEST *WOMEN RISING/RISING VOICES*

Women Rising is a gender specific, women-led reentry program that provides support groups and case management for young women 18 to 25 years old, with a focus on restorative practices, based on indigenous values and centering the restoration of family and community. Rising Voices provides healing and restoration through creative expression with a professional arts approach. The restorative arts component provides an opportunity for women to explore their lives and challenges and heal from trauma through theater in a paid internship.  
[www.communityworkswest.org/program/tay-mens-reentry-women-rising](http://www.communityworkswest.org/program/tay-mens-reentry-women-rising)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (415)-734-3150

**Email:** rholman@communtiyworkswest.org

**Location:** San Francisco Sheriff's Department  
Women's Resource Center, 930 Bryant Street,  
San Francisco, CA 94103

**Hours:** Monday-Friday 8:00am-4:30pm

**Notes:** Preferably call to make an  
appointment but walk-ins are welcome.

### Things To Know

**Languages Spoken:** English, Spanish

**What to Bring:** CA ID

**Accessibility:** Wheelchair accessible

**Client fees:** None

**Eligible Population:** Young women ages 18-25

**Faith Based:** No

**Direct Services:** Intensive case management, court support, referrals to employment, housing, residential treatment, general assistance, primary health care, financial support for job training, union dues and other opportunities, theater internship, restorative justice circles.

## COMPASS FAMILY SERVICES *COMPASS CONNECTING POINT*

Compass Connecting Point (CCP) is a unique program that gives any San Francisco family experiencing a housing crisis quick access to the services that they need most, including eviction prevention, emergency shelter, health care, child care, and educational programs. CCP manages the shelter waiting list for the City-funded long-term family shelters, and is the main site for San Francisco's Family Coordinated Entry system. Our goals are to place families into shelter and provide supportive services during that wait, including emergency food, diapers, transportation assistance, and intensive support with housing search. Additionally CCP provides a one-time interest free loan for move-in funds and eviction prevention. [www.compass-sf.org](http://www.compass-sf.org)

### To Get Connected

**Phone:** (415) 644-0504

**Fax:** (415) 442-5138

**Specific Intake Days/Times:** Monday, Wednesday- Friday, 9:00am -4:00pm (closed for lunch) Tuesdays, 9:00am-12:00pm

**Note:** Drop in anytime. No referral required.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees:** None

**Eligible Population:** Homeless families staying in San Francisco, along with homeless pregnant women.

**Faith Based:** No

**Direct Services:** Emergency Shelter; Rental Move-in Assistance; Access to Internet; Assistance Getting Driver's License and Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Transit Vouchers; Mental Health Treatment; Health & Wellness Education; Assistance Applying for CalFresh/Food stamps.

## DEAF COMMUNITY COUNSELING SERVICES (DCCS)

DCCS, formally known as the UCSF Center on Deafness, a program of Family Service Agency of San Francisco/Felton Institute, provides outpatient mental health and substance abuse services for individuals who are Deaf, Deaf-Blind, Hard of Hearing and Late Deafened.

[www.felton.org/social-services/adult/dccs/](http://www.felton.org/social-services/adult/dccs/)

### To Get Connected

**Phone:** (415) 474-7310; Video Phone(415)

255-5854 **Fax:** (415) 447-9701

**Email:** [dccs@felton.org](mailto:dccs@felton.org)

**Hours:** Monday – Friday, 9:00am-5:00pm

**Location:** 1500 Franklin Street, San Francisco, CA 94109

**Notes:** Please call for information.

### Things To Know

**Languages Spoken:** English, American Sign Language.

**What to Bring:** Proof of SF residency.

**Eligible Population:** Services are for people who are deaf, hard of hearing, and deaf/blind. Adults, seniors, and children.

**Faith Based:** No

**Direct Services:** Mental Health & Substance Abuse Assessment and Therapy; Psychiatric & Medication Services; Co-Occurring/Dual Diagnosis Treatment; Health and Wellness Education; Group and Individual Counseling/Therapy; Intensive Case Management; Basic/Remedial Education; Support with Assessment and Application for Food Stamps, General Assistance and SSI; Money Management and Personal Finance Education; Couples Counseling/Therapy; Parenting Support/Education; Counseling/Therapy for Children. Referrals to other resources available as needed.



## DRESS FOR SUCCESS SAN FRANCISCO

The mission of Dress for Success is to promote the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life. [www.dressforsuccess.org/sanfrancisco](http://www.dressforsuccess.org/sanfrancisco)

### To Get Connected

**Contact Person:** Program Manager

**Phone:** (415) 362-0034 **Fax:** 415-362-0035

**Email:** [sanfrancisco@dressforsuccess.org](mailto:sanfrancisco@dressforsuccess.org)

**Hours:** Monday – Friday, 9:00am-5:00pm

**Location:** 500 Sutter Street # 218, San Francisco, CA 94102

**Notes:** Written Referral required for a Suiting Appointment. No walk-in's, by appointment only. Suiting appointments are Tuesday – Thursday, 11am – 3pm. No children or visitors are allowed to accompany you to your appointment. All items are based on inventory.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** Dress for Success San Francisco does not require ID at check-in. Check in at security desk required.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** Individuals 16 years and older in need of female clothing; must be actively job searching, attending a job fair/networking event, or enrolled in a job training/internship program. Clients are eligible to be seen twice a year for clothing services (once for an initial interview outfit; again when you have secured part-time/full-time employment).

**Faith Based:** No

**Direct Services:** Professional and Working Wardrobe Attire; Job Mentorship Program; Professional Women's Group Networking Program; 1:1 Career Mentoring.

## SAN FRANCISCO DEPARTMENT OF AGING AND ADULT SERVICES *AGING AND DISABILITY RESOURCE CENTERS*

Aging and Disability Resource Centers (ADRCs) offer the general public a single source for connecting to free information and assistance on issues affecting older people and people with disabilities, regardless of their income. These resource centers are welcoming and convenient locations for you and your family to get objective and accurate information, advice, and have access to a wide variety of services. With hubs throughout San Francisco, the ADRC Information and Assistance Specialists provide a wide range of services in multiple languages. [www.sfdaas.org](http://www.sfdaas.org)

### To Get Connected

**Office Phone:** Intake  
(415) 355-6700

**Location:** 1650 Mission St. San Francisco, CA 94103

**Notes:** For more info visit an ADRC's or contact ADRC Supervisor at 415-750-4111.

### Things To Know

**Languages Spoken:** English and other languages. Please call for information.

**Accessibility:** All stations are accessible

**Eligible Population:** Seniors (60+) and Young Adults with Disabilities (18-59).

**Faith Based:** No

### Location and Hours:

**Richmond Senior Center:** Golden Gate Senior Services, 6221 Geary Boulevard, 3<sup>rd</sup> Floor, San Francisco, CA 94121, Russian (415)-404-2938 or Chinese (415)-404-5299, Monday-Friday 9am-3pm (by appointment 8:30am-9am, 3pm-3:30pm)

**Aquatic Park Senior Center:** Northern California Presbyterian Homes and Services, 890 Beach Street, San Francisco, CA 94109, Spanish (415)-202-2982 or Chinese (415)-202-2983, Monday-Friday 9am-12:30pm, 1pm-3pm (by appointment until 4pm)

**Toolworks—Main Office:** 25 Kearney Street, Suite 400, San Francisco, CA 94108, (415)-733-0990, Spanish ext. 613, Monday, Tuesday, Thursday, Friday 8:30am-4:30pm (Closed Wednesday)

**Self Help for the Elderly—Main Office:** 601 Jackson Street, San Francisco, CA 94108, Chinese (415)-677-7585, Monday, Wednesday, Friday 8:30am-12:30pm, 1:15pm-5:15pm; Tuesday, Thursday 8:30am-12:30pm

**Geen Mun Activity Center:** Self Help for the Elderly, 777 Stockton Street, San Francisco, CA 94108, Chinese (415)-438-9804, Monday, Wednesday, Friday 8:30am-12:30pm, 1:15pm-5:15pm; Tuesday, Thursday 1:15pm-5:15pm

**South Sunset Activity Center:** Self Help for the Elderly, 2601 40<sup>th</sup> Avenue, San Francisco, CA 94116, (415)-566-2845, Monday-Thursday 8:30am-3:00pm, Friday 9am-3pm

**Bayview Senior Connections:** Bayview Hunters Point Multipurpose Senior Services, 1753 Carroll Avenue, San Francisco, CA 94124, Chinese (415)-647-5353, Samoan (415) 647 5353 Monday-Friday 10am

**Downtown San Francisco Senior Center:** Northern California Presbyterian Homes and Services, 481 O'Farrell Street, San Francisco, CA 94102, Spanish (415)-202-2982 Chinese (415) 202-2983 Monday-Friday 9am-12:30pm, 1:00pm-3:30pm (by appointment until 4pm)

OMI Senior Center: Catholic Charities, 65 Beverly Street, San Francisco, CA 94132, (415)-334-5550  
Monday-Friday 8:30am-2:30pm (by appointment 2:30pm-4pm)

Openhouse: Openhouse (LGBT Hub), 65 Laguna Street, San Francisco, CA 94114, (415)-347-8509, Monday-Friday 9am-5:30pm (by appointment 9am-11:30am, drop-ins 1pm-4:30pm)

30<sup>th</sup> Street Senior Center: 225 30<sup>th</sup> Street, 3<sup>rd</sup> Floor, San Francisco, CA 94131, (415)-550-2221  
Monday-Friday 8:30am-3pm

Western Addition Senior Center: Bayview Hunters Point Multipurpose Senior Services, 1390 ½ Turk Street, San Francisco, CA 94115, (415)-921-7805, Monday-Friday 10am-5pm

**Direct Services:** The ADRC's can support individuals with information, referral, and/or assistance in the following areas: Caregiver Assistance and Support; Case Management Services; Employment and Training Opportunities; Financial Assistance and Planning; Food and Nutrition; Health and Wellness; Housing and Shelter; In-home Care; Legal Assistance; Lesbian, Gay, Bisexual and Transgender (LGBT) Programs and Services, Medical and Dental Care; Mental Health and Counseling Services; Paperwork and Application Assistance; Prescription Drug Coverage; Senior Centers, Translation Services; Transportation.

## EPISCOPAL COMMUNITY SERVICES *SF START*

SF-START is designed to provide coordinated and integrated services to support recovery in partnership with Episcopal Community Services' Skills Center, permanent housing placement support, and benefits advocacy in San Francisco's single adult homeless shelters.

[www.ecs-sf.org](http://www.ecs-sf.org)

### To Get Connected

**Person to Contact:** Contact an SF-START case manager working inside one of the shelters listed below.

**Hours:** Monday through Saturday, 9:00am-7:30pm

**Location:** SF-START operates inside each of the three largest adult homeless shelters: Next Door, MSC-South, and Sanctuary.

**Notes:** No referral needed. SF-START does not provide shelter beds; it serves people who are already inside the emergency shelter system.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Sanctuary is not fully wheelchair accessible. Other shelters have elevators.

**Client fees:** None.

**Eligible Population:** Adults.

**Faith Based:** No

**Direct Services:** Case Management for Individuals with Mental Health and Substance Abuse Disorders; Group Counseling and Therapy; Intensive Case Management; Individual Counseling/Therapy; Outreach. Referrals to other resources available as need

## GLIDE FOUNDATION *GLIDE DAILY FREE MEALS PROGRAM*

The goal of this program is to provide three nutritious meals a day, 364 days a year, to anyone in need. [www.glide.org](http://www.glide.org)

### To Get Connected

**Person to Contact:** Director

**Phone:** (415) 674-6000 **Fax:** (415) 921-6951

#### Hours:

##### Monday – Friday

Breakfast: 8:00am -9:00am (Adults with disabilities 7:30am)

Lunch: 12:00pm-1:30pm

Dinner: 4:00pm-5:30pm

##### Saturday & Sunday

Breakfast: 8am-9am

Lunch: 12:00pm-1:30pm

Bagged dinner provided after lunch

**Location:** 330 Ellis Street, San Francisco, CA 94102

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Notes:** No referral needed. Drop-ins welcome.

**Direct Services:** Prepared Meals. Referrals to other resources available as needed.

## GLIDE FOUNDATION *MEN IN PROGRESS*

Men In Progress is a Violence Intervention Program dedicated to working with all men in straightforward and practical ways on issues that affect their lives. The goal is to support men to gain understanding and strength in their relationships with themselves, partners, family, friends, and community. [www.glide.org](http://www.glide.org)

### To Get Connected

**Person to Contact:** Group Facilitator

**Phone:** (415) 674-6195 **Fax:** (415) 771-8420

**Hours:** Tuesday and Thursdays 5pm-8pm

**Location:** 330 Ellis Street, San Francisco, CA 94102 (go to Freedom Hall)

**Notes:** To join the group you must show up on a Tuesday at 4:30pm. No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** Anger Management; Community Education and Mediation; Group Counseling/Therapy; Post-Incarceration Support. Referrals to other resources available as needed.

## GLIDE FOUNDATION *WALK-IN CENTER*

Glide's Walk-In Center provides clients with immediate assistance to prevent their situations from escalating, and to engage them in more extended, intensive services when they are ready.

[www.glide.org](http://www.glide.org)

### To Get Connected

**Contact:** Angela Coleman or Demarco McCall

**Phone:** (415) 400-2641 or (415) 674-6033

**Fax:** (415) 771-8420

**Hours:** Monday – Thursday, 8:00am-9:00pm,  
Thursdays 8:30am-2:00pm and 3:00pm-9:00pm

Emergency Shelter Bed Reservations Monday –Friday, Line starts 1:45, beds are distributed 5:30 on a first come, first served basis

**Location:** 330 Ellis Street, Room 101, San Francisco, CA 94102

**Notes:** No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** Rental Move-in Assistance. The Walk-In Center assists clients in obtaining rental assistance through Season of Sharing, HPRP, Catholic Charities, FEPCO, HOME, etc. Staff screen for eligibility, and assist clients with the full application process. Emergency Shelter Bed Reservations; Permanent Housing; Transitional Housing; Assistance Getting Driver's License or Other ID; Clothing; Phone/Voicemail Access; Food/Prepared Meals; Hygiene/Personal Care Items; Intensive Case Management. Referrals to other resources available as needed.

## GLIDE FOUNDATION *WOMEN'S CENTER*

The Women's Center introduces Afro-centric and socio/historical/political contexts for a culturally sensitive and holistic approach to healing and transformation for African American women impacted by domestic violence. [www.glide.org](http://www.glide.org)

### To Get Connected

**Contact Person:** Case Manager

**Phone:** (415) 674-6026

**Hours:** Monday– Thursday, 9:00am-5:00pm

**Location:** 330 Ellis Street, San Francisco, CA 94102

**Notes:** No referral needed. Drop-ins are welcome.

### Things To Know

**Languages Spoken:** English.

**Client fees, if any:** None.

**Faith Based:** No

**Direct Services:** Emergency Shelter Bed Reservations; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Health and Wellness Education; Group Counseling; Intensive Case Management; Individual Counseling/Therapy; Outreach; Victim/Survivor Services; Post-Incarceration Support. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *CURTIS PENN*

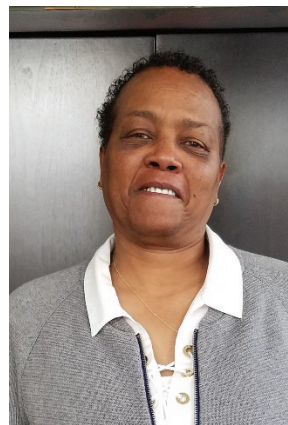
Curtis Penn was sentenced to 25 years to life in 1999 under California's Three Strikes Law. After serving 15 years 6 months he was released as a result of Proposition 36. While incarcerated, Curtis injected a sense of meaning and purpose into a less-than-ideal situation and focused his attention on higher education.



Since his release Curtis has earned his BA Degree in Sociology and his Master's Degree in Public Administration with emphasis in Public Policy & Criminal Justice. He currently holds the position of Program Director of Justice Related Services with Felton Institute, Family Services Agency of San Francisco.

## IN THE SPOTLIGHT: *DEBORAH TURNER*

After a couple of prison terms and 6 years in jail and prison, Deborah changed her life in 1999. With a heart of gold, Deb is the kind of woman driven to help everyone she sees in need. She brings 19 years of professional experience employed in substance abuse, domestic violence, and homeless services. She is a Certified Domestic Violence class instructor, Thinking for Change Cognitive Behavioral Facilitator and is a Certified Addiction Specialist.



Deb creates novel solutions to the problems individuals face. She is a self-motivator and believes there are solutions to all issues. Her mission in life is to continue to reduce substance abuse, homelessness, violence, incarceration, and joblessness in our community. Deb's continually distances herself from her past by being extremely reliable, honest, gainfully employed and highly responsible and using her experiences to help others in need. She is committed to her work and demonstrates integrity.

## THE HEALING CIRCLE FOR SOUL SUPPORT GROUP

The Healing Circle (THC) supports and promotes sharing, healing, education and action for survivors of homicide and victims of violence. The primary purpose of THC is to address the needs of survivors of homicide and victims of violence and to end violence collaboratively. THC extends help to heal those hurting from violence as victims and perpetrators, including crisis intervention, counseling, accompanying victim to courts, making funeral arrangements and many other services as needed to heal.

### To Get Connected

**Contact:** Paulette Brown or George Jurand  
**Email:** pauletteb2006@yahoo.com or georgejurand03@yahoo.com  
**Phone:** (415) 683-8803 or (415) 516-1635  
**Location:** 1445 Bayshore Blvd. Suite 221, San Francisco CA 94124  
**Notes:** Healing Circles are held every other week in the evenings. Call for schedule.

### Things To Know

**Languages Spoken:** English  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** Both victims and perpetrators of violence including homicide, elder abuse, child abuse, foster care, robbery, incarceration, hate crimes, gang violence etc.  
**Faith Based:** No

**Direct Services:** Victim Support and Advocacy

## HOMELESS PRENATAL PROGRAM

In partnership with families, the Homeless Prenatal Program (HPP) works to break the cycle of childhood poverty. By seizing the motivational opportunity created by pregnancy and parenthood, HPP joins with families to help them recognize their strengths and trust in their capacity to transform their lives. [www.homelessprenatal.org](http://www.homelessprenatal.org)

### To Get Connected

**Phone:** (415) 546-6756 **Fax:** (415) 546-6778  
**Hours:** Monday – Thursday, 9:00am-5:00pm; Friday, 9:00am-4:00pm. New client registration Mondays and Thursdays 9:00am-11:00am, Tuesday, Wednesday and Thursday 1:30pm-3:30pm.  
**Location:** 2500 18<sup>th</sup> Street, San Francisco, CA 94110  
**Notes:** No referral needed. Drop-ins are welcome for intake.

### Things To Know

**Languages Spoken:** Spanish, English, French, Tagalog, Cantonese, Mandarin.  
**What to Bring:** State Issued ID. Proof of pregnancy if applicable. Deposits require documentation.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** None  
**Eligible Population:** All individuals with a child under 18 years of age, including pregnant women.  
**Faith Based:** No

**Direct Services:** Hotel Vouchers for Pregnant Women in the Last Trimester and DV Clients when no Shelter Beds are Available; Rental & Move-in Assistance; Access to Internet; Assistance Getting Driver's License/Other ID; Clothing; Food/Prepared Meals; Health & Wellness Education; Intensive Case Management; Outreach; English as a Second Language; Assessment & Application for Food Stamps, SSI; Credit Repair; Money Management/Personal Financial Education/Personal Income Tax Preparation; Housing Advocacy (refer out for eviction defense); Couples/Family Counseling; Family Reunification; Parenting Support/Education. Referrals to other resources available as needed.

## LAVENDER YOUTH RECREATION & INFORMATION CENTER (LYRIC)

LYRIC is an organization for lesbian, gay, bisexual, transgender, queer and questioning youth, ages 24 and younger. LYRIC's mission is to build community and inspire positive social change through education enhancement, career training, health promotion and leadership development with LGBTQQ youth, their families, and allies of all races, classes, genders and abilities. LYRIC works to meet youth where they are and support them in getting what they need. [www.lyric.org](http://www.lyric.org)

### To Get Connected

**Contact Persons:** Youth Advocates

**Phone:** (415) 703-6150

**Fax:** (415) 703-6153

**Email:** [lyricinfo@lyric.org](mailto:lyricinfo@lyric.org)

**Hours:** Monday – Friday, 11:00am-6:00pm

**Location:** 127 Collingwood St, San Francisco, CA 94114

**Notes:** No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish, French.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None

**Eligible Population:** All individuals (men, women, transgender people), up to 24 years old, pregnant women, women with children.

**Faith Based:** No

**Direct Services:** Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Hygiene/Personal Care Items; Health & Wellness Education; Community Education & Mediation; Outreach; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills. Referrals to other resources available as needed.

## LEADERS IN COMMUNITY ALTERNATIVES, INC. (LCA) *ELECTRONIC MONITORING*

LCA allows participants to serve their time in the community working, supporting family, and receiving treatment while still being accountable. [www.lcaservices.com](http://www.lcaservices.com)

### To Get Connected

**Contact Person:** Intake

**Phone:** (415) 525-5587 or (800) 944-1170 **Fax:** (415) 546-4147 or (800) 925-8049

**Location:** 160 Franklin St., Oakland, CA 94607

**Hours:** Monday – Friday, 8:30am-5:30pm

**Referrals:** May self-refer, or be referred by Court, supervising authority, or community based program.

### Things To Know

**Languages Spoken:** English, Spanish, Tagalog.

**Eligible Population:** All individuals involved in the juvenile or criminal justice system, in custody and in community programs or alternative custody programs.

**Faith Based:** No

**Direct Services:** Electronic Monitoring; GPS Monitoring and Tracking; Continuous Alcohol Monitoring; Substance Abuse Testing; Parolee Monitoring.



## MEN CREATING PEACE

Men Creating Peace provides classes in Anger Management and Violence Prevention to men age 16 years and older. Certified through Alameda County Probation, Men Creating Peace offers a 52 week Batterer's Treatment class and an alternative 20- 26 week class for men who need to address Intimate Partner or Family Violence and issues with expressing their anger through abuse or violence. Men gain tools to help them stop their abuse from the very first class, learning communication and active listening skills, as well as tools for creating more peaceful relationships. Classes are designed to hold men accountable for their abusive behaviors, develop awareness of the different forms of abuse, and the impact it has on others in a nurturing, compassionate and structured group setting. [mentcreatingpeace.org](http://mentcreatingpeace.org)

### To Get Connected

**Contact Persons:** Devon Gaster, Executive Director

**Phone:** (510) 730-0184 **Fax:** (510) 217-7061

**Email:** [devon@mencreatingpeace.org](mailto:devon@mencreatingpeace.org)

**Hours:** Class Hours Vary-See Locations for Class Times

**Location:** San Leandro: 1550 San Leandro Blvd. (Near BART) Tuesday 6:00pm-8:30pm  
Oakland: 900 Fallon St. (Laney College-Portable Classrooms)

Wednesday 6:00pm-8:30pm

Berkeley: 1835 Allston Way (Options Recovery Services)

**Notes:** No referral needed.

### Things To Know

**Languages Spoken:** English

**Accessibility:** Wheelchair accessible

**Client fees, if any:** First class free, sliding scale after that

**Eligible Population:** Men 16 years of age and older

**Faith Based:** No

**Direct Services:** Violence Prevention & Anger Management

## MENTORING MEN'S MOVEMENT (M3) *MENTORING, SUPPORT, COMMUNITY NETWORKING*

The Mentoring Men's Movement (M3) is a reentry, mentoring, and support program organized to help create healthier and safer communities by providing guidance and support to the incarcerated, previously incarcerated, and others, who are clearly striving to improve their lives. We endeavor to form partnerships with other community organizations to assist us in providing a coordinated system of programs and services that will support participants in becoming productive members of their communities. [mentoringmensmovement.org](http://mentoringmensmovement.org)

### To Get Connected

**Contact Persons:** Information Officer  
**Phone:** (415) 859-9575 or (415) 505-6474  
**Fax:** (415) 431-3178  
**Email:** [josh6@prodigy.net](mailto:josh6@prodigy.net)  
**Hours:** Call for appointment  
**Location:** 1485 Bayshore Blvd. Suite 221, San Francisco CA, 94124  
**Notes:** No referral needed.

### Things To Know

**Languages Spoken:** English, Spanish.  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** Individuals seeking positive change.  
**Faith Based:** No

**Direct Services:** Mentoring, Support Groups, Individual Counseling, Community Breakfast, Transformative Life Coaching, Violence Intervention Groups

## MISSION NEIGHBORHOOD RESOURCE CENTER

Harm reduction drop-in center in the Mission district, targeting the homeless and those at risk in the neighborhood with a focus on Latino immigrants. Peer-led and professionally-supported staff. Additionally, MNRC offers TB screening, urgent care, primary care, acupuncture, and HIV counseling and testing. Our women's program on Thursday nights (6-8pm) provides dinner, hygiene kits, needle exchange, and social support for women. [www.mnhc.org](http://www.mnhc.org)

### To Get Connected

**Contact Persons:** Any intake staff  
**Phone:** (415) 869-7977 **Fax:** (415) 431-3178  
**Email:** [info@mnhc.org](mailto:info@mnhc.org)  
**Hours:** Monday - Friday, 7:00am - 7:00pm;  
Saturday 7:00am to 12:00pm  
**Location:** 165 Capp Street (between 16th & 17th), San Francisco, CA 94110  
**Notes:** No referral needed. Drop-in only.

### Things To Know

**Languages Spoken:** English, Spanish.  
**Accessibility:** Wheelchair accessible; other accommodations made as needed.  
**Client fees, if any:** None.  
**Eligible Population:** All individuals and family members.  
**Faith Based:** No

**Direct Services:** Shower and Laundry Facility; Bilingual Case Management; Mental Health Support Groups; Community Building and Organizing; Access to Benefits (SSI, GA, TANF, etc.); Case Management; Co-Occurring Disorder/Dual Diagnosis; Healthcare; Mental Health Treatment; Phone/Voicemail; Support Groups. Referrals to other resources available as needed.

## RAFIKI COALITION

Rafiki Coalition's mission is to eliminate inequalities in San Francisco's Black and marginalized communities through education, advocacy, and by providing holistic health and wellness services in a culturally affirming environment. Rafiki Coalition strives to achieve its focus by providing health and wellness services including, but not limited to health education, movement classes, health screenings, advocacy, transitional housing and case management services for people living with HIV/AIDS, trauma resiliency and mental health circles, and other health-promoting activities.

[www.rafikicoalition.org](http://www.rafikicoalition.org)

### To Get Connected

**Contact Persons:** Program Staff

**Phone:** (415) 615-9945

**Email:** [fbroome@bcoa.org](mailto:fbroome@bcoa.org) or [bcoa@bcoa.org](mailto:bcoa@bcoa.org)

**Hours:** Tuesdays and Thursdays, 8:30am - 12:30pm (drop-in)

**Location:** 601 Cesar Chavez Street, San Francisco, CA 94124

### Things To Know

**Languages Spoken:** English.

**Eligible Population:** African Americans, HIV + individuals and those at risk for HIV and other health disparities

**Faith Based:** No

**Direct Services:** Transitional Housing; Health Case Management; Counseling; Community Outreach; Health Education Workshops; Drop-In and Support Groups; Health Enhancement and Stress Reduction Classes; Complementary Alternative medicine; Wellness Services; Dinner-and-a-Movie Night; Women's HIV Prevention Education; Referrals for health screening, treatment and primary care.

## SAN FRANCISCO PUBLIC LIBRARY *JAIL AND REENTRY SERVICES*

Jail and Reentry Services (JARS) provides weekly library services inside San Francisco's county jails, and conduct outreach at reentry-related events for recently incarcerated people. JARS staff coordinates the SFPL's Reference by Mail program – where incarcerated people can mail a reference question and receive a professionally researched reply. JARS promotes library programs and services relevant to people who are in the process of reentry and to their families and communities, including programs about accessing housing, legal information, storytimes and children's events across the city, and programs related to learning to read or to use smartphones and computers.

### To Get Connected

**Contact:** Jail & Reentry Services

**Email:** [jailandreentryservices@sfpl.org](mailto:jailandreentryservices@sfpl.org)

**Phone:** (415) 471-5340

**Location:** Jail & Reentry Services / SFPL - 100 Larkin St. San Francisco, CA 94102

**Notes:** Contact by email for more information or with programming related requests.

### Things To Know

**Languages Spoken:** English

**Eligible Population:** Services are available to all individuals within SF County jail or in the process of reentry.

**Faith Based:** No

**Direct Services:** Library service in jail; Reference service through mail; Reading support; Technology support; Community-based programming for individuals in reentry; Community-based programming for families and communities of people in jail or prison; Outreach; Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *TULIO CARDOZO*

After serving 7 years in state prison, Tulio has successfully transitioned into a technology career as a formerly incarcerated person. He is a credentialed employee working his dream job at the same prison where he was once housed. Tulio's preparation began in custody by participating in opportunities like Patten University and other programs offered at San Quentin State Prison.



Tulio leads a team of developers on "the inside" and "outside" of San Quentin through his work with The Last Mile (TLM) and TLM Works, the first ever web development shop staffed by currently and formerly incarcerated web developers. A founding graduate of TLM and the current Technical Manager at TLM Works, Tulio works with prisoners to build relevant skills in technology and other areas. Tulio has worked as a business analyst at the technology accelerator, KickLabs, mastered WordPress as an independent contractor, and was the development lead at tech startup Launch Podium. In 2014, Tulio taught Web Design and Coding through Five Keys Charter School, to residents of the San Francisco County Jail and the San Francisco Adult Probation Department.

## IN THE SPOTLIGHT: *REBECCA JACKSON*

First arrested at 17, Rebecca Jackson began using drugs to cope with low self-esteem. She spent over 15 years in and out of county jails until finally landing in state prison in 2004. Out on parole less than 6 months, Rebecca caught another charge and faced up to 15 years and was offered the opportunity to go to Delancey Street Foundation in lieu of prison time.



Under 12 years of the tutelage of strong women mentors, Rebecca learned how to become a person who felt deserving of a good life, by learning how to live by helping others. She gained many skills, which would later make her marketable in the workforce; however, the skill of helping others trying to change their lives was the work that really mattered to her, as it made her life rich. Rebecca is currently the Director of CJCJ's Cameo House program for homeless, formerly incarcerated women with children in San Francisco who are looking for the opportunity to change their lives just as she did. Rebecca is also starting her own decorating and event management business.

## SAN FRANCISCO SHERIFF'S DEPARTMENT *COMMUNITY PROGRAMS*

The San Francisco Sheriff's Department established the Community Programs as a licensed outpatient facility to provide comprehensive re-entry services to support the formerly incarcerated. Community Programs nurtures ongoing collaborations with a wide range of community-based agencies to help address the needs of the clients, their families and safe communities for a successful re-integration/transition. [www.sfsheriff.com](http://www.sfsheriff.com)

### To Get Connected

**Phone:** (415) 575-6450 **Fax:** (415) 575-6451

**Intake Hours:** Monday – Friday, 8:00am - 1:30pm

**Program Hours:** Monday-Friday, 8:00am - 7:00pm

**Location:** 70 Oak Grove Street, San Francisco, CA 94107

**Notes:** No referrals required; Drop-ins for intake Monday-Friday 8:00am-4:00pm or by appointment.

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible

**Client fees, if any:** Sliding scale DV course, fees charged for SWAP or electronic monitoring only

**Eligible Population:** All individuals, ages 18 and older.

**Faith Based:** No

**Direct Services:** HS diploma, GED, Transitional aged youth (TAY) services, Case management, Employment support, Bus tokens, Reduced fee ID forms for enrolled clients and Referrals to other resources. An array of groups and classes are offered. Please contact 415-575-6450 for a current schedule.

## SAN FRANCISCO SHERIFF'S DEPARTMENT *NO VIOLENCE ALLIANCE*

The NoVA Program provides intensive case management and wrap around services to individuals with a history of violence or multiple arrests who are reentering the community from San Francisco County Jails. Utilizing an innovative client centered flex fund, NoVA removes barriers to reintegration by providing services such as stabilization housing, training and education support. This approach stresses accountability and violence prevention education and clients must be willing to work collaborative with their case manager on short-term goals. [www.sfsheriff.com](http://www.sfsheriff.com)

### To Get Connected

**Contact Person:** Community Programs NOVA Coordinator

**Phone:** (415) 575-6450

**Email:** SHF-CommunityPrograms@sfgov.org

**Hours:** Monday – Friday, 8:00am - 4:00pm

**Location:** 70 Oak Grove Street  
San Francisco CA, 94102

**Notes:** Referrals are suggested, but drop ins welcomed.

### Things To Know

**Languages Spoken:** English, Spanish

**Client fees, if any:** CA ID

**Eligible Population:** Men and women who have been arrested with a charge of violence in the last 5 years OR have 4 new arrests in the last 2 years. Must be recently released from San Francisco County jail and for those incarcerated- you must have a release date.

**Faith Based:** No

**Direct Service:** Intensive case management, Evidenced based groups, Residential Treatment; Employment Placement; Money Management/Personal Financial Education.

## SAN FRANCISCO SHERIFF'S DEPARTMENT *WOMEN'S RESOURCE CENTER*

The San Francisco Sheriff's Department's Women's Resource Center (WRC) was designed for women by women. The WRC also provides evidence based, gender responsive, trauma informed re-entry services for cis and transgender females. The WRC nurtures ongoing collaborations with a wide range of community-based agencies to help address the needs of the clients, their families and safe communities for a successful re-integration/transition. The WRC offers morning coffee, warm meals, clothing and toiletries. [www.sfsheriff.com](http://www.sfsheriff.com)

### To Get Connected

**WRC Main Phone:** (415) 734-3150

**Location:** 930 Bryant Street, San Francisco, CA 94102

**Hours:** Monday-Friday, 8:30am - 4:30pm

**Note:** No referrals needed. Drop-ins are welcome. Intake by appointment.

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None

**Eligible Population:** All female identified individuals 18 and older

**Faith Based:** No

**Direct Services:** HS diploma, GED, Case management, TAY services, Computer lab, warm meals, clothing, toiletries, employment support, telephone access, Bus tokens, Reduced fee ID forms for enrolled clients and Referrals to other Resources. The following groups are offered: Sewing our Lives Together sewing class, parenting, seeking safety, relapse prevention, anger management, over-eaters anonymous, acupuncture, women's group, TAY theatre group, Organic nutrition/cooking class and art therapy.

## SAVED BY GRACE REENTRY MINISTRIES

Saved by Grace is a faith-based structured program dealing with all of life's issues. Our focus is to rebuild self-esteem and help individuals readjust into society as productive citizens. We take a faith-based approach toward recovery and education. We mirror our beliefs in our actions. We teach faith but it is not a requirement for entrance. We focus on teaching a positive outlook toward rebuilding families torn by crime, drugs, and abuse to others as well as self. Our mission is to educate, rehabilitate, graduate, and restore the youth and adults back into the life they were meant to live.  
[www.savedbygracesf.org](http://www.savedbygracesf.org)

### To Get Connected

**Contact Person:** Pastor Ronnie Muniz  
**Phone:** (415) 955-7713  
**Email:** [pastor.muniz@aol.com](mailto:pastor.muniz@aol.com)  
**Location:** Call for information  
**Notes:** No referrals required

### Things To Know

**Languages Spoken:** English  
**Accessibility:** Wheelchair accessible  
**Eligible Population:** Formerly incarcerated people  
**Faith Based:** Yes

**Direct Services:** Employment Placement Assistance; Clean and Sober Living; Life Skills; Anger Management; Relapse Prevention; Mentoring; Resources to other services as need

## SECOND CHANCE LIFE SAN FRANCISCO REENTRY

We are a spiritual based reentry organization that helps men and women reintegrate into society. Our goal is to be able to meet the spiritual, physical and emotional needs of people who have been affected by the criminal justice system. We do this through activities such as Sunday Services, Picnics, Organized events and Community Volunteer Work.  
[www.secondchancelifesanfrancisco.com](http://www.secondchancelifesanfrancisco.com)

### To Get Connected

**Contact Person:** Syyen Hong  
**Phone:** (415) 724-5937  
**Email:** [syehong@gmail.com](mailto:syehong@gmail.com)  
**Hours:** Sundays 12pm-4pm and  
Thursdays 6pm-9pm  
**Location:** 1370 19<sup>th</sup> Ave San Francisco, CA  
94122  
**Notes:** Our organization is made up of individuals who volunteer their personal time and are not at this location on a daily basis.

### Things To Know

**Languages Spoken:** English, Spanish, Vietnamese, Cantonese, Cambodian, Thai, Laos  
**Accessibility:** Wheelchair accessible  
**Eligible Population:** Formerly incarcerated people.  
**Faith Based:** Yes

**Direct Services:** Starting Kit (Clothes, Cosmetics, Bus Vouchers), Bible Study, Community Immersion Activities

## SENIOR EX-OFFENDER PROGRAM

Senior Ex-Offender Program (SEOP) gives direct and referral services to older adult offenders and formerly incarcerated individuals ages 50 and over. SEOP is the first program in the nation to specifically work with older offenders who are transitioning back to the community. A program of the Bay View Hunters Point Multipurpose Senior Services, the Senior Ex-Offender program provides counseling, information, and referrals for ex-offenders who are seniors.

[www.bhpmss.org/senior\\_ex-offender\\_program](http://www.bhpmss.org/senior_ex-offender_program)

### To Get Connected

**Contact Person:** Ceyante Pennix, MBA  
Program Director

**Phone:** (415) 822-1444 (Office); (415) 726-2719 (Administration) **Fax:** (415) 822-8850

**Email:** [seop@seopsf.org](mailto:seop@seopsf.org)

**Hours:** Monday and Friday, 9:00am - 4:30pm

**Location:** 5600 3<sup>rd</sup> Street, San Francisco, CA 94124

**Notes:** No referrals required. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All formerly incarcerated people who are older adults. Men ages 50 and older and Women ages 45 and older. Housing is not provided for sex offenders.

**Faith Based:** No

**Direct Services:** Case Management; Transitional Housing; Counseling; Clothing; Personal Care/Hygiene Items; Substance Abuse Counseling; Food/Meals; Counseling; Food/Meals; Phone/Voicemail. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *CEYANTE PENNIX*

Ceyante Pennix began taking care of herself without the support of her parents as a youth. Facing plenty of difficulties, she turned to street hustling for financial support. She is a formerly incarcerated individual who turned her life around in 2007. Through her struggles and experience, Ceyante has been able to help others change their lives. Ceyante's words of wisdom... "How you believe determines your success or failures in life."



Ceyante is the Director of the Senior Ex-Offender Program for Bayview Hunters Point Multipurpose Senior Services, Inc. For the past 10 years, Ceyante has dedicated herself to the advocacy of individuals seeking to overcome the issues related to incarceration, addiction, and homelessness. She possesses a Master's degree in Business Management (MBA) from North Central University and is currently working on becoming a certified addiction counselor and member of California Consortium of Addiction Programs and Professionals (CCAPP). Additionally she is a certified domestic violence peer educator and motivational speaker. Ceyante has been recognized with awards from local and state officials for her life change and dedication committed to helping others.



## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *MOBILE CRISIS TREATMENT TEAM*

To provide acute mobile psychiatric crisis evaluation and intervention for adults in San Francisco, regardless of insurance. We are strongly committed to delivering family focused and consumer driven care, and developing a safety network within San Francisco County.

### To Get Connected

**Phone:** (415) 970-4000

**Hours:** Monday - Friday, 8:30am - 11:00pm.  
Saturday 12:00pm - 8:00pm

**Notes:** No referral needed. Please call for assistance.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese, Taglog, Vietnamese. Other languages can be accommodated.

**What to Bring:** Clients must exhibit psychiatric emergencies.

**Client fees, if any:** Sliding scale. Accept MediCal, private insurance

**Eligible Population:** All individuals over the age of 18 who have psychiatric or mental health emergencies.

**Faith Based:** No

**Direct Services:** Psychiatric Inpatient Hospital bed; Mental Health Treatment. Referrals to other resources available as needed

## SOLUTIONS FOR WOMEN *SUPPORT GROUPS, CLASSES & HEALING CIRCLES*

SOLUTIONS for WOMEN is committed to the empowerment of women by encouraging emotional wellness, connecting women to resources, and promoting education. At SOLUTIONS, "Experience is the best teacher."

**Support Groups** are open every Tuesday 6:30pm -8:00pm at 4445 3rd Street, San Francisco 94124, in the Bayview Commons' community room # 101. Support group discussions revolve around how to utilize coping skills to survive successes and/or hardships. Everything discussed is confidential.

**Healing Circles** are held every 3rd Tuesday. Ancestral Healing circles help release/heal patterns, wounds and beliefs passed down through the family line. Circles include prayer, song, visioning practices, and heart-centered dialogue. Healing Circles are a joint collaboration with the San Francisco Adult Probation Department, The Potrero Hill Neighborhood House and R.S.S.E. (Reducing Stigma in the South Eastern sector).

### To Get Connected

**Contact:** Shannon Wise

**Email:** shannonwise2000@yahoo.com

**Phone:** (415) 572-2873

**Location:** 4445 3rd Street, San Francisco 94124

**Hours:** Tuesay, 6:30pm - 8:00pm

### Things To Know

**Languages Spoken:** English

**Client fees, if any:** None

**Eligible Population:** Individuals who identify as women

**Faith Based:** No

**Direct Services:** Helaing Circles, Support Groups

## ST. ANTHONY FOUNDATION *FREE CLOTHING PROGRAM*

St. Anthony Foundation's Free Clothing Program is San Francisco's largest free clothing program, providing warm clothes, interview or employment apparel, and children's clothing to homeless and low-income families and individuals. [www.stanthonysf.org/free-clothing-program-san-francisco](http://www.stanthonysf.org/free-clothing-program-san-francisco)

### To Get Connected

**Phone:** (415) 241-2600

**Location:** 121 Golden Gate Avenue

#### Men & Women Service Hours:

Monday – Friday Signups are from  
7:30am – 12:00pm (first come, first served)

Guests receive 30 minute shopping  
appointments between 8:15am and 11:45 am

**Family Service Hours:** Monday, Tuesday,  
Thursday, Friday, Lottery held 2:30pm

20 families receive 20 minute shopping  
appointments between 3:00pm and 4:00pm

*\*Families who are homeless or in critical need  
can be seen by appointment rather than going  
through the lottery. Appointments can ONLY  
be made by a case worker or social worker.*

**Notes:** Guests may access the program once every 28 days

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Identification requested,  
though not required

**Accessibility:** Wheelchair accessible; other  
disabilities accommodated

**Client fees, if any:** None

**Eligible Population:** All individuals with a self-  
identified need for clothing.

**Faith Based:** Yes

**Direct Services:** The free clothing program is for men, women, and children.

## ST. ANTHONY FOUNDATION *SOCIAL WORK CENTER*

The Social Work Center provides comprehensive services for families and individuals who are dealing with issues related to homelessness and poverty. The primary goal of the Center is to provide services that support, stabilize, and improve the quality of life for homeless, low income, undocumented, and working poor individuals and families. [www.stanthonysf.org](http://www.stanthonysf.org)

### To Get Connected

**Contact Person:** Intake Coordinator  
**Phone:** (415) 592-2855 **Fax:** (415) 766-6081  
**Hours:** Monday – Friday, 8:30am - 12:00pm, 1:00pm - 4:00pm; Wednesday, 8:30am - 12:00pm; closed the 2<sup>nd</sup> Thursday of each month at 2:30pm  
**Location:** 121 Golden Gate Avenue, 2<sup>nd</sup> Floor, San Francisco, CA 94102  
**Notes:** No referral needed. By appointment. Call or walk-in to schedule. Limited drop-in spaces available on Tuesdays and Thursdays at 8:30am and Fridays at 1:00pm.

### Things To Know

**Languages Spoken:** English, Spanish  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** None  
**Eligible Population:** All individuals 18 and older, also families with the city and county of San Francisco  
**Faith Based:** Yes

**Direct Services:** Substance Abuse Intake Case Management; Counseling; Crisis Intervention; Advocacy; ID Assistance; Housing/Rental Assistance; Supplemental Food program; Clothing Vouchers. Benefit Eligibility Information; Referrals to other resources available as needed.

## ST. ANTHONY FOUNDATION *TENDERLOIN TECH LAB*

The Tenderloin Tech Lab (TTL) provides important technological skills that increase opportunities for employment, access to essential community resources and connections with family and friends. Free computer use, computer classes, black and white printer, scanner, fax, and phone. Individual tutoring available every Friday. [tenderlointechnologylab.org](http://tenderlointechnologylab.org)

### To Get Connected

**Contact Person:** Program Coordinator  
**Phone:** (415) 592-2794 **Fax:** (415) 440-7773  
**Email:** [aabrownl@stanthonysf.org](mailto:aabrownl@stanthonysf.org)  
**Hours:** Monday-Friday 8:30am - 11:45am, 1:30pm - 4:15pm; Wednesday closes at 11:45am. Saturday 10am - 2:45pm; Sunday 10:00am - 2:00pm  
**Location:** 150 Golden Gate Avenue, San Francisco, CA 94102

### Things To Know

**Languages Spoken:** English  
**Accessibility:** Wheelchair accessible. Call for information  
**Client fees, if any:** None  
**Eligible Population:** All individuals 18 and older  
**Faith Based:** Yes  
**Notes:** 15 minute orientation required. Orientations are held Mondays, Wednesdays and Fridays at 9am and 11:45 (Friday only)

**Services:** Access to Internet; Computer Classes; Computer Training

## **SWORDS TO PLOWSHARES *HEALTH AND SOCIAL SERVICES***

The vision of Swords to Plowshares is that all veterans will have access to the care and services they need and deserve to rebuild their lives. War causes wounds and suffering that last beyond the battlefield. Swords to Plowshares' mission is to heal the wounds, to restore dignity, hope and self-sufficiency to all veterans in need, and to significantly reduce homelessness and poverty among veterans. Founded in 1974, Swords to Plowshares is a community-based not-for-profit organization that provides counseling and case management, employment and training, housing, and legal assistance to veterans in the San Francisco Bay Area. We promote and protect the rights of veterans through advocacy, public education and partnerships with local, state and national entities.

[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)

### **To Get Connected**

**Contact Person:** Program Staff

**Phone:** (415) 252-4788 **Fax:** (415) 252-4790

**Email:** [supportvets@stp-sf.org](mailto:supportvets@stp-sf.org)

**Hours:** Monday-Friday, 9:00am - 12:00pm and 1:00pm - 5:00pm

**Location:** 1060 Howard Street, San Francisco, CA 94103

Transitional and Permanent Housing programs at other sites and not available for drop-in.

Employment services at 401 Van Ness, Suite 302

**Notes:** No referral required. Drop-ins are welcome. (Transitional and permanent housing are off-site, and not available for drop-ins.)

### **Things To Know**

**Languages Spoken:** English, Spanish, Tagalog, Mandarin.

**What to Bring:** State-Issued ID, military discharge form DD-214. Program will assist entering clients in getting these, and will see clients before the documentation is complete.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** No client fees.

**Eligible Population:** All individuals, 18 and older, who are veterans of the U.S. Military. Discharge status irrelevant.

**Faith Based:** No

**Direct Services:** Emergency Shelter; Hotel Vouchers; Permanent Housing; Rental Move-in Assistance; Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Mail Service; Phone/Voicemail; Transit Vouchers; Move in/out assistance; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Medical Care; Anger Management; Community Education & Mediation; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Trauma Recovery Services; Vocational Education; Assessment & Application for Food Stamps, General Assistance, SSI; Credit Repair; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Representative Payee Services; Housing & Eviction Defense; VA benefits assistance; Family Reunification; Parenting Support/Education; Visits of Family Members in Jails & Prisons. Referrals to other resources available as needed.

## TAYBA FOUNDATION *LIFE SKILLS AND REENTRY*

We provide current and formerly incarcerated men and women with Islamic Studies educational opportunities, in addition to, various Life Skills course offerings, Life Coaching, Peer Mentoring, and Reentry services. [www.taybafoundation.org](http://www.taybafoundation.org)

### To Get Connected

**Contact Person:** Life Skills and Reentry Dept.

**Phone:** (510) 870-2017

**Email:** [reentry@taybafoundation.org](mailto:reentry@taybafoundation.org)

**Hours:** Monday –Friday, 9am-5pm

**Location:** 31080 Union City Blvd; Union, City, CA 94587

**Notes:** No referrals are required.

### Things To Know

**Languages Spoken:** English, Arabis, Spanish, amd French

**Accessibility:** No wheelchair ramps are provided at our current location. If you are within 50 miles of the Bay Area we will come to you if necessary.

**Client fee's, if any:** Client cost for services are based on case, ability to pay, need and/or a combination of the listed factors. NO ONE is turned away due to a lack of funds.

**Eligible Population:** Open to all

**Faith Based:** Yes

**Direct Services:** Life Skills Development, Reentry Services, Peer Mentoring and Counseling, Assistance with Employment Placement, Education, Tuition and Rent Assistance

## TENDERLOIN HOUSING CLINIC *REPRESENTATIVE PAYEE PROGRAM*

Tenderloin Housing Clinic's Representative Payee program provides representative payee services to low-income individuals residing in San Francisco and receiving benefits from the Social Security Administration (this includes SSA, SSDI, and SSI). Clients must be permanently housed or must be willing to seek permanent housing at the time of program entry. The program assists clients with their housing search. The program helps clients receiving Social Security benefits budget their income amount in a way that allows them to pay their essential bills and meet essential needs, first and foremost. This includes rent, food, and utility bills. [www.thclinic.org](http://www.thclinic.org)

### To Get Connected

**Contact Person:** Java Braden

**Phone:** (415) 336-6171 x1014

**Fax:** (415) 928-1058

**Email:** [java@thclinic.org](mailto:java@thclinic.org)

**Hours:** Monday – Friday, 9:30am - 12:30pm, 1:00pm- 4:00pm

**Location:** 447 Turk Street, San Francisco, CA 94102

**Notes:** Clients may drop-in to inquire about services, but will need an appointment for an intake. Clients can be placed on the waitlist through a referral from a community agency or a client self-referral. Individuals who are mandated by Social Security to have a payee and those in Housing First buildings, are prioritized on the waitlist

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin

**Accessibility:** The Representative Payee office has a small step at the front door. There is an office across the street from the payee office that is wheelchair accessible and services can be rendered there for mobility impaired clients

**Client fees, if any:** No fees

**Eligible Population:** Clients must reside in San Francisco and must receive Social Security Benefits and be mandated by Social Security Administration to have a payee in order to be eligible for the program. Housing is not a requirement at program entry but clients must be willing to and obtain housing after enrollment in the program

**Faith Based:** No

**Direct Services:** SRO Housing Placement Assistance; Assistance Getting Driver's License and Other ID; Representative Payee Services; Money Management/Personal Financial Education; Assistance and Advocacy Maintaining Social Security Benefits

## THE WOMEN'S BUILDING – COMMUNITY RESOURCE ROOM

The Women's Building is a women-led community space that advocates for self-determination, gender equality, and social justice; a variety of programs and services are offered to our clients so that they can make decisions that help them and their family succeed and feel safe.

<http://womensbuilding.org>

### To Get Connected

**Contact Person:** Community Resource Room

**Phone:** 415-431-1180 ext. 11

**Email:** [resourceroom@womensbuilding.org](mailto:resourceroom@womensbuilding.org)

**Hours:** Monday, Tuesday, Thursday 10-5pm, Wednesday 11-7pm, & Friday 10-3pm

**Location:** 3543 18<sup>th</sup> Street, San Francisco, CA 94110

### Things To Know

**Languages Spoken:** English and Spanish

**What to Bring:** I.D. and proof of residency

**Accessibility:** Wheelchair accessible

**Client fees, if any:** No fees

**Eligible Population:** We serve primarily women, but anyone is welcome. This is a safe space for individuals of any gender expression, sexual orientation, religion, race, ethnicity, socio-economic background, legal status, age, and ability.

**Direct Services:** Program Information & Referral, Job Search Assistance, Accessing affordable housing, Tech Literacy Assistance, Computer Lab, Food Pantry, Cal Fresh Screening, Legal Aid, Financial Coaching, and Wellness (Yoga & Meditation classes)

## IN THE SPOTLIGHT: *TEDDY TOLLIVER*

An avid drug user since the age of 15, Teddy grew up in The Fillmore, selling drugs and committing other crimes as way to support his family. Feeling part of a community, which accepted this way of life as normal, he never felt fulfilled and wanted to change his life. Returning from jail on December 22, 2014, he decided to do something and entered treatment at HealthRIGHT360 and learned to live life without getting high.



Teddy's journey has had many difficulties, but he realizes his life has just begun. Since changing his life, Teddy has graduated from City College with two Associate of Science degrees in Health Education and Liberal Arts and Social Behavior and earned two certifications in Drug and Alcohol Counseling and Community Mental Health Work and is pursuing his Bachelor's Degree of Science at San Francisco State University. He volunteers at the Syringe Access Services, M3, and Positive Directions Equals Change and currently works for Golden Gate for Seniors and Health Right 360 as a Substance Use Disorder Counselor and was recently appointed to the San Francisco Reentry Council.

## THIS SACRED SPACE

This Sacred Space is an organization whose objective is to share with those who are currently or formerly incarcerated the message that spiritual freedom is available now. Using dialogue, contemplation and meditation, our program points to this sacred space where the mind and heart experiences the peace that is eternally present. [www.thissacredspace.org](http://www.thissacredspace.org)

### To Get Connected

**Contact Person:** Kenneth Dale Johnson  
**Phone:** (415) 706-3782 **Fax:** (707) 933-8846  
**Email:** [kenny@thissacredspace.org](mailto:kenny@thissacredspace.org)  
**Hours:** Monday – Friday, 9:00am - 5:00pm  
**Mailing Address Only:** Box 3, Fairfax, CA 94930  
**Notes:** No referral needed. Contact to set up an appointment.

### Things To Know

**Languages Spoken:** English  
**Accessibility:** Wheelchair accessible  
**Client fees, if any:** No fees  
**Eligible Population:** All individuals currently in prison or jail or recently released. Must be clean and sober  
**Faith Based:** Yes

**Direct Services:** Counseling and Mentoring. Referrals to other resources available as needed.

## VETERANS JUSTICE OUTREACH

Veterans Justice Outreach (VJO) is a VA outreach program designed to collaborate with local justice system partners to help veterans who enter the criminal justice system and are in need of treatment services and/or alternatives to incarceration.

### To Get Connected

**Contact Person:** Jenna Ferrara  
**Phone:** (415) 281-5163;  
**Email:** [jenna.ferrara@va.gov](mailto:jenna.ferrara@va.gov)  
**Contact Person:** Chase Finney  
**Phone:** (415) 281-5177;  
**Email:** [chase.finney@va.gov](mailto:chase.finney@va.gov)  
**Contact Person:** Brian Dobbs  
**Phone:** (415) 281-5159  
**Email:** [brian.dobbs@va.gov](mailto:brian.dobbs@va.gov)  
**Fax:** (415) 861-0323  
**Hours:** Monday – Friday, 8:00am - 4:30pm  
**Address:** San Francisco VA Med Center  
Downtown Clinic 401 3rd Street, San Francisco, CA 94107  
**Notes:** No referral needed. Contact to set up an appointment.

### Things To Know

**Languages Spoken:** English  
**Accessibility:** Wheelchair accessible.  
**Client fees:** No fees.  
**Eligible Population:** Vets who served before 1980; Vets who served after 1980 for at least 2 years and received an honorable discharge. Other Vets may still get help with housing and service referrals.  
**Faith Based:** No

**Direct Services:** Social Work Services: Assistance Accessing VA Benefits; Housing; Referrals; Employment Services; Residential Treatment Referrals. Health Care Services: Medical; Dental; Pharmacy; Inpatient Hospital Services. Mental Health Services: Sexual Trauma Counseling; Veteran Center Counseling Referrals; Substance Abuse Treatment; PTSD & TBI Treatment. Other Services: Showers & Laundry; Free Telephone Access (local); Mail Box Service.



## VILLAGE CONNECT *CULTURE BASED TRANSFORMATIVE COACHING (CBTC)*

Village Connect's CBTC's mission is to build the capacity of people to become more self-aware and self-directed resulting in sustainable positive transformation. Our philosophy of change is steeped in a culturally competent approach that is client-centered and sensitive to the gender-specific and inter-generational dynamics critical to the individual and group. CBTC is a strength-based coaching model that maximizes personal, professional, and academic potential. Coaches/Facilitators trained in the CBTC model support clients to meet life's opportunities and challenges by providing insights and guidance from an inside/out perspective rather than outside/in. Utilizing a culturally proficient curriculum and community-based interdisciplinary approach, Village Connect effectively transforms the individual, family, and community. [www.village-connect.org](http://www.village-connect.org)

### To Get Connected

**Contact Person:** Gaylon Logan

**Phone:** (510) 564-4240

**Email:** [gl@village-connect.org](mailto:gl@village-connect.org)

**Hours:** Varies

**Location:** San Francisco/Oakland/Berkeley

**Notes:** CBTC offered to individuals, groups and families. Please call for information.

### Things To Know

**Languages Spoken:** English

**What to Bring:** Desire to grow

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Men, women, youth ages 12 and older

**Faith Based:** No

**Direct Services:** Life Skills; Self-Empowerment; Personal Development.

## VILLAGE CONNECT *HUMAN SUSTAINABILITY GROUPS (HSG)*

Aligned with our mission to build the capacity of people to become more self-aware and self-directed resulting in sustainable positive transformation, HSG is a peer support network and mentoring model of men, women, and youth coming together for the purposes of healing and self-development through interactive processes, networking, and education. Subsequently providing leadership and excellence that ignites and transforms community. [www.village-connect.org](http://www.village-connect.org)

### To Get Connected

**Contact Person:** Gaylon Logan

**Phone:** (510) 564-4240

**Email:** [gl@village-connect.org](mailto:gl@village-connect.org)

**Hours:** Varies

**Location:** San Francisco/Oakland/Berkeley

**Notes:** There are 3 variations of HSG: (1) Ongoing drop-in groups, (2) closed cohort based groups, which operates on 6-month cycles, and (3) closed cohort based groups, which requires a 12-month commitment.

**Please call for information.**

### Things To Know

**Languages Spoken:** English

**What to Bring:** Desire to grow

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None

**Eligible Population:** Men, women, youth 12 yrs. and older

**Faith Based:** No

**Direct Services:** Life Skills; Self-Empowerment; Personal Development.

## UCSF CITYWIDE CASE MANAGEMENT FORENSIC PROGRAM

The program is one of three intensive case management programs co-located at 982 Mission Street, under the umbrella of the UCSF Department of Psychiatry's Community Services Division. Mission Statement: "The Citywide Focus Center is a UCSF site in which the Citywide Focus programs provide compassionate, respectful, culturally and clinically competent, and comprehensive psychiatric services to individuals with severe and persistent mental illnesses and to their families and support networks."

### To Get Connected

**Contact Person:** Marta Gilbert, Clinical Supervisor

**Phone:** (415) 597-8071 **Fax:** (415) 597-8004

**Email:** marta.gilbert@ucsf.edu

**Hours:** Monday – Friday, 8:30am - 4:45pm;  
Saturday, 10:00am - 1:00pm

**Location:** 982 Mission Street, San Francisco, CA 94103

**Notes:** A representative of the San Francisco Behavioral Health Court, Jail Reentry Services, or Community Behavioral Health must initiate a referral. No drop-ins.

### Things To Know

**Languages Spoken:** English, Spanish, Russian. Onsite translation in Chinese dialects, Vietnamese, and Tagalog.

**Accessibility:** Wheelchair accessible. Other disabilities accommodated.

**Client fees:** Client fees are determined by Community Behavioral Health Services. Services are billed through Medi-Cal if available. No one is refused services due to lack of income or benefits.

**Eligible Population:** Must meet Community Behavioral Health Services's medical necessity for a serious mental illness. For employment services only, must meet Department of Rehabilitation's criteria for mental illness.

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Anger Management; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Outreach; Post-Incarceration Support; Trauma Recovery Services; Assistance with Assessment & Application for General Assistance and SSI; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Representative Payee Services. Referrals to other resources available as needed.

## UCSF CITYWIDE CASE MANAGEMENT FORENSIC NOVATHERAPY PROGRAM

The purpose of this program is to provide culturally competent mental health services in support of the Sheriff's Department NoVA Program's goals of aiding offenders' successful reentry into the community and reducing recidivism, treating all individuals with dignity, compassion and respect.

### To Get Connected

**Contact Person:** Yasi Shirazi, MFT, Clinical Supervisor

**Phone:** (415) 597-8027 **Fax:** (415) 597-8004

**Email:** yasaman.shirazi@ucsf.edu

**Hours:** Monday – Friday, 8:30am-4:45pm;  
Saturday, 10:00am - 1:00pm

**Location:** 982 Mission Street, San Francisco, CA 94103

**Notes:** Clients must all be enrolled in the San Francisco Sheriff's Department NoVA program and be referred by his or her community-based case manager. No drop-ins.

### Things To Know

**Languages Spoken:** English.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees:** There are no client fees for therapy services.

**Eligible Population:** Individuals who are enrolled in the SF Sheriff Department's NoVA program.

**Faith Based:** No

**Direct Services:** Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Group and Individual Counseling/Therapy; Outreach; Post-Incarceration Support; Trauma Recovery Services; Assistance with Assessment & Application for SSI; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Couples/Family Counseling. Referrals to other resources available as needed

## YOUNG WOMEN'S FREEDOM CENTER PRISON, COUNTY JAIL, & JUVENILE REENTRY SUPPORT

Reentry Support for young women returning home from incarceration, and system involved. Referrals to local and state resources, and weekly Sister Circles for young women in reentry that address the broader societal impacts of institutionalization and decriminalization, and the support of sisterhood. [www.youngwomenfree.org](http://www.youngwomenfree.org)

### To Get Connected

**Contact Person:** Reentry Director

**Phone:** (415) 703-8800

**Location:** 832 Folsom Street. Suite 700, San Francisco, CA 94107

**Hours:** Monday-Friday 9:00am-7:00pm

**Notes:** Reentry Support

### Things To Know

**Languages Spoken:** English., Spanish

**What to Bring:** CA ID/SSN if possible, if not we can refer to agencies to assist with obtaining vital records

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Formerly Incarcerated and System Involved Women, Cis and Trans

**Faith Based:** No

**Direct Services:** Leadership and Advocacy

# MEALS

The following “Free Eats” and “Free Pantry” Charts are updated quarterly, and are available at many community locations in San Francisco, as well as online at [www.freeprintshop.org](http://www.freeprintshop.org).

## October-December 2018 **San Francisco Free Eats Chart** Page 1. See other side for more eats!

Kitchens	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Notes
1. All Saints' Episcopal Church 1350 WALLER (nr Masonic) 415-621-1862							Brunch 10:30-11:30am  Dinner 6pm 'til food runs out	Vegetarian option. Meat: potatoes or pasta or rice; fresh vegetables, salad, fruit salad, pastry, coffee & bread. <b>Usually a Vegetarian option.</b> Pizza, hot chocolate.
2. Church Without Walls SPANYAN ST (at Haight)							Lunch 1-2pm	A hot meal. Clothes & foot care at Sat lunch; medical referrals 2nd & 4th Sat of each month.
*3. City Team Ministries 164 - 6 <sup>th</sup> ST. (brw. Mission & Howard) 415-861-8688			Dinner: 4-5pm	Dinner: 4-5pm	Dinner: 4-5pm	Dinner: 4-5pm		
4. Curry Senior Center 333 TURK (brw. Hyde & Leavenworth) 415-292-1086 (8:30am-1:30pm)	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Breakfast 8:30-9:30am Lunch 10:30am-12:30pm	Age 60 & over with ID. \$2 suggested donation; no one turned away. First come first serve.
5. Curry Without Worry HYDE & FULTON (by statue of Bolivar on horse)			Dinner: 5:30-7pm or 'til food runs out					<b>Vegan!</b> Curried vegetables, 9-bean soup, puris, rice, & chutney.
6. Food Not Bombs 16TH & MISSION (SW BART Plaza) www.sffhb.org					Dinner 6pm 'til food runs out			<b>Vegan!</b> Soup, bread (may have animal products), salad. You may bring your own bowl.
7. Fraternité Notre Dame 54 TURK ST. (brw. Market/Jones); MARKET ST (brw 7th/8th) 415-793-5686		Lunch TURK ST. 11:30am-1:30pm	Lunch TURK ST. 11:30am-1:30pm	Lunch TURK ST. 11:30am-1:30pm				A hot meal. Rice, meat, vegetable, salad (when available), dessert. Meals may be late.
8. Glide Memorial Church 330 ELLIS (at Taylor) 415-674-6043 (M-F 8am-4:30pm)								<b>Oct 8, Nov 12:</b> no lunch or dinner; bag lunch to go given out after breakfast.  <i>Brunch:</i> Coffee, donuts, pancakes & sausage. <i>Lunch:</i> chicken & rice. <i>Dinner:</i> pizza. Optional community prayer service starts 1 hour before mealtime.
9. Homeless Church EMBARCADERO (at Brannan) 16TH ST. & MISSION (NE BART Plaza) 415-722-9517	Brunch EMBARC 11am-noon Lunch 16TH ST 4:30-5:30pm Dinner EMBARC 6:30-7:30pm							<b>Usually a Vegetarian or Vegan! alternative.</b> <i>Breakfast:</i> oatmeal & herb tea. <i>Brunch:</i> a hearty meal. <i>Lunch:</i> a hearty soup & salad.
*10. Martin de Porres House of Hospitality 225 POTRERO (nr 16th St.) 415-552-0240	Brunch 9-10:30am	Breakfast 6:30-7:30am Lunch 12-2pm	Breakfast 6:30-7:30am Lunch 12-2pm	Breakfast 6:30-7:30am Lunch 12-2pm	Breakfast 6:30-7:30am Lunch 12-2pm	Breakfast 6:30-7:30am Lunch 12-2pm	Breakfast 6:30-7:30am Lunch 12-2pm	<b>Usually a Vegetarian or Vegan! alternative.</b> <i>Breakfast:</i> oatmeal & herb tea. <i>Brunch:</i> a hearty meal. <i>Lunch:</i> a hearty soup & salad.
11. North Peninsula Food Pantry & Dining Center of Daly City 31 BEPLER (by Mission) 650-994-5150	Dinner 5-5:30pm	Dinner 5-5:30pm	Dinner 5-5:30pm					A full-course meal. 5-5:30pm or until food runs out. <b>Closed Nov 22; Dec 24-Jan 2 reopens Jan 3.</b>

\* indicates important changes since July-September 2018. Please call 415-648-3222, or email [free@freeprintshop.org](mailto:free@freeprintshop.org) with your corrections, comments, or additions for our next update, or to volunteer. Up-to-the-minute charts available at <http://freeprintshop.org>. This chart may be reproduced freely (but revised only with permission). ©2018 Free Print Shop.

**SUPPORTIVE SERVICES**

# October-December 2018

Kitchens

# San Francisco Free Eats Chart

Page 2. See other side for more eats!

Notes

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Notes
12. <b>Providence Foundation of SF</b> 1601 MCKINNON (at Mendell) 415-206-0263				Lunch 12:45-2pm				Optional Bible study before a hearty lunch. ☒
13. <b>St. Anthony's Dining Room</b> 121 GOLDEN GATE (btw Leavenworth & Jones) 415-241-2690	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Lunch 11:30am -1:35pm	Full-course meal. Folks with kids, or age 59+, or unable to carry a tray: 10-11:45am. ☒
14. <b>S. F. Rescue Mission</b> 140 TURK (btw Taylor/Jones) 415-441-1628		Mon-Fri Breakfast 10:30am (coffee & pastry); doors close 10:45. Mon-Fri Dinner: 4pm, doors close 4:10pm.						Mandatory prayer service. Meals sometimes cancelled. ☒
15. <b>Third Baptist Church</b> 1399 McALLISTER (near Pierce)					Lunch 12:30-1:30pm			Meat, bread, vegetables, salad, punch & dessert. <b>Closed Nov 22; Dec 20, 27.</b> ☒
16. <b>United Council of Human Services</b> 2111 JENNINGS (at Van Dyke) 415-671-1100 (M-F 9am-5pm)	Breakfast 7-9am Dinner 4-6pm	Breakfast 7-9am Dinner 5-7pm	Breakfast 7-9am Dinner 5-7pm	Breakfast 7-9am Dinner 5-7pm	Breakfast 7-9am Dinner 5-7pm	Breakfast 7-9am Dinner 5-7pm	Breakfast 7-9am Dinner 4-6pm	Hot breakfast. Hot dinner. ☒

## Meals served once/twice a month

	Tuesday	Thursday	Saturday	Sunday	Notes
1. <b>Annunciation Greek Orthodox Cathedral</b> 245 VALENCIA (at 14th) communitykitchens@gmail.com	Dinner 6:30-8:30pm: Oct 16, Nov 20, Dec 18				Full course meal served the 3rd Tuesday of the month. 6:30-8:30pm or until food runs out.
2. <b>Iglesia Adventista del 7° Día</b> 3024 - 24 <sup>th</sup> ST. (near Harrison)				Breakfast: 9:30-11am: Oct 21, Nov 18, Dec 16	Vegetarian Breakfast on the 3rd Sunday of each month: eggs, rice, beans, & cocoa or punch.
3. <b>Macedonia Missionary Baptist Church</b> 2135 SUTTER ST. (near Steiner) 415-346-1154			Lunch: 11:30am-1pm: Oct 27, Nov 24, Dec 22		Full course meal served one Saturday before 4th Sunday of each month. There's a short blessing before the meal.
4. <b>Old First Presbyterian Church</b> 1751 SACRAMENTO (at Van Ness) 415-776-5552			Dinner 5:30-6:30pm Oct 27, Nov 24, Dec 22.		Meal consisting of salad, main course & desert served on the 4th Saturday of each month. ☒
5. <b>Philadelphian 7th-Day Adventist Church</b> 2520 BUSH (at Divisadero) 415-567-0263				Lunch 10am-noon Oct 14, 28; Nov 11, 25; Dec 9, 23	Vegetarian. A full course meal served the 2nd & 4th Sundays of the month: entrée, fruit, cereal, juice, bread, milk. ☒
6. <b>VolkKuche</b> 110 JULIAN ST (at 15th St.) info@vokusf.org	Dinner: 6-9pm Oct 11, 25; Nov 8, 22; Dec 13, 27				Vegetarian. Vegan! option. A full course meal the 2nd & 4th Thursdays of the month. 2nd Thu: standup comedy, 4th Thu: variety acts. Volunteer 2-9pm. ☒

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October-December 2018 **San Francisco Free Pantry Chart** Page 1. See other side for more pantries!  
 Pantries that give away free groceries &/or produce

**Neighborhood pantries**

*Note: All neighborhood pantries listed below accept any SF resident with ID for registration. Bring photo ID & proof of SF address to any pantry during the hours listed (or call for appointment if indicated). SF-Marin Food Bank will process your enrollment and confirm through mail where you will pick up food weekly. If the pantry is full, you will be placed on waitlist. For extended list of pantries, please visit Food Locator at <sfmfoodbank.org/find-food>*

**Bayview/Hunters Point/Visitacion**

**Bayview TLC Family Resource Center.** 1601 LAKE ST (at Quesada, in Bayview YMCA). 415-822-9404. See **Note** above. Apply in person **Mon Tu Wed Fri 10am-3pm** (please don't come on a Th). Serving mostly zip code 94124. Call M-F 9am-4pm for one-time-only emergency food box for any SF resident with photo ID showing SF address. ☎

**Our Lady of Lourdes.** 410 HAWES (at Innes). 415-559-2637. See **Note** above. Apply in person **Sat 9:30-10am (except 1st Sat of the month)**. Serving mostly zip code 94124. English, Cantonese, Mandarin, Spanish. **Closed Nov 24; Dec 22, 29** ☎

**Mission/Potrero/Castro**

**St. Aidan's.** 101 GOLDMINE DR (at Diamond Heights Blvd). See **Note** above. Apply in person **Fri 1-2pm**. Serving mostly zip code 94131. **Closed Nov 23; Dec 28** ☎

**Women's Building.** 3543 18TH ST. (bet. Valencia & Guerrero). 415-431-1180 ext. 11 (M-F 10am-5pm, W 10am-7pm). See **Note** above. For immigrant SF residents. Apply in person **Mon-Th 10am-5pm, Fri 10am-3pm** to pick up food Mon 9-10 am. English, Cantonese, Spanish. ☎

**Ocean View/Sunset/Richmond**

**OMI Senior Ctr (Catholic Charities CYO).** 65 BEVERLY (at Shields). 415-334-5550. See **Note** at left. For seniors 60+ & disabled adults, with proof. Apply in person for weekly pantry **Mon Wed Fri 8:30am-2:30pm**. Apply in person for monthly food box **9am-12pm fourth Mon of the month** (Jan 22, Feb 26, Mar 26). Serving mostly zip code 94112, 94127, or 94132. English, Cantonese, Mandarin, Spanish, Tagalog, Vietnamese. **Closed Nov 22, 23; Dec 24, 25; Jan 1.** ☎

**Tenderloin/Chinatown/SoMa**

**Salvation Army Chinatown.** 1450 POWELL (near Broadway). 415-781-7002. See **Note** above. **Call Mon & Th 10:30am-3:30pm** for interview appointment. Serving mostly zip code 94108, 94109, 94111, 94123, 94129, 94130, 94133, or 94158. English, Cantonese, Mandarin. ☎

**Salvation Army Kroc Center.** 240 TURK (near Jones). 415-345-3414. See **Note** above. Apply **Mon-Th 8am-noon**. Serving mostly zip code 94102, 94103, or 94115. ID required. English, Cantonese. ☎

**Youth With A Mission.** 357 ELLIS (near Jones). 415-885-6543. See **Note** above. Apply in person **Thur 3:30 pm**. Serving zip code 94102. **Closed Nov 22, Dec 27.** ☎

**Western Addition/Haight**

**Booker T. Washington Community Service Ctr.** 800 PRESIDIO (at Sutter). 415-928-6596. See **Note** above. Apply in person **Thurs 10-11am**. Serving mostly zip code 94115 or 94117. **Closed Nov 22, Dec 27.** ☎

**Jones Memorial United Methodist Church.** 1975 POST (at Steiner). See **Note** above. Apply in person

**Sat 10:30am.** Serving mostly zip code 94102, 94109, or 94115. **Closed Nov 3, 24; Dec 22, 29.** ☎

**Korean American Senior Service.** 745 BUCHANAN (at Grove). 415-255-9371. See **Note** at left. Apply in person **Fri 9:30-10:30am**. Serving mostly zip code 94102, 94115, 94117, or 94118. ☎

**St. Agnes & St. Ignatius Community Food Pantry.** 1025 Masonic Ave. (and Oak). See **Note** at left. Apply in person **Thurs 1:30-3pm**. Serves all zip codes ☎

**Treasure Island**

**One Treasure Island.** 850 AVENUE I ON TREASURE ISLAND (at 9th St, in the Shipshape Building). 415-986-4810. For Treasure Island residents only; lease (or letter from Island Program Provider) & ID required at signup. Apply **Tues 3pm. Closed Dec 25** ☎

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Pantries that give away free groceries &/or produce

Other ways to get free groceries

Citywide

**Bayview TLC Family Resource Center.** 1601 LANE St (at Quesada, in Bayview YMCA). 415-822-9404. Call M-F 9am-4pm for one-time-only emergency food box for any SF resident with photo ID showing SF address. **Closed Nov 22, Dec 27, Jan 3.** ☎

**City TEAM Recovery Program.** 164 6TH St (btw Mission & Howard). 415-861-8688. SF residents call **M-F 10am-3pm** to apply to pick up food M 10-11am. ID required. **Closed Nov 22, Dec 25.** ☎

**Food Locator.** Visit <sfmfoodbank.org/find-food> to find a neighborhood pantry where you can apply for weekly groceries or 1-time emergency food box for any SF resident with ID.

**Project Open Hand.** 730 POLK (near Ellis). 415-447-2326 or 800-551-6325 (toll-free). For SF residents with critical illness (including HIV, AIDS, cancer, diabetes or congestive heart failure), or recovering from trauma or major surgery. **Call Tu-Sa 9am-4pm** for interview appt. Will call you once your medical provider information is accepted. If accepted pick up food Tues 9am-4pm or Wed-Sat 11am-4pm. They'll need your physician's signature on application; plus proof of income, & address; & photo ID. **Closed Nov 22-24, Dec 24-25, Dec 31, Jan 1.** ☎

**S.F. Rescue Mission.** 140 TURK (bet. Taylor & Jones). Pick up food **Thurs 12pm.** ☎

**Supplemental Food Program.** CALL 211 (OR 1-800-273-6222) or visit <sfmfoodbank.org/find-food> for signup info. Low-income Bay Area seniors age 60+ can register for a monthly 35-lb box of dry & canned goods (proof of age & residency required).

**211.** CALL 211 (OR 1-800-273-6222). Any SF resident can call 211 for a referral to a food pantry in their zip code.

**Food Stamps (CalFresh).** 1235 MISSION (btw. 8th & 9th Sts.) or 1440 HARRISON (btw. 10th & 11th). 415-558-4700 for info in English, Cantonese, Mandarin, Russian, Spanish, Tagalog, or Vietnamese. Food vouchers for low-income California residents. You can check eligibility & apply online at <**mybenefitsCalWIN.org**>, or apply in person **M-F 8am-5pm.** It's best to get there early (8-10am), fill out an application, & turn it in. You'll get an appointment for that day or for a few days later. Bring ID, Green Card (if you're an immigrant), & proof of your rent, expenses, & income. If approved before 4pm, you may get your card that day; otherwise you may pick it up later or have it mailed to you within 2 weeks. Individuals can get up to \$194 worth of food stamps per month (most individuals get less; most families get more). The amount you get depends on income and how much you pay for shelter (and for out-of-pocket medical costs if you're over 60 or disabled). People with SSI/SSP cannot get food stamps. People with resources (house, car, bank account, etc.) or SSD but limited income can still get food stamps, & so can homeless people. **Closed Oct 8; Nov 12, 22, 23; Dec 25.** ☎

**WIC.** CALL 415-575-5788 (**M-F 8am-12pm, 1-5pm**) or 415-621-7574 (**M-F 8:30am-12:30pm, 1-5pm**). Food vouchers for children under 5. Pregnant or postpartum women, or guardians of children under 5 years, call for appointment to sign up in 1 of 6 locations. Bring ID, proof of income (check stubs, Medi-Cal card), & address (California ID/utility bill/piece of mail). WIC offers food vouchers, info & support for breastfeeding, & nutrition counseling. You can use vouchers at WIC-authorized grocery stores for produce, whole grains, beans (or peanut butter), cereal, eggs, milk, yogurt, cheese, juice, iron-fortified formula & baby food. **Closed Oct 8, 17; Nov 12, 22, 23; Dec 14, 25.** ☎

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# FAMILIES & CHILDREN

If you are a parent or caregiver, the following resources may be of help to you or your children.

## A BETTER WAY

A Better Way (ABW) provides counseling to children and their families. The agency is a private, non-profit organization. We mainly service children who are in foster care or at risk of being placed in out of home care. We have three mental health programs: *Therapeutic Visitation Services* for families recently separated and in the process of reunification; *Outpatient Mental Health Services* for children needing individual therapy or families needing family therapy; and *Early Childhood Mental Health Services* for infants and young children to address their emotional and behavioral development. Children seen through our program need to be Full-Scope Medi-Cal eligible.

[www.abetterwayinc.net](http://www.abetterwayinc.net)

### To Get Connected

**Contact Person:** Program Director  
**Phone:** (415) 715-1050 **Fax:** (415) 715-1051  
**Email:** [achu@abetterwayinc.net](mailto:achu@abetterwayinc.net)  
**Hours:** Monday – Friday, 8:00am - 6:00pm.  
**Location:** 1663 Mission Street, San Francisco, CA 94611  
**Notes:** All clients are referred from Human Service Agency and authorized for services through Foster Care Mental Health. We also provide mental health outpatient services for children ages 0-5 who are at risk of emotional and behavioral development difficulties. These children need to be Full Scope Medi-Cal eligible.

### Berkeley Office:

**Phone:** 510-601-0203 **Fax:** 510-601-4002  
**Hours:** Monday-Friday, 8:00am-7:00pm.  
**Location:** 3200 Adeline Street, Berkeley, CA 94703

**Direct Services:** Access to Internet; Clothing; Food/Prepared Meals (snacks and juice for clients); Phone/Voicemail; Mental Health Treatment; Intensive Case Management; Individual Counseling/Therapy; Visitation; Couples/Family Counseling; Family Reunification; Parenting Support/Education Services for Children. Referrals to other resources available as needed.

### Things To Know

**Languages Spoken:** English, Spanish, Mandarin.  
**What to Bring:** Medi-Cal or approval from Foster Care Mental Health  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** Client fees are paid by Medi-Cal or per HSA work order.  
**Eligible Population:** Children are the primary clients; family or adult involvement is through a child.  
**Restrictions:** None.  
**Faith Based:** No



## AL-ANON FAMILY GROUPS *AL-ANON RECOVERY*

Al-Anon Family Groups offer help and hope for anyone who has ever been affected by someone else's drinking. It does this by individuals who share experience, strength and hope in order to solve common problems caused by someone else's drinking, whether it is a spouse, child, parent or other relative or friend. [northerncaliforniaal-anon.org](http://northerncaliforniaal-anon.org)

### To Get Connected

**Contact Person:** Public Information Coordinator

**Phone:** See meeting lists on website

**Email:** [pi-cps@ncwsa.org](mailto:pi-cps@ncwsa.org)

**Location/Hours:** 800 weekly meetings in Northern California on various days, times and locations

**Notes:** Most meeting offer weekly support, and meetings on holidays.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, Russian, Vietnamese

**What to Bring:** Nothing required

**Accessibility:** See meeting lists on website

**Eligible Population:** Relatives and friends of those whose drinking bothers them.

**Faith Based:** No

**Direct Services:** Group Support following a 12 Step model

## BAY AREA WOMEN'S & CHILDREN'S CENTER

BAWCC offers a variety of direct services that address immediate needs and assists with achieving long-term stability. BAWCC's advocacy, planning and policy work on issues of low-income children and families has had a positive impact on the lives of thousands since we opened in 1981. BAWCC's long-term projects have resulted in the creation of playgrounds, a recreation center, school, and family center. [www.bawcc.org](http://www.bawcc.org)

### To Get Connected

**Contact Persons:** Program Staff

**Phone:** (415) 474-2400 **Fax:** (415)474-5525

**Email:** [info.bawcc@aol.com](mailto:info.bawcc@aol.com)

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

**Location:** 318 Leavenworth Street, San Francisco, CA 94102

**Notes:** No referral needed. Drop-ins are welcome. Appointments can be made.

### Things To Know

**Languages Spoken:** English, Cantonese, Mandarin, Limited Spanish, and Vietnamese.

**What to Bring:** Some form of I.D.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** Women, transgender individuals, including those pregnant or with children.

**Faith Based:** No

**Direct Services:** Clothing; Dental Care (in partnership with UCSF); Food Pantry; Literacy/Basic Education; Scholarship Fund for Tenderloin College Age Students. Referrals to other resources available as needed.

## CHILDREN'S COUNCIL OF SAN FRANCISCO

Children's Council connects families to child care that meets their needs and works with parents, providers, and community partners to make quality child care and early education a reality for all children in our city. [www.childrenscouncil.org](http://www.childrenscouncil.org)

### To Get Connected

**Contact Person:** Any Resource and Referral Counselor

**Phone:** (415) 343-3300

**Email:** [rr@childrenscouncil.org](mailto:rr@childrenscouncil.org)

**Hours:** Monday-Friday, 8:30am - 5:00pm

**Location:** 445 Church Street, San Francisco, CA 94114

**Notes:** No referral needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, Russian, Vietnamese.

**What to Bring:** Nothing required; helpful documents are anything showing household income or employment.

**Accessibility:** Wheelchair accessible.

**Eligible Population:** Any parent who needs childcare for one of these reasons: working, looking for work, attending vocational training.

**Faith Based:** No

**Direct Services:** Resources for parents and families. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *RICO HAMILTON*

Rico Hamilton is a native of San Francisco and was raised in the Western Addition neighborhood. He entered the criminal justice system as a juvenile and was later sentenced to prison. After being released from San Quentin in 2004, Rico reentered the world with a new vision. He began to educate himself about his community and how he could be a part of the effort to end the violence. He started working with S.F. Magic Zone as a teen program coordinator and later, worked to create a transitional age youth workforce development program.



Today, Rico works as a Crisis Responder with the San Francisco Street Violence Intervention Program. He is the co-founder of "Raw Talk for Life," an in-custody program in the San Francisco County Jails. Since being appointed to the San Francisco Reentry Council, Mr. Hamilton has decided to further his education by attending Project Rebound at San Francisco State University, to pursue a Bachelor's degree in Political Science with the vision of becoming further involved in local politics.

## COMMUNITY WORKS WEST, INC. *ONE FAMILY/PARENTING INSIDE OUT*

One Family is a family-focused jail program offering one-on-one therapy, in-depth parenting classes, and parent-child contact visit to currently incarcerated mothers and fathers in custody in San Francisco County. In addition, One Family also provides services to clients who are part of the dependency court. [www.communityworkswest.org/program/one-family/](http://www.communityworkswest.org/program/one-family/)

### To Get Connected

**Contact:** County Jail 2 and County Jail 4

**Phone:** (415) 575-4459

**Hours:** Tuesday-Friday, 9:00am-6:00pm,  
Saturday, 8:00am-4:00pm

**Notes:** Visits for women occur on Friday afternoons and Saturday mornings and for men on Saturday afternoon.

### Things To Know

**Languages Spoken:** English, Farsi, Cambodian, and Spanish

**What to Bring:** CA ID

**Accessibility:** Wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Parents who are currently incarcerated in San Francisco County

**Faith Based:** No

**Direct Services:** Parent-child contact visits, individual therapy sessions, and parenting classes to incarcerated clients in San Francisco County jail.

## COMMUNITY WORKS WEST, INC. *PROJECT WHAT!*

WHAT! stands for We're Here and Talking and refers to the youth who make up the Project WHAT! team, as well as the 2.7 (and counting) million children nationwide who have a parent incarcerated. Our work is twofold: to create a community that allows our young people to use their voice, pride, and power; and to support them in creating policy change that reflects the needs of youth and families with an incarcerated loved one. [www.communityworkswest.org/program/project-what/](http://www.communityworkswest.org/program/project-what/)

### To Get Connected

**Contact Persons:** Program Staff

**Phone:** (510) 486-2340 **Fax:** (510) 647-5860

**Email:** [dcooks@communityworkswest.org](mailto:dcooks@communityworkswest.org)

**Hours:** Monday-Friday, 10:00am-7:00pm

**Location:** 25 Van Ness, San Francisco, CA  
94102

**Note:** Youth are hired each Spring.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Completed application

**Accessibility:** Wheelchair accessible.

**Client fee, if any:** None

**Eligible Population:** Youth, ages 12-17, who have had a parent incarcerated (currently or in the past)

**Faith Based:** No.

**Direct Services:** The program employs young people between the ages of 12-17 who had or currently have an incarcerated parent. During the summer, the youth undergo an eight-week summer intensive where they are coached on how to write their personal stories, facilitate trainings and advocate for social issues. Currently, we have cohorts in Alameda, San Francisco County and Contra Costa County.

## COMPASS FAMILY SERVICES *ACCESS CHILD CARE*

ACCESS (Accessible Child Care Expediated for the Shelter System) is a child care subsidy that provides quality child care to families in San Francisco with the greatest need.

[www.compass-sf.org](http://www.compass-sf.org)

### To Get Connected

**Contact:** Compass Family Services

**Phone:** (415) 644-0504

**Notes:** ACCESS uses the SF3C list to enroll participants. It is important that you are on the list and that your contact information is up to date. To get onto the SF3C:

- Contact a shelter case manager
- Contact Compass at (415) 644-0504
- Apply online at [www.sf3c.org](http://www.sf3c.org) or by phone at (415) 343-3300 or (415) 391-4956

### Things To Know

**Languages Spoken:** English, Spanish, Mandarin, Cantonese

**What to Bring:** Please bring verification of shelter stay within the last 6 months, ID's for all adults, and birth certificates for children.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** There are no client fees to receive the subsidy. Childcare providers have their own set of policies that may include fees and/or other responsibilities asked of the family.

**Eligible Population:** Must have one child 0-3 years old and have lived in homeless/ domestic violence shelter within past 6 months. Please call for more information.

**Faith Based:** No

**Direct Services:** Full- or part-time child care at designated family child care homes or centers for all children (ages 0-13 years) needing care until the youngest child turns 3 years old.

## HOLY FAMILY DAY HOME *INFANT, TODDLER AND PRE-K PROGRAM AND FAMILY SUPPORT SERVICE*

Our mission is to provide affordable, high-quality early childhood education and family support services in a stable, nurturing environment, thereby providing children of working families skills and hope for lifelong development. Seventy percent of our families are either homeless, in CalWorks Program or are the working poor. [www.holyfamilydayhome.org](http://www.holyfamilydayhome.org)

### To Get Connected

**Infant, Toddler & Preschool**

**Phone:** (415) 861-5361

**Fax:** (415) 861-8926

**Email:** [intake@holyfamilydayhome.org](mailto:intake@holyfamilydayhome.org)

**Mailing Address:** 299 Dolores Street, San Francisco, CA 94103

**Notes:** Call, email or write for more information.

### Things To Know

**Eligible Population:** All individuals and family members with an infant, toddler or pre-kindergarten age child. Individuals must reveal criminal conviction for violent or sex offenses, as well as registration as sex offender status.

**Faith Based:** No

**Direct Services:** Preschool, Infant, and Toddler program.

## HOMELESS CHILDREN'S NETWORK (HCN) *EARLY PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT*

In collaboration with a network of homeless services providers, HCN seeks to decrease the trauma of homelessness and domestic violence, to increase the strength and effectiveness of the HCN Collaborative, and to provide early childhood education and consultation to shelter-based child care and family child care providers. HCN provides flexible, well-coordinated and culturally competent services to homeless and formerly homeless children and their families. Funding and services provided through Early Periodic Screening, Diagnosis and Treatment Program (EPSDTP).

[www.hcnkids.org](http://www.hcnkids.org)

### To Get Connected

**Contact Persons:** Program Director

**Phone:** (415) 437-3990 **Fax:** (415) 437-3994

**Hours:** Monday - Friday 9:00am - 6:00pm

**Location:** 3450 3<sup>rd</sup> Street, Unit 1C, San Francisco, CA 94124

**Notes:** No referral needed. Please call or write for an appointment. No drop-ins.

### Things To Know

**Languages Spoken:** English, Spanish, ASL and Japanese.

**What to Bring:** Medi-Cal ID card.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Serves homeless individuals from birth to age 17 with mental health diagnosis that meets medical necessity, such as Adjustment Disorder, Depression, or PTSD. May not have criminal conviction for sex offense or be a registered sex offender. Current abuse cases are referred to CPS.

**Faith Based:** No

**Direct Services:** Up to Two Years of Mental Health Treatment; Co-Occurring Disorder/Dual Diagnosis Treatment; Group Counseling/Therapy; Individual Counseling/Therapy; Outreach; Trauma Recovery Services; Victim/Survivor Services; Couples/Family Counseling; Parenting Support/Education; Services for Children; Facilitation of Visits in Jails and Prisons. Referrals to other resources available as needed.

## SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *COMPROMISE OF ARREARS PROGRAM (COAP)*

The Department's mission is to empower parents to provide for the economic and medical support needs of their children. The COAP program assists noncustodial parents with past due child support (arrears) owed to the State to compromise the debt by reducing the obligation that can be paid in a lump sum or in monthly payments over 36 months. [www.sfgov.org/dcss](http://www.sfgov.org/dcss) or [www.facebook.com/sfdcss](https://www.facebook.com/sfdcss)

### To Get Connected

**Contact Person:** Vicente Blaz, Child Support Officer/COAP Coordinator  
**Phone:** (415) 356-2871 **Fax:** (415) 356-2773  
**Email:** [vicente.blaz@sfgov.org](mailto:vicente.blaz@sfgov.org)  
**Hours:** Monday – Friday, 8:00am - 5:00pm  
**Location:** 617 Mission Street, San Francisco, CA 94105  
**Notes:** No referral needed. Drop-ins are welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** None.  
**Eligible Population:** All individuals with an open child support case with child support arrears owed to the State.  
**Faith Based:** No

**Direct Services:** Intensive Case Management; Family Law; Establishment of Paternity; Child Support Orders; Health Insurance Orders

## SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *CUSTOMER SERVICE OUTREACH (COMMUNITY & JAIL OUTREACH PROGRAM)*

The Department's mission is to empower parents to provide for the economic needs of their children. The Community and Jail Outreach Program holds workshops with various groups, including treatment facilities, to educate and assist noncustodial parents with their child support cases, obligations, and issues. The Jail Outreach Program assists incarcerated noncustodial parents with resolving child support needs that arise as a result of their incarceration. [www.sfgov.org/dcss](http://www.sfgov.org/dcss) or [www.facebook.com/sfdcss](https://www.facebook.com/sfdcss)

### To Get Connected

**Contact Person:** Freda Randolph Glenn, Operations Manager  
**Phone:** (415) 356-2901 **FAX:** (415) 356-2773  
**Email:** [freda.randolph@sfgov.org](mailto:freda.randolph@sfgov.org)  
**Hours:** Monday – Friday, 8:00am - 5:00pm  
**Locations:** 617 Mission Street, San Francisco, CA 94105  
**Notes:** No referral needed. Drop-ins are welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** None.  
**Eligible Population:** All individuals with an open child support case. Any parent of a minor child can open a case.  
**Faith Based:** No

**Direct Services:** Intensive Case Management; Outreach; Child Support Orders; Health Insurance Orders; Post-Incarceration Support; Family law.

## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *COMPREHENSIVE CRISIS SERVICES*

To provide acute mobile psychiatric crisis evaluation and intervention for children and youth in San Francisco, regardless of insurance, up to age 18. We are strongly committed to delivering family focused and consumer driven care, and developing a safety network within San Francisco County.

### To Get Connected

**Phone:** (415) 970-3800

**Hours:** Monday - Friday, 8:30am - 11:00pm;  
Friday, Saturday 12:00pm - 8:00pm After  
hours, on-call mobile team

**Location:** 3801 Third Street, Building B, Suite  
400, San Francisco, CA 94124

**Notes:** No referral needed. Please call first.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese, Tagalog, Vietnamese. Other languages can be accommodated.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Sliding scale. Accept MediCal, private insurance, Healthy Families, Healthy Kids.

**Eligible Population:** All individuals up to age 18 who have psychiatric or mental health emergencies.

**Faith Based:** No

**Direct Services:** Psychiatric Inpatient Hospital Bed; Mental Health Treatment; Crisis Case Management. Referrals to other resources available as needed.

## WESTSIDE COMMUNITY SERVICES *SERVICES FOR CHILDREN AND YOUTH*

Westside Community Services has been providing an array of community-based prevention, mental health, substance abuse, and social services to clients in the City and County of San Francisco for 40 years. Incorporated in 1967, Westside is one of the oldest community-based mental health agencies in the nation. The range of programs and services has varied over the years, while a commitment to providing excellent, high-quality, culturally and community appropriate programs has remained central to the core of the organization. [www.westside-health.org](http://www.westside-health.org)

### To Get Connected

**Contact:** Child Youth & Family Outpatient Services and AJANI program (Afrocentric Family Focused Treatment)

**Phone:** (415) 431-8252

**Email:** [AJANI@westside-health.org](mailto:AJANI@westside-health.org)

**Location:** 245 11<sup>th</sup> Street  
San Francisco, CA 94117

### Things to Know:

**Languages Spoken:** English, Spanish.

**What to Bring:** Please call for information.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Sliding scale. We accept MediCal, private insurance, Healthy Families, Healthy Kids.

**Eligible Population:** Youth up to 24 years of age who are exhibiting emotional problems and are at risk of developing more serious problems such as mental illness and substance abuse.

**Faith Based:** No

**Direct Services:** Individual/Group/Family Therapy; Clinical Case Management (school and community-based); Medication Support Services; Substance Abuse Prevention, Education, and Intervention





# LEGAL & ADVOCACY

## LEGAL

Low-cost or free legal assistance for various issues.

### AIDS LEGAL REFERRAL PANEL (ALRP)

ALRP works to improve or maintain the health of people living with HIV/AIDS in the San Francisco Bay Area by addressing their legal issues. It provides free and low-cost legal services in areas including housing, employment, insurance, confidentiality matters, family law, credit, government benefits or public accommodations, among others. [www.alrp.org](http://www.alrp.org)

#### To Get Connected

**Phone:** (415) 701-1100 **Fax:** (415) 701-1400

**Email:** [info@alrp.org](mailto:info@alrp.org)

**Hours:** Monday – Friday from 9:00am-5:00pm

**Location:** 1663 Mission Street, Suite 500  
San Francisco, CA 94103

**Notes:** No referral needed. Please call or write to make an appointment.

#### Things To Know

**Languages Spoken:** English, Spanish, Russian. Other languages can be accommodated.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** All ALRP services provided by ALRP staff attorneys are free. Depending on the income and the nature of the case, if the client is referred to an ALRP Panel Attorney, a fee may be charged according to ALRP's Fee Protocol.

**Eligible Population Served:** All individuals and family members who have HIV/AIDS and live in the San Francisco Bay Area

**Primary Community Served:** People living with HIV/AIDS/Lesbian/Gay/Bisexual/Transgender

**Faith Based:** No

**Direct Services:** ALRP assists clients with HIV/AIDS with legal issues related to their housing, including eviction defense. ALRP also provides assistance with legal issues related to private and public health and disability income insurance. Referrals to other services provided, as appropriate.

## ASIAN LAW CAUCUS

The mission of the Asian Law Caucus is to promote, advance, and represent the legal and civil rights of Asian and Pacific Islander (API) communities. Recognizing that social, economic, political and racial inequalities continue to exist in the United States, the Asian Law Caucus is committed to the pursuit of equality and justice for all sectors of our society, with a specific focus directed toward addressing the needs of low-income, immigrant and underserved APIs.

Since the vast majority of Asians and Pacific Islanders in America are immigrants and refugees, the Caucus strives to create informed and educated communities empowered to assert their rights and to participate actively in American society. This perspective is reflected in our broad strategy which integrates the provision of legal services, educational programs, community organizing initiatives and advocacy. [www.asianlawcaucus.org](http://www.asianlawcaucus.org)

### To Get Connected

**Contact Persons:** Program Staff

**Phone:** (415) 896-1701 **Fax:** (415) 896-1702

**Hours:** Monday – Friday from 9:00am-5:00pm. Some evening and weekend clinics.

**Location:** 55 Columbus Ave , San Francisco, CA 94111

**Notes:** No referral needed. Please call or write for an appointment. Call or visit website to view upcoming legal clinics.

### Things To Know

**Languages Spoken:** Cantonese, Mandarin, Tagalog, Vietnamese, Gujarati, Thai.

**What to bring:** Proof of income.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population Served:**

All individuals and family members.

**Faith Based:** No

**Direct Services:** Community Education & Mediation; Know Your Rights Trainings; Inmate & Parolee Legal Issues (mainly juvenile and deportation cases); Employment Law & Employment Discrimination; Housing & Eviction Defense; Restraining/Stay Away Orders; Voting Outreach & Education; Census & Redistricting Advocacy. Referrals to other services provided, as appropriate.

## BAY AREA LEGAL AID

BayLegal's clients are low- and very low-income members of our communities. BayLegal's clients are spread across our seven county service area, from San Francisco to Livermore, Gilroy to Napa. They include the working poor, our elderly neighbors, military veterans, people with disabilities, and single mothers. [www.baylegal.org](http://www.baylegal.org)

### To Get Connected

**Legal Advice Line for Screening:**

(800)-551-5554 or (415)-354-6360

**Hours:**

Monday and Thursday, 9:30am-3:00pm

Tuesday and Wednesday, 9:30am-1:00pm

**Location:** No drop-in services provided.

Please call Legal Advice Line for screening.

**Notes:** No referrals needed.

### Things To Know

**Languages Spoken:** English, Spanish, Vietnamese, Mandarin, Cantonese, Tagalog, French. BayLegal will serve clients in any other languages through use of Language Line or other assistance.

**What to Bring:** If you receive an appointment after being screened by the Legal Advice Line, identification and documentation of U.S. citizenship or non-citizen status. BayLegal may assist in securing these documents.

**Accessibility:** Wheelchair accessible. Will provide whatever ADA accommodation is necessary for any disability.

**Client fees:** None.

**Eligible Population:** Must be out of custody.

**Faith Based:** No

**Direct Services:** Housing & Eviction Defense; Access to Public Benefits; Law for Domestic Violence Survivors; For PAES recipients, any civil legal issue that makes it harder to get or keep a job, such as driver's license suspension, child support orders, or credit issues (including referrals to Clean Slate/Conviction Expungement Services). Will not provide assistance with contesting a Temporary Restraining Order for people with prior criminal convictions for violence. For health care access issues such as Medi-Cal, Medi-Care, Covered California or private health insurance, contact our Health Consumer Center at (855) 693-7285. Referrals to other services provided, as appropriate.

## COOPERATIVE RESTRAINING ORDER CLINIC

Cooperative Restraining Order Clinic provides information on and assistance in applying for Domestic Violence restraining orders.

[www.probono.net/sf/volunteer/item.Cooperative\\_Restraining\\_Order\\_Clinic\\_CROC](http://www.probono.net/sf/volunteer/item.Cooperative_Restraining_Order_Clinic_CROC)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (415) 255-0165

**Hours:** By Appointment Only. Call for appointment.

**Location:** Clinic locations vary.

**Notes:** No referrals needed. Please call Intake Phone for appointment.

### Things To Know

**Languages Spoken:** English, Spanish, other languages as needed.

**What to Bring:** CA ID and any other relevant documents for the restraining order.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** Legal Assistance/Advocacy. Referrals to other resources available as needed.

## EVICITION DEFENSE COLLABORATIVE (EDC) AND RENTAL ASSISTANCE (RADCo)

The Eviction Defense Collaborative is the principal organization in San Francisco helping low-income tenants to respond to eviction lawsuits. Each year we provide emergency legal services, through EDC, and rental assistance, through RADCo, to more than 5,000 tenants in San Francisco.

[www.evictiondefense.org](http://www.evictiondefense.org)

### To Get Connected

**Phone:** (415) 947-0797 **Fax:** (415) 947-0331

**Hours:** Monday – Friday from 9:00am-11:00am; 1:00pm-3:00pm

**Location:** 1338 Mission Street, 4<sup>th</sup> Floor, San Francisco, CA 94103

**Notes:** No referral needed. Drop-In only.

### Things To Know

**Languages Spoken:** English, Spanish, Chinese, French, Russian

**What to Bring:** Proof of San Francisco Residency

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Certain services have sliding-scale fees. Nobody turned away for lack of funds.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Direct Services:** EDC's legal services include counseling and legal help to tenants during the eviction process: programs include preparing a response to the lawsuit, limited representation at the settlement conference, and preparation of requests for delays of the sheriff's eviction.

RADCo's provides rental assistance to more than 600 families each year, in the form of interest-free loans and grants. Please note: The Eviction Defense Collaborative does not provide the services of a lawyer – clients act as their own lawyer. Referrals to other services provided, as appropriate.

## **GOLDEN GATE UNIVERSITY SCHOOL OF LAW *WOMEN'S EMPLOYMENT RIGHTS CLINIC***

The Clinic provides free or low-cost legal services to people with employment-related legal problems, with an emphasis on problems affecting women and low-wage immigrant workers. Law students provide legal services. [www.ggu.edu/law/werc](http://www.ggu.edu/law/werc)

### **To Get Connected**

**Contact Person:** Law Student Hotline

**Phone:** (415) 442-6647 **Fax:** (415) 896-2450

**Email:** [werc@ggu.edu](mailto:werc@ggu.edu)

**Hours:** Monday – Friday from 9:00am-5:00pm, January-April and August-November, only.

**Location:** 40 Jessie Street, 5<sup>th</sup> Floor, San Francisco, CA 94105

**Notes:** No referral needed. Please call the hotline for an appointment first. No drop-ins.

### **Things To Know**

**Languages Spoken:** English. Other languages can be accommodated.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** No fees for legal services. Possible costs for photocopying, etc.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Services:** Legal Assistance/Advocacy. Referrals to other services provided, as appropriate.

## **IN THE SPOTLIGHT: *KIMBERLI COURTNEY***

Kimberli Courtney works as the Reentry Coordinator for the San Francisco Sheriff's Department Five Keys Charter School. After spending 4 years homeless on the streets of San Francisco and ending up in numerous jails and prison, she graduated from Walden House in 2006.



While there she utilized every reentry resource available to her landing a position as an intern at the Public Defender's Office where she started to help others off the streets, out of jail and into treatment. As a voice for the formerly incarcerated, Kim was appointed by the Board of Supervisors to serve on the Reentry Council of the City and County of San Francisco from 2010 to 2017.

## HOMELESS ADVOCACY PROJECT (HAP)

The Homeless Advocacy Project (HAP) may be able to help you if you have legal issues and are homeless, or threatened with homelessness, especially if you have a disability or minor children living with you. HAP also provides supportive social services to its legal clients to address underlying psychosocial needs. HAP primarily assists clients with federal disability and other benefit issues; eviction prevention; and immigration documentation.

[www.sfbar.org/volunteer/homeless\\_article.aspx](http://www.sfbar.org/volunteer/homeless_article.aspx)

### To Get Connected

**Phone:** (415) 575-3130 or Toll Free (800) 405-4427 **Fax:** (415) 575-3132

**Hours:** HAP is closed on Mondays. Tuesday - Friday, 9:00am - 4:00pm. Intake for new clients on Tuesday 1:00pm - 4:00pm.

**Location:** 125 Hyde Street, San Francisco, CA 94102 (between 9th and 10th Streets)

**Notes:** No referrals needed. Please drop in during Tuesday intake hours.

### Things To Know

**Languages Spoken:** Spanish, Vietnamese, Mandarin.

**What to Bring:** Any documents related to your case (eviction papers; social security notices)

**Client fees, if any:** None if low-income.

**Eligible Population:** Homeless or at risk of homelessness, with priority to individuals who have mental health disabilities and families.

**Faith Based:** No

**Direct Services:** HAP is only able to provide assistance with certain types of legal issues. These include: Applications for Supplemental Security Income (SSI – federal disability benefits) and issues related to SSI applications; Eviction defense, especially if you are accused of causing a nuisance or your landlord has obtained a default judgment against you; Immigration documentation, if you are in the country legally but have lost your immigration documents or have not taken the steps needed to get proper immigration documents; Brief advice and referrals to other projects or agencies that can help you.

## HOUSING RIGHTS COMMITTEE OF SAN FRANCISCO

We provide “self-help” tenants’ rights counseling. Clients are provided with information on laws affecting their rights as tenants, as well as resources and referrals. For public housing and Section 8 renters, we offer case management and advocacy. We provide referrals to attorneys as necessary. We will help with applications for Section 8 and Public Housing, as well as rent board petitions.

[www.hrcsf.org](http://www.hrcsf.org)

### To Get Connected

**Contact Person:** Counselor

**Phone:** (415) 703-8644 (Mission Location)  
(415) 947-9085 or (Richmond Location)

**Email:** [info@hrcsf.org](mailto:info@hrcsf.org)

**Counseling Hours:** Monday – Thursday from 1:00pm-5:00pm (Mission Location)

Monday, Wednesday – Friday from 9:00am-12:00pm (Richmond Location)

**Location:** 1663 Mission #504, San Francisco, CA 94103 (Mission Location)  
4301 Geary Blvd, San Francisco, CA 94118 (Richmond Location)

**Notes:** No referrals needed. Please call or drop in during counseling hours.

**Services:** Counseling/Advocacy—Housing Applications to Public Housing & Section 8. Please note: no direct legal services. Program does not provide housing or rental assistance. Referrals to other services provided, as appropriate.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese and Mandarin. Russian by special arrangement.

**What to Bring:** Please bring any relevant papers, including eviction notices or other landlord/property manager notices.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All renters of public and private housing.

**Faith Based:** No

## LA RAZA CENTRO LEGAL

La Raza Centro Legal is community-based legal organization dedicated to empowering Latino, immigrant and low-income communities of SF to advocate for their civil and human rights. We combine legal services and advocacy to build grassroots power and alliances toward creating a movement for a just society. [www.lrcf.org](http://www.lrcf.org)

### To Get Connected

**Phone:** (415) 575-3500 **Fax:** (415) 255-7593

**Intake Hours:** Monday –Thursday from 10am-12pm and 1pm-4pm; Fridays from 10am-12pm.

**Location:** 474 Valencia Street, Suite 295  
San Francisco, CA 94103

**Notes:** No referrals needed. Please call for appointment. Drop-ins are allowed, but appointments are preferred.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Eligible Population:** All individuals and family members.

**Faith Based:** No

**Services:** Employment Law, solely regarding SF-specific labor laws; Immigration and Senior Law (Immigration in San Francisco and San Mateo County, senior law in San Francisco only). Referrals to other services provided, as appropriate.

## LAWYERS' COMMITTEE FOR CIVIL RIGHTS *SECOND CHANCE LEGAL CLINIC*

Lawyers' Committee for Civil Rights of the San Francisco Bay Area, founded in 1968, works to advance, protect and promote the legal rights of communities of color, and low-income persons, immigrants, and refugees. Assisted by hundreds of *pro bono* attorneys, LCCR provides free legal assistance and representation to individuals on civil legal matters through direct services, impact litigation and policy advocacy. Please call or check the LCCR website for the full list of available services: [www.lccr.com](http://www.lccr.com)

### To Get Connected

**Contact Person:** Clinic Coordinator

**Phone:** (415) 814-7610

**Hours:** Please call or check our website for upcoming clinic dates and times.

**Mailing Address:** 131 Stuart Street, Suite 400, San Francisco, CA 94105

**Notes:** Call the Second Chance Hotline at the number listed above and leave a brief message with your legal issue. Calls are returned within a week. No referral required.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None.

**Eligible Population:** All individuals.

**Faith Based:** No

**Services:** Please call or consult our website to find out what services we are currently offering

## PRISON LAW OFFICE

The Prison Law Office strives to improve the living conditions of California state prisoners by providing free legal services. The Prison Law Office represents individual prisoners, engages in class action and other impact litigation, educates the public about prison conditions, and provides technical assistance to attorneys throughout the country. [www.prisonlaw.com](http://www.prisonlaw.com)

### To Get Connected

**Phone:** (415) 280-2621

**Hours:** Monday-Friday

**Location:** 1917 5<sup>th</sup> Street, Berkeley, CA 94710

**Notes:** If you or a family member have an issue that you believe we can assist with, please free to contact our office. Do to the large number of inquiries, we cannot accept telephone calls from prisoners and their families. Letters concerning individual prisoners and prison conditions can be addressed to:

Prison Law Office  
General Delivery  
San Quentin, CA 94964

### Things To Know

**Languages Spoken:** English

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated, please contact.

**Client fees, if any:** None

**Eligible Population:** California state prisoners, and occasionally to California state parolees.

**Faith Based:** No

**Services:** Impact litigation, California State Prisoners Handbook; Self Help and Informational Materials



## ROOT & REBOUND *REENTRY LEGAL HOTLINE*

Root & Rebound's mission is to reduce barriers and maximize opportunities for people returning from prison and jail in the Bay Area, throughout California, and beyond. Through our Legal Advocacy and Direct Services Program we work with clients to identify barriers that make reintegration most challenging and address these needs by providing legal services in-house and by collaborating with service providers across the Bay Area to provide extra legal services. [www.rootandrebound.org](http://www.rootandrebound.org)

### To Get Connected

**Contact Person:** Program Staff

**Phone:** (510) 279-4662 **Fax:** (510) 666-4903

**Email:** [info@rootandrebound.org](mailto:info@rootandrebound.org)

**Hours:** Monday –Friday, 1pm-4pm

**Location:** 1730 Franklin St., Oakland, CA 94612

**Notes:** Call or check website for reentry clinic or open office hours for legal support.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Eligible Population:** All individuals 18 yrs and older.

**Faith Based:** No

**Services:** Post-Incarceration Support; Clean Slate/Conviction Expungement Services; Inmate & Parolee Legal Issues; Employment Law/Discrimination; Family Law; Housing & Eviction Defense.

## ROSEN, BIEN, GALVAN & GRUNFELD LLP

Rosen, Bien, Galvan & Grunfeld LLP has a unique practice blending public interest and private sector litigation. The firm represents individuals and companies in complex trial and appellate litigation in state and federal courts. Practice areas include: Constitutional and Civil Rights; Class Action; Work-Place disputes in cases of discrimination, harassment, wrongful termination, non-competition agreements and wage and hour enforcement; Commercial Litigation. [www.rbgg.com](http://www.rbgg.com)

### To Get Connected

**Phone:** (415) 433-6830 **Fax:** (415) 433-7140

**Hours:** Monday –Friday, 8:30am-5:30pm

**Mailing Address:** PO Box 390, San Francisco, CA 94104-0390

**Notes:** No dop-ins. Clients seen by appointment only.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible.

**Faith Based:** No

**Services:** Legal Representation; Litigation.

## SAN FRANCISCO DEPARTMENT OF POLICE ACCOUNTABILITY (DPA)

The Established in 1983 by a voter initiated charter amendment, the DPA's mission is to promptly, fairly, and impartially investigate complaints against the San Francisco Police Department, make policy recommendations regarding police practice, investigate all officer-involved shootings, and conduct periodic audits of the San Francisco Police Department. <https://sfgov.org/dpa/>

### To Get Connected

**Contact Person:** Reception  
**Phone:** (415) 241-7711 **Fax:** (415) 241-7733  
**Hours:** Monday - Friday, 8:00am - 5:00pm  
**Location:** 25 Van Ness Avenue, #700, San Francisco, CA 94102  
**Notes:** Complaints can be filed Online, Over the Phone, In Person, or by mail. The DPA is accessible by BART (Just blocks from Civic Center BART Station) and MUNI (Routes 47 and 49, drop off on Van Ness Ave.)

### Things To Know

**Languages Spoken:** Interpretation and translation services are available.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** N/A  
**Eligible Population:** Anyone can file a complaint. (Complaints may be submitted anonymously, by a third party or concerned community member, by a person who witnesses or experiences alleged SFPD misconduct, or by a non-resident of San Francisco.  
**Faith Based:** No

**Direct Services:** Investigation of complaints against the San Francisco Police Department

## SAN FRANCISCO OFFICE OF THE DISTRICT ATTORNEY *VICTIM SERVICES DIVISION*

The Victim Services Division provides comprehensive advocacy and support to victims of crime and witnesses to crime. Each victim's needs are assessed and support can include crisis intervention, counseling, accompanying a victim to court, assistance with victim compensation, making funeral arrangements, intervening with employers and creditors when victims cannot work, and providing many other services needed to restore a crime victim's life. Victim Services staff is diverse and committed to providing culturally responsive services. [www.sfdistrictattorney.org](http://www.sfdistrictattorney.org)

### To Get Connected

**Contact Persons:** Program Staff  
**Phone:** (415) 553-9044 **Fax:** (415) 553-1034  
**Email:** [victimservices@sfgov.org](mailto:victimservices@sfgov.org)  
**Hours:** Monday – Friday 9:00am – 5:00pm  
**Location:** 850 Bryant Street, 3<sup>rd</sup> Floor, San Francisco, CA 94103  
**Notes:** Individuals who are currently on probation or parole are not eligible to receive State Victim Compensation Funds during the period of their probation or parole.

### Things To Know

**Languages Spoken:** English, Cantonese , Spanish, Vietnamese, Tagalog, Khmu, Punjabi, Hindi, Urdu, and American Sign Language; other translation available.  
**Accessibility:** Wheelchair accessible.  
**Client fees, if any:** None.  
**Eligible Population:** Victims of crime; victims' family members; witnesses to crime  
**Faith Based:** No

**Direct Services:** Assistance with "Victim Compensation Program" Claims; Crisis Intervention & Emergency Assistance; Help Navigating the Criminal Justice System; Resources and Referrals; Restitution and Property Return; Witness Relocation; Transportation; and more

## SAN FRANCISCO OFFICE OF THE PUBLIC DEFENDER *CLEAN SLATE PROGRAM*

Clean Slate is a program of the San Francisco Public Defender's Office that can help people "clean up" their criminal records. [www.sfpublicdefender.org/services/clean-slate/](http://www.sfpublicdefender.org/services/clean-slate/)

### To Get Connected

**Clean Slate Phone:** (415) 553-9337

**Fax:** (415) 553-9646

**Main Phone:** (415) 553-1671

**Application:** Applicants must complete the one-page "Clean Slate Program Application" which can be obtained at the Public Defender's office or by viewing the website: [www.sfpublicdefender.org](http://www.sfpublicdefender.org). Applicants will also need a copy of their RAP sheet, available from the SFPD Identification Bureau for free.

Send applications to:

PUBLIC DEFENDER'S OFFICE  
Attn: Clean Slate Program  
555 Seventh Street, 2<sup>nd</sup> Floor  
San Francisco, CA 94103

**Notes:** No appointment required. Walk-in clinics are listed below:

### Free Walk-in Clinic Hours and Locations:

4<sup>th</sup> Monday of the month, 10:30am -12:30 pm, Arriba Juntos, 1850 Mission St. (English and Spanish)  
Every Tuesday, 9am-11am, Office of the Public Defender, 555 7<sup>th</sup> street. (English, Spanish, and other languages accommodated as needed)

2<sup>nd</sup> Wednesday of the month, 3-5pm, Community Justice Center, 555 Polk St.

1<sup>st</sup> Thursday of the month, 9am-11am, Ella Hill Hutch Community Center, 1050 McAllister St.

3<sup>rd</sup> Thursday of the month, 9am-11am, Southeast Community Center, 1800 Oakdale Ave.

**Services:** Dismissal of Convictions; Prop 47 and Prop 64 Reductions; Seal Arrest Records; Certificate of Rehabilitation; Early Termination of Probation; Reduction of Felony Conviction to Misdemeanor, and other legal remedies, if applicable. Representation at court dates. Referrals to other services as appropriate.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Must obtain copy of RAP Sheet from Identification Bureau, Hall of Justice, 850 Bryant Street, Room 475, San Francisco, CA 94103 (can request by mail or in person, Monday – Friday, 8:00am-3:00pm).

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees:** None.

**Eligible Population:** All people with a criminal arrest and/or conviction, or juvenile matter, from the County of San Francisco. Do not need to be a former client of the Public Defender, but must meet financial eligibility criteria.

**Faith Based:** No

## SAN FRANCISCO OFFICE OF THE PUBLIC DEFENDER *REENTRY UNIT*

Children of Incarcerated Parents Social Worker and Adult Social Workers work with current and former clients of the Public Defender. [www.sfpublicdefender.org](http://www.sfpublicdefender.org)

### To Get Connected

**Contact Person:** Simin Shamji, Manager of Reentry Unit  
**Phone:** (415) 553-1671 **Fax:** (415) 553-9810  
**Specific Intake Days and Times:**  
**Hours:** Monday – Friday, 8:00am - 5:00pm  
**Location:** 555 Seventh Street, 2<sup>nd</sup> Floor, San Francisco, CA 94103  
**Notes:** Referral required from Public Defender Attorney. By appointment only.

### Things To Know

**Languages Spoken:** English, Spanish, and other languages accommodated as needed.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** None.  
**Faith Based:** No

**Direct Services:** Assistance with Access to Benefits (SSI, GA, TANF, et al); Accompany to Court Dates; Counseling; Parenting Support; Help/Vouchers to Get State ID, etc.; Legal Assistance/Advocacy; Referrals to Treatment, Housing, Medical and Other Services.

## SAN FRANCISCO SUPERIOR COURT *ACCESS CENTER (LEGAL SELF-HELP)*

The ACCESS Center provides linguistically and culturally appropriate self-help services to individuals seeking to access and navigate the legal system in the county of San Francisco. Areas of law are limited to Family Law and Civil Law. [www.sfsuperiorcourt.org/self-help](http://www.sfsuperiorcourt.org/self-help)

### To Get Connected

**Info Line:** (415) 551-5880  
**Hours:** Monday, Tuesday, Thursday 8:30am – 11:00pm and 1:00pm - 3:00pm  
**Location:** 400 McAllister Street, Room 509 San Francisco, CA 94102  
**Notes:** No referrals needed. Drop-ins available.

### Things To Know

**Languages Spoken:** Cantonese, Mandarin, Toisanese, Spanish, Italian. Volunteers also speak Russian, French, Portuguese, Tagalog, French, and other languages. Materials are multilingual.  
**Accessibility:** Wheelchair accessible. ASL interpreters available. Other disabilities are accommodated.  
**Client fees, if any:** None  
**Eligible Populations:** All individuals and family members.  
**Faith Based:** No

**Services:** Family Law Services: Dissolution of Marriage/Domestic Partnership; Legal Separation; Annulment/Nullity of Marriage; Established Paternity/Parental Relationship; Child Support; Domestic Violence Restraining Orders; Step-Parent Adoptions. Civil Law Services: Small Claims; Civil Harassment Restraining Orders; Name Changes; Gender Changes; Evictions; Guardianship of the Person; Conservatorship of the Person.

## SAN FRANCISCO SUPERIOR COURT *YOUNG ADULT COURT*

The Young Adult Court (YAC) is a collaborative justice program for transitional aged youth (ages 18-25), many of whom have extensive histories of trauma from gun violence, homelessness, domestic violence and chronic unemployment. Many youth also have substance abuse issues and mental health disorders. The program began in July 2015 and is a partnership among the Superior Court; Office of the Public Defender; Office of the District Attorney; Adult Probation Department; Felton Institute; and Goodwill Industries. The aim is to strengthen young people by giving them the tools to end the cycle of incarceration and poverty.

### To Get Connected

**Contact Person:** Lisa Lightman, Director,  
Collaborative Courts

**Email:** llightman@sftc.org

**Phone:** (415) 551-3983

**Location:** 850 Bryant Street, San Francisco, CA  
94103

**Hours:** Court is held on Thursdays

**Notes:** Referrals are required for program;  
call for referrals.

### Things To Know

**Languages Spoken:** English, Spanish,  
Mandarin

**Accessibility:** Wheelchair accessible

**Client fees:** Fine and fees and/or victim  
restitution related to the case.

**Eligible Population:** Young adults 18-25 in the  
criminal justice system. There are additional  
requirements; please call for more  
information.

**Faith Based:** No

**Direct Services:** YAC makes every effort to identify all reasonably appropriate intervention and treatment options. Referrals to resources as needed.

## SWORDS TO PLOWSHARES *LEGAL DEPARTMENT*

War causes wounds and suffering that last beyond the battlefield. Swords to Plowshares mission is to heal the wounds, to restore dignity, hope and self-sufficiency to all veterans in need, and to significantly reduce homelessness and poverty among veterans. Many veterans never receive the benefits for which they are eligible. The Legal Department of Swords to Plowshares helps veterans to cut through the extremely arduous VA benefits application process by providing free attorney representation, case management, and advocacy to indigent veterans by seeking benefits.

[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)

### To Get Connected

**Phone:** (415) 252-4788 **Fax:** (415) 252-4790

**Hours:** Tuesday - Thursday, 9:00am-11:45am

**Location:** 1060 Howard Street, San Francisco, CA 94103

**Notes:** No referrals needed. Drop-ins available.

### Things To Know

**Languages Spoken:** English

**What to Bring:** TB Clearance; Proof of homelessness and veteran status (Defense Department Form 214). Program will assist clients in obtaining these documents.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Populations:** All veterans of the U.S. military. Must be homeless or veteran of the wars in Iraq or Afghanistan.

**Faith Based:** No

**Services:** Legal Assistance/Advocacy—access to benefits for veterans of the U.S. Military. Referral to other services provided, as appropriate.

## TENDERLOIN HOUSING CLINIC *LEGAL SERVICES*

The Tenderloin Housing Clinic law office represents low-income tenants in San Francisco in most aspects of landlord-tenant and housing law. THC law clients are typically seniors, individuals with disabilities and minority and immigrant families. THC attorneys represent tenants in Ellis Act evictions, Own/Relative Move-In Evictions, affirmative lawsuits for habitability, harassment and wrongful eviction, and to address illegal conversion of residential hotels and apartments to tourist rentals. THC's attorneys are some of the most experienced and well-respected attorneys in San Francisco, with decades of experience representing low-income tenants. The law office also provides limited free legal counseling to tenants. [www.thclinic.org](http://www.thclinic.org)

### To Get Connected

**Contact Person:** Steven Shubert, Law Office Manager

**Phone:** (415) 771-9850 **Fax:** (415) 771-1287

**Email:** [steven@thclinic.org](mailto:steven@thclinic.org)

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

**Location:** 126 Hyde Street, San Francisco, CA 94102

**Notes:** No referrals needed. Drop-ins welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin. Interpretation services provided as necessary.

**What to Bring:** Rental Agreement and/or lease and notices received (60-Day or 120-Day Notice of Termination, Notice of Intent, Notice to Quit, etc.). Optional: Proof of Protected Status (proof of age or disability), and/or Proof of Income (Tax Return, pay check stubs, bank statement).

**Accessibility:** No wheelchair access. Reasonable attempts to provide accommodations will be provided as needed.

**Client fees, if any:** None

**Eligible Populations:** San Francisco tenants facing landlord-tenant and housing issues.

**Faith Based:** No

**Services:** Free legal services for qualified participants

## ADVOCACY

### LEGAL SERVICES FOR PRISONERS WITH CHILDREN *CALIFORNIA COALITION FOR WOMEN PRISONERS (CCWP)*

CCWP is a grassroots social justice organization, with members inside and outside prison, that challenges the institutional violence imposed on women, transgender people, and communities of color by the prison industrial complex (PIC). We see the struggle for racial and gender justice as central to dismantling the PIC and we prioritize the leadership of the people, families, and communities most impacted in building this movement. [www.womenprisoners.org](http://www.womenprisoners.org) or [www.prisonerswithchildren.org](http://www.prisonerswithchildren.org)

#### To Get Connected

**Contact Persons:** Program Coordinator

**Phone:** (415) 255-7036 x4

**Fax:** (415) 552-3150

**Email:** [info@womenprisoners.org](mailto:info@womenprisoners.org)

**Hours:** Monday – Friday from 9:00am – 5:00pm

**Notes:** No referrals needed. Not a formal service site, but individuals can make appointments to come for support and referrals to other resources.

#### Things To Know

**Languages Spoken:** English. In addition, Compañeras Program highlights and supports issues of Spanish speakers.

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals and family members, in and out of custody.

**Faith Based:** No

**Direct Services:** Assistance Finding Emergency Shelter; Assistance Finding Permanent Housing prior to or upon release; Some Access to Internet; Mentorship; Outreach to a wide cross-section of people including students, domestic violence workers, community service providers, and others; Other Post-Incarceration Support; Restorative Justice/ Survivor Impact efforts with violent offenders in San Francisco Jails; Coordinate with All Of Us or None to spread the word about Clean Slate efforts; Assist with Inmate & Parolee Legal Issues; Coordinate annual event for family members to visit prisoners. Referrals to other resources available as needed.



## LEGAL SERVICES FOR PRISONERS WITH CHILDREN

Legal Services for Prisoners with Children (LSPC) organizes communities impacted by the criminal justice system and advocates to release incarcerated people, to restore human and civil rights and to reunify families and communities. Strategies to support our mission include legal support, trainings, public educations, grassroots mobilizations and developing community partnerships.

[www.prisonerswithchildren.org](http://www.prisonerswithchildren.org)

### To Get Connected

**Phone:** (415) 255-7036

**Email:** [info@prisonerswithchildren.org](mailto:info@prisonerswithchildren.org)

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

**Location:** 4400 Market Street, Oakland, CA 94608

**Notes:** No referrals needed. Call or write first for an appointment.

### Things To Know

**Languages Spoken:** English, Spanish.

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None. Voluntary donations accepted.

**Genders/Family Composition/Ages Served:** All individuals and family members.

**Faith Based:** No.

**Direct Services:** Pregnancy Information for Incarcerated Women; Inmate & Parolee Legal Issues for California Prisoners and Their Families; Support Letters for Older Women in State Prison; Family Law Manuals/Advice; Workshops on Family Law Issues; Prison Advocacy, including support letters for incarcerated people who are experiencing problems in custody, such as lack of or substandard medical care, sexual harassment or retaliation, problems with visits, etc.; Family Reunification Counseling; Support & Advice for family members visiting loved ones in jail or prison. Referrals to other resources available as needed.

## LEGAL SERVICES FOR PRISONERS WITH CHILDREN *ALL OF US OR NONE*

All Of Us Or None (AOUON), a project of Legal Services for Prisoners with Children, is a grassroots organization led by formerly-imprisoned people committed to fighting for the human dignity of currently and formerly-incarcerated people, and their respective family members, as well as against the systemic discrimination facing them while in captivity and upon their release. Through their grassroots organizing, AOUON is building a powerful political movement to win full restoration of their human and civil rights. [www.prisonerswithchildren.org](http://www.prisonerswithchildren.org)

### To Get Connected

**Contact Person:** Dauras Cyprian

**Phone:** (415) 625-7051 **Fax:** (415) 625-7035

**Email:** [dauras@prisonerswithchildren.org](mailto:dauras@prisonerswithchildren.org)

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

**Location:** 4400 Market Street, Oakland, CA 94608

**Notes:** Please call for more information.

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None

**Eligible Population:** All individuals and family members, in and out of custody.

All individuals and family members

**Faith Based:** No

**Direct Services:** Mentorship; Post-Incarceration Support; Parole Board Letters of Support; Annual Family reunification event, through our Community Giveback. Referrals to other resources available as needed. Coordinate with other organizations to raise awareness of our struggle against systemic discrimination.

## PROYECTO COMMON TOUCH *GET OUT THE JAIL VOTE/CA*

Empowerment by knowledge and mission to distribute and make this relevant information available and accessible in or out of custody.

### To Get Connected

**Contact Persons:** Tommy Escarcega, Director  
**Phone:** (510) 409-1662 **Landline/Fax:** (510) 845-4622

**Email:** tommyescarcega@yahoo.com

**Hours:** Call for hours

**Mailing Address:** 830 Allston Way, Berkeley, CA 94710

**Notes:** No referral needed. Call during business hours or write for appointment at other times.

### Things To Know

**Languages Spoken:** English, Spanish, some Portuguese.

**Accessibility:** May be arranged.

**Client fees, if any:** None. Donations accepted.

**Eligible Population:** Women, Transgender

**Faith Based:** No

**Direct Services:** Voter Education; Voter Registration; Phone/Voicemail; Inmate & Parolee Legal Issues; Voting Outreach & Education. Referrals to other resources available as needed.

## SAN FRANCISCO SHERIFF'S DEPARTMENT *PRISONER LEGAL SERVICES*

We help the San Francisco Sheriff's Department in its mission to meet or exceed local, state and federal mandates regarding the housing and treatment of prisoners. PLS provides San Francisco County Jail prisoners with meaningful access to the courts as well as advocacy and limited direct services aimed at assisting clients with problems occasioned by their incarceration and with barriers to reentry. [www.sfsheriff.com](http://www.sfsheriff.com)

### To Get Connected

**Contact Persons:** Any Intern/Staff

**Phone:** (415) 558-2472 **Fax:** (415) 558-2490

**Hours:** Monday – Friday, 9:00am - 5:00pm

**Mailing Address:** 425 7<sup>th</sup> Street, Mailroom, San Francisco, CA 94103

Office Address: 850 Bryant Street, Room 442, San Francisco, CA 94103

**Notes:** No referral needed. Incarcerated clients must submit a request for services; limited drop-in service for recently released prisoners.

### Things To Know

**Languages Spoken:** English. Translation services available.

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None.

**Eligible Population:** Incarcerated persons and persons recently released from the custody of the San Francisco County Jail.

**Faith Based:** No

**Direct Services:** Assist Access to Courts, Conditions of Confinement, Notary Services, PC §1381 and VC §41500 Demands, Inmate Voting, Truth Act Compliance, Preservation of Housing, Child Custody and Support

## YOUNG WOMEN'S FREEDOM COALITION

Young Women's Freedom Coalition is a statewide membership body of formerly incarcerated and system involved women and girls from across the state working to support each other through advocacy, policy and system level changes, and building a network of support and power. [www.youngwomenfree.org](http://www.youngwomenfree.org)

### To Get Connected

**Contact Persons:** Movement Building Director

**Phone:** (415) 703-8800 **Fax:** (415) 704-3164

**Hours:** Monday – Friday, 9:00am - 7:00pm

**Notes:** Community Circle

### Things To Know

**Languages Spoken:** English, Spanish

**Accessibility:** Wheelchair accessible. Other disabilities may be accommodated.

**Client fees, if any:** None.

**Eligible Population:** Formerly Incarcerated and System Involved.

**Faith Based:** No

**Direct Services:** Leadership and Advocacy



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