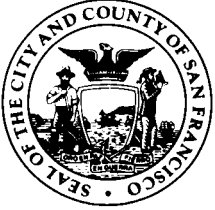


Mayor's Office of Housing and Community Development
City and County of San Francisco



Edwin M. Lee
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San Francisco Housing Resource Guide

January 28, 2016

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How to use this Resource Guide

Welcome! We hope that you find our Resource Guide useful for navigating Housing and Homelessness Resources in San Francisco. Please note, the Mayor's Office of Housing and Community Development is not endorsing the organizations listed in the Resource Guide. Our goal is to simply provide the public with information about available resources in the community.

This manual is a first attempt at compiling various housing resources located in the City and County of San Francisco. This is by no means a complete list of everything available in the City. Use this as a starting point and a reference for further opportunities.

The information in the Resource Guide may change from time to time. Please contact each organization directly to inquire about their current services. If you are an organization that would like to update the information listed in our Guide, or an organization that would like to be added to our Guide, please contact Vanessa Doyle at Vanessa.l.doyle@sfgov.org or 415-701-5569.

EVICTION, HOUSING RIGHTS AND LEGAL RESOURCES

Housing Rights Committee

1663 Mission Street #504, San Francisco, CA 94103

415-703-8634

www.hrcsf.org

Drop-in or call-in (415-703-8644) counseling available Monday-Thursday 1-5PM. Public Housing and Section 8 tenants need to make an appointment at 415-703-8634.

Inner Richmond tenant counseling at the Park Presidio United Methodist Church

4301 Geary at 7th Avenue

9AM-12PM (Closed Tuesdays)

Wednesdays at the Richmond District Senior Center at 6221 Geary Blvd.

Drop-in or call-in (415-947-9085) counseling available

If you come into the HRC office for counseling, you should bring proof of income (check stub, SSI card, food stamp card, benefits award letter, etc.), but no one will be turned away because they don't have it. This does not apply if you call the office for counseling.

The HRC dedicated staff of volunteer counselors are trained to help tenants identify their options when they're having problems with evictions, illegal rent increases, repair problems, the return of their security deposit, etc.

Eviction Defense Collaborative

1338 Mission Street, 4th Floor, San Francisco, CA 94103 (between 9th and 10th Streets)

415-947-0797

www.evictiondefense.org

EDC legal services are available to ALL San Francisco County tenants who have received eviction papers. Fees are charged based on a sliding scale. No one will be turned away due to a lack of funds. Rental assistance is available to qualified tenants who live in San Francisco.

How to get help:

- If you have received eviction papers and want legal help you must come to the EDC drop-in clinic.
- If you are seeking help paying back rent, you have a NOTICE to PAY or QUIT, and you think you qualify, come to the EDC office during drop-in hours. If you do not have a notice, please call (415) 947-0797 and press 301 to leave a message requesting an appointment.

Drop-in hours: Monday – Friday, 9:30AM-11:30AM and 1PM-3PM

San Francisco Tenants Union

558 Capp Street, San Francisco, CA 94110

415-282-6622

www.sftu.org

The Tenants Union operates a drop-in counseling clinic. Hours for the clinic include daytime, evening and weekend hours. Since the actual hours can vary each week, tenants should check

the drop in schedule online or call 415-282-6622 for the schedule.

Counselors are trained to answer virtually any question regarding your rights as a tenant or sub-tenant. Please bring in all your paperwork (notices, letters, rental agreement, etc.) Since the Tenants Union is a membership supported organization, they ask that non-members make a donation when they come in (no one is turned away for lack of funds). Or you can join (and get their handbook and access to phone counseling).

Tenderloin Housing Clinic Legal Services

126 Hyde Street, San Francisco, CA 94102

415-771-9850

www.thclinic.org

The Tenderloin Housing Clinic law office represents low-income tenants in San Francisco in all aspects of landlord-tenant and housing law. They primarily represent seniors, the disabled, and minority and immigrant families, often as defendants in unlawful detainer actions and in affirmative lawsuits for wrongful eviction, and to address substandard housing conditions. THC's attorneys are some of the most experienced and well-respected attorneys in San Francisco, with decades of experience representing low-income tenants. Tenants seeking assistance should contact 415-771-9850 for an intake phone interview to determine whether a THC attorney will represent the tenant. The law office also provides limited free legal counseling to tenants. In addition to legal services, THC also offers representative payee services, SRO housing for homeless individuals and support services for THC tenants.

Bay Area Legal Aid (San Francisco Office)

1035 Market Street, 6th Floor, San Francisco, CA 94103

415-982-1300, Legal Assistance Line: 415-354-6360

www.baylegal.org

Bay Area Legal Aid provides free civil legal advice, counsel and representation to low-income people living in the counties of Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, and Santa Clara.

Bay Area Legal Aid's practice areas include:

- Housing: Housing preservation, including landlord-tenant issues, foreclosures, unlawful evictions, housing discrimination
- Domestic Violence and Immigration: Domestic violence prevention and immigration related matters
- Economic Justice: Consumer Law Matters and Access to Essential Public Benefits
- Health Care: Access to essential health care services, including MediCal
- Youth Justice: Holistic supports, services, and legal representation and by providing early identification and intervention through a collaborative partnership

Hours: Monday-Friday, 9AM-12PM and 1PM-5PM

Asian Pacific Islander Legal Outreach

1121 Mission Street, San Francisco, CA 94103

415-567-6255

www.apilegaloutreach.org

For thirty years, Asian Pacific Islander Legal Outreach (API Legal Outreach) has worked to tear down long-standing barriers that have denied Asians and Pacific Islanders equal justice and equal access to our legal system. They provide legal and holistic services for victims of domestic violence and elder abuse, immigration legal services, and advocacy on social issues, including human trafficking and youth violence. They also offer full legal representation for unlawful detainer actions and Ellis Act eviction defense. This includes pre-eviction counseling. API Legal Outreach also provides referrals to other organizations for housing counseling and case management. Services are available in Vietnamese, Korean, Tagalog, Spanish, Russian and Cantonese.

Asian Americans Advancing Justice - Asian Law Caucus

55 Columbus Avenue, San Francisco, CA 94111

415-896-1701

<http://www.advancingjustice-alc.org>

Founded in 1972, Asian Americans Advancing Justice - Asian Law Caucus is the nation's first legal and civil rights organization serving low-income Asian Pacific American communities. Advancing Justice - ALC focuses on housing rights, immigration and immigrants' rights, labor and employment issues, student advocacy (ASPIRE), civil rights and hate violence, national security, and criminal justice reform. As a founding affiliate of Asian Americans Advancing Justice, the organization also helps to set national policies in affirmative action, voting rights, Census and language rights. The Housing Rights program advocates on behalf of low-income residents in the areas of housing and community development. They provide legal services including eviction counseling and negotiation through representation in unlawful detainer actions. They focus primarily on gateway communities for new immigrants, such as San Francisco Chinatown, where large numbers of tenants and seniors are in danger of displacement due to gentrification and other economic pressures. Their free legal clinics cover such topics as Supplemental Security Income, housing issues, and assistance for seniors. These clinics empower low-income, limited English-proficient tenants and seniors with knowledge of their rights and resources so that they can better preserve their homes and communities. Assistance is offered in Cantonese, Mandarin, Tagalog, and English. Please call to make an appointment.

Hours: Monday-Friday, 9AM-5PM by appointment

Drop-in Clinics:

- Asian Americans Advancing Justice – Asian Law Caucus Office (55 Columbus Avenue)
Date and time: Every 2nd Wednesday of the month, 9AM-12PM
- Manilatown Center (868 Kearny Street)
Date and time: Every 1st Thursday of the month, 10AM-12PM

Causa Justa :: Just Cause

2301 Mission Street Suite 201, San Francisco, CA 94110

415-487-9203

www.cjjc.org

Causa Justa :: Just Cause (CJJC) provides free tenant counseling and case management for low-income residents of Oakland and San Francisco through their Housing Committee/Tenants'

Rights Clinic. They do not have attorneys on staff, but they can give advice regarding general rights as a tenant in Oakland or San Francisco. If you are having problems with repairs, rent increases, evictions, harassment or other problems with your tenancy, or if you need advice regarding fair housing and discrimination, please call to make an appointment. Services are available in Spanish. The San Francisco clinic is the only tenant rights organization in San Francisco that has all Spanish-speaking counselors.

Office Hours: Monday and Wednesday: 1PM-5PM, Tuesday, Thursday & Friday: 9AM – 12PM and 1PM-5PM. Closed for lunch from 12PM – 1PM.

La Raza Centro Legal

474 Valencia Street #295, San Francisco, CA 94103

Phone: 415-575-3500

Fax: 415-255-7593

The Housing Law Program is dedicated to defending monolingual Spanish speaking low income tenants against eviction. Their goal is to protect clients from homelessness. La Raza Centro Legal offers full scope legal representation to their clients. They will fight for a tenant's right to stay or will help obtain a reasonable settlement. If clients are facing an eviction without just cause, Ellis Act eviction, or an owner move-in/demolition/substantial rehabilitation eviction, they will ensure that they receive adequate relocation payments. The Housing Law Program is partnered with Asian Pacific Islander Legal Outreach and Asian Law Caucus and all are committed to protecting their clients and ensuring they are well informed about their rights. They also work closely with the Eviction Defense Collaborative, Causa Justa-Just Cause, and the Justice Diversity Center among other community organizations.

The Housing Law Program currently offers consultations by appointment. Please call 415-575-3500 to make an appointment.

Chinatown Community Development Center

1525 Grant Avenue, San Francisco, CA 94133

415-984-1450

www.chinatowncdc.org

The Mission of the Chinatown Community Development Center is to build community and enhance the quality of life for San Francisco residents. They are a place-based community development organization serving primarily the Chinatown neighborhood, and also serve other areas including North Beach, Tenderloin, the Northern Waterfront, the Western Addition, Japantown, Polk Gulch, the Richmond, Civic Center and the South of Market area. They play the roles of neighborhood advocates, community organizers, planners, developers, and managers of affordable housing. They assist community members dealing with a variety of issues, including eviction, rent increases, repair and maintenance issues, translation and filing of forms and documents, opportunities and availability of affordable housing, tenant and landlord/tenant mediations and tenant's rights education. Chinatown Community Development Center offers assistance in Cantonese, Mandarin and English.

General Assistance Advocacy Project (GAAP)

276 Golden Gate Avenue, San Francisco, CA 94102

Tel: 415-928-8191

Fax: 415-928-1410

www.gaap.org

Intake Hours: Mon, Tues, Thurs, Fri; 9AM-12PM

GAAP offers free legal advice, referrals and representation to low-income San Franciscans. They can provide representation in the following areas:

- CAAP (formerly GA)
- CalFresh (Food Stamps)
- SSI Overpayments
- "Quality of Life" citations

In addition to representation they provide brief services, advice, and referrals for a wide range of issues impacting homeless and low-income residents.

Season of Sharing Fund

San Francisco, CA

415-557-6484

<http://seasonofsharing.org/>

The Chronicle Season of Sharing Fund offers grants to help families and individuals in crisis so they can pay for housing and emergency needs. Through a network of community service agencies, the Season of Sharing Fund works to identify people in need and provide short-term, critical assistance grants. Since 1986, the Season of Sharing Fund has distributed more than \$100 million to help thousands of families and individuals in the nine-county Bay Area, including San Francisco County.

Population Served: Families & Single Adults (disabled, senior 55+, emancipated foster youth, veteran, victim of recent violence)

Purpose: Move-In Assistance, Eviction Prevention, Utilities, Critical Family Need

Mayor's Office of Housing and Community Development

Ellis Act Housing Preference (EAHP) Program

1 South Van Ness, 5th Floor, San Francisco, CA 94103

(415) 701-5500

www.sfmohcd.org

The Ellis Act Displacement Emergency Assistance Ordinance was passed into law on December 18th, 2013. The legislation required a new preference in all City Affordable Housing Programs for tenants who are displaced due to withdrawal of their housing unit from the rental market, as allowable under the State Ellis Act. The legislation responded to concern over a rise in these Ellis Act Evictions that paralleled rising market-rate housing prices in 2013. The Mayor's Office of Housing and Community Development's Ellis Act Housing Preference (EAHP) Program implements the Ellis Act Displacement Emergency Assistance Ordinance.

Certain tenants who have been or may be displaced by Ellis Act evictions may apply for an EAHP Certificate. EAHP Certificate holders will be given priority consideration for City-funded (including Downpayment Assistance) and Inclusionary affordable housing. The Certificate holder must still meet the eligibility rules for any particular housing unit including income limits.

To find out more about the EAHP Program, including eligibility requirements and application information, please visit the MOHCD website at www.sfmohcd.org. For specific questions regarding this program, please call (415) 701-5613 and leave a message. We strive to return your call within 48 hours.

RESOURCES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

Project Homeless Every Day Connect

25 Van Ness Avenue, Suite 340, San Francisco, CA 94102

1-855-588-7968

www.projecthomelessconnect.com

Staff at Project Homeless Every Day Connect work directly with those seeking services, as well as with case managers & staff from other agencies, to make connections to those often hard-to-access resources, services & goods that can provide additional or necessary ingredients for a successful move out of homelessness, transition into housing, or avoidance of housing loss.

They connect their participant partners to comprehensive social & medical services & other supportive services. These services include: vision, hearing, dental, general medical, mental health, addiction treatment & recovery services, harm reduction programs, self-help programs, food, clothing, computer access & classes, transportation, employment services, Medi-Cal, SSI, SSDI, income assistance & other financial services.

Hours:

Mondays-Thursdays: 8:30AM – 1PM by appointment, 1PM-5PM by phone

Fridays: 7AM - 12PM by appointment, 12PM – 2:30PM by phone

Weekends & Holidays: By phone at 1-855-588-7968

211 San Francisco

24/7 Customer Service Center

Call 211 or 1-800-273-6222

www.211bayarea.org

211 is an easy to remember, toll-free phone number that connect callers with local community services, such as food, shelter, counseling, employment assistance, quality child care and more. During a disaster, 211 provides critical information about evacuation routes, food and shelter, as well as job search and permanent housing support during long-term recovery. 211 is confidential and available 24 hours a day in more than 150 languages.

311 San Francisco

24/7 Customer Service Center

Call 311 (within SF only) or 415-701-2311

www.sf311.org

The City and County of San Francisco established 311 to provide an easy-to-remember telephone number that connects residents, businesses, and visitors to Customer Service Representatives ready to help with general government information and services. The 311 Customer Service Center provides a prompt, courteous and professional customer service

experience 24 hours a day to San Francisco residents, visitors, and businesses seeking general information and services. 311 also operates the Shelter Reservation Waitlist. If you need to reserve a shelter bed, please call 311.

Community Awareness and Treatment Services (CATS)

1171 Mission Street, San Francisco, CA 94103

415-241-1184

www.catsinc.org

For more than 30 years, Community Awareness & Treatment Services, Inc. (CATS) has devoted its energy to passionately serving the chronically homeless population providing safe and accessible services. They have a network of seven programs that offer a continuum of care where dedicated staff provide support, transportation and housing. Their goal is to reach farther to serve those who are the hardest to reach. Their programs include SF HOT Team for homeless outreach, A Women's Place shelter and drop-in center, permanent supportive housing at the Coronado Hotel and Eddy Street Apartments, a residential recovery program at Golden Gate for Seniors and a medical respite and sobering center.

Homeless Advocacy Project

1360 Mission Street, Suite 201, San Francisco, CA 94102

415-575-3130

www.sfbar.org/jdc/legal-services/hap/

The Homeless Advocacy Project (HAP) of the Justice & Diversity Center (JDC) may be able to help you if you are homeless, or threatened with homelessness, and you have a disability or minor children living with you.

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.

HAP also provides supportive social services. Through JDC's holistic model, social service staff work with attorneys to address clients' legal and underlying psychosocial needs. They can assist clients with a wide range of issues, including health related problems, poverty, mental illness and addiction.

St. Anthony Foundation

150 Golden Gate Avenue, San Francisco, CA 94102

415-241-2600

www.stanthonysf.org

The mission of the St. Anthony Foundation is to feed, heal, shelter, clothe, lift the spirits of those in need, and create a society in which all people flourish. They are committed to

providing the poor of San Francisco with basic needs and services as a gateway to reclaiming their sense of dignity and progressing toward stability. Their services include a dining room serving nearly a million hot meals each year, the Tenderloin Technology Lab offering free computer classes and one-on-one counseling, a medical clinic, a drug and alcohol treatment program for men, a free clothing program and a social work center. The Social Work Center's social workers are skilled professionals who utilize their intimate knowledge of the social services terrain to advocate for clients trying to address one-time or ongoing needs. They can help with things as simple as getting a California ID to secure employment, obtaining a child's birth certificate to enroll them in school, or more complicated matters like applying for benefits or finding housing. One-on-one counseling allows social workers to craft step-by-step action plans for client to gain and maintain stabilization.

Episcopal Community Services

165 Eighth Street, 3rd Floor

San Francisco, CA 94103

(415)487-3300

www.ecs-sf.org

Episcopal Community Services is San Francisco's largest nonprofit provider of homeless services. Their mission is helping homeless and very low-income people to obtain the housing, shelter, jobs, and essential services needed to prevent and end homelessness, and they serve more than 8,000 people annually. Their services include supportive housing, emergency shelter and meals, a shelter behavioral health team, employment counseling, job training, adult education, and services for aging and disabled adults.

ECS's three shelters provide homeless individuals with a clean, safe place to sleep and daily meals. ECS shelter staff collaborates with many volunteers and outside agencies to sponsor 12-step programs as well as on-site clinics such as podiatry, chronic disease management, flu shot and medical referrals. Shelter staff maintain a shelter library and organize support groups and therapeutic activities (gardening, art, music, etc.).

Their behavioral health team is piloting San Francisco's Coordinated Housing Assessment Program, conducting outreach to homeless San Franciscans and coordinating with housing providers to house those assessed to be the most vulnerable when units become available. ECS is also piloting a two-year effort to enroll homeless people in Medi-Cal and Medicare through the Affordable Care Act.

ECS provides permanent supportive housing for almost 1,200 formerly homeless people across ten properties in the Tenderloin and SOMA. The following services are available to residents: food pantries, job counseling, case management, mental and medical health services, support groups, and afterschool programs with academic tutoring and recreational activities.

ECS's Senior Center provides nutritious lunches and daytime programming, Monday-Friday. This includes educational and socialization programming as well as case management and other support services.

Their six-month culinary training program prepares homeless adults for jobs in food services. ECS's Adult Education Center helps students with basic literacy, adult education, GED preparation, and job counseling.

GLIDE

330 Ellis Street, San Francisco, CA 94102

415-674-6000

www.glide.org

GLIDE features multiple programs and services for those in need, including a daily meal service, health services, a domestic violence program, and a walk-in center where beds in San Francisco's shelter system can be reserved. GLIDE, in collaboration with the Seasons of Sharing Fund and Catholic Charities, provides access to financial help for individuals and families with back rent, rental and security deposits, and some other major expenses. They also can provide emergency vouchers for clothing, food boxes and household items. The GLIDE Family, Youth and Child Center provides case management, workshops, parenting classes, activities and more. There is a licensed early childcare education center and after school programming on-site.

Catholic Charities CYO

180 Howard Street, Suite 100, San Francisco, CA 94105

415-972-1200

www.community.cccyo.org

Catholic Charities CYO assists thousands of low and moderate income clients each year from all walks of life through their many housing, counseling, senior and family programs. Young or old, hungry, homeless or friendless, Catholic Charities CYO is there to address the problems facing those in need throughout the Bay Area. They offer a hand up, not a hand out, assisting people through difficult times. With 34 programs, Catholic Charities CYO is a recognized leader in providing quality, comprehensive and compassionate care for the poor, the sick, the distressed, children and youth, families, seniors and immigrants -- helping them move toward empowerment and self-sufficiency. Their programs serve people of all faiths; everyone is welcome. Catholic Charities CYO also provides financial assistance with move-in costs for low-income individuals.

San Francisco Housing Authority

1815 Egbert Avenue, San Francisco, CA 94124

415-715-3280

www.sfha.org

The San Francisco Board of Supervisors established the San Francisco Housing Authority in 1938. In 1974, the Housing Choice Voucher Program (formerly "Section 8") was introduced to the San Francisco Housing Authority. Over 10,000 individuals and families have been served through the Housing Choice Voucher Program. Today, the San Francisco Housing Authority serves over 20,000 individuals residing in San Francisco through Public Housing and the Housing Choice Voucher Program.

The waitlists for both Public Housing and the Housing Choice Voucher Program are currently closed, meaning no new applications are being accepted at this time.

If you are currently on the waitlist for Public Housing or the Housing Choice Voucher Program in San Francisco, you may qualify for a preference.

Recognized preferences for the Public Housing waitlist: Veterans, individuals who have been involuntarily displaced from a San Francisco residence, homeless individuals in San Francisco and San Francisco residents paying more than 70% of household income in rent.

Recognized preferences for the Housing Choice Voucher Program (formerly “Section 8”): Veterans, San Francisco District Attorney referrals, Public Housing residents who have been approved for an emergency transfer, individuals who have been involuntarily displaced from a San Francisco residence, homeless individuals in San Francisco, non-homeless individuals who are living in substandard housing in San Francisco, and San Francisco residents paying more than 70% of household income in rent.

You can check your waitlist status, update your waitlist preferences and update your address and phone number online on the Housing Authority website or in person at the Housing Authority.

HOUSING APPLICATION RESOURCES

Mayor’s Office of Housing and Community Development

Housing Email Alert

1 South Van Ness, 5th Floor, San Francisco, CA 94103

(415) 701-5500

www.sfmohcd.org

The San Francisco Housing Email Alert System sends out notifications via email regarding affordable ownership and rental housing opportunities in San Francisco. Please visit the website above and select the option “Subscribe to Housing Email Alerts” to sign up for notifications.

Bill Sorro Housing Program (BiSHoP) of the Veterans Equity Center (VEC)

1010 Mission Street, Suite C, San Francisco, CA 94103

415-255-2347

www.bishop.vetsequitycenter.org

The Bill Sorro Housing Program (BiSHoP) is a community based program of the Veterans Equity Center (VEC) committed to addressing housing related issues for low to moderate income families, individuals and seniors. BiSHoP seeks to provide an array of free services including housing application assistance, case management and a monthly housing clinic. Their program consists of staff and dedicated volunteers where social workers, attorneys, community advocates; legal workers, and other service providers from various backgrounds collaborate in educating the community on pertinent housing issues as well as providing drop-in counseling to those with specific housing problems.

Services provided:

- Legal Information & Referrals
- Educational Workshops
- Tenant Counseling
- Bi-lingual Support Services (Tagalog)
- Direct Housing Services, including:
- Application assistance and assistance with applying for waitlists

- Housing Case Management

Drop-In Hours: Starting 2/10/2015, drop-in hours will be every Tuesday from 10AM-12PM and 1:30PM-4PM

HOMEBUYER, RENTER AND FINANCIAL COUNSELING

San Francisco Housing Development Corporation

4439 Third Street, San Francisco, CA 94124

415-822-1022

www.sfhdc.org

SFHDC offers free financial education, housing counseling assistance, foreclosure intervention counseling, and provides access to quality affordable housing and supportive services. Three workshops are offered every month: Rental Readiness, Your Credit Matters, and First Time Homebuyers. Upon completion of the workshop, one-on-one renter and homebuyer counseling is also available.

Asian, Inc.

1167 Mission Street, 4th Floor, San Francisco, CA 94103

415-928-5910

www.asianinc.org

Asian, Inc. provides pre-purchase homeownership education workshops, foreclosure intervention and default counseling and affordable rental housing. Workshops are offered in Cantonese and Vietnamese.

Mission Economic Development Agency (MEDA)

2301 Mission Street, Suite 301

San Francisco, CA 94110

415-282-3334

www.medasf.org

Mission Economic Development Agency (MEDA) is a community economic development corporation located in San Francisco's Mission District. Since 1973, the organization has worked to improve economic and social conditions for San Francisco's low- and moderate-income residents, with primarily Latino families as MEDA's constituents. MEDA help families open and improve small businesses, purchase homes and prevent foreclosures, build credit and savings while reducing debt, access technology and find sustaining jobs. MEDA offers first time homebuyer workshops in English and Spanish and foreclosure intervention and default counseling.

San Francisco LGBT Center

1800 Market Street, San Francisco, CA 94102

415-865-5661

www.sfcenter.org

The mission of the San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center is to connect our diverse community to opportunities, resources and each other to achieve our vision of a stronger, healthier, and more equitable world for LGBT people and our allies. When visitors arrive at the Center, they find free services like career counseling, job fairs, computer lab, social activities, mentorships, youth meals, daycare, various workshops and much more. Here they can connect with other LGBT people and organize to secure our equal rights. The SF LGBT Center offers First Time Homebuyer and Financial Capability classes. A monthly affordable rental workshop is also now offered, which covers topics such as affordable rental options, low-income housing options through non-profits, credit preparedness for renting, the Fair Housing Act and tenant's rights. Ongoing one-on-one counseling for current and potential renters and homebuyers is also available.

Consumer Credit Counseling Service of San Francisco

595 Market Street, 15th Floor, San Francisco, CA 94105

1-800-777-7526

www.cccsf.org

CCCS of San Francisco is a non-profit service and a member of the National Foundation for Credit Counseling (NFCC) and the Association of Independent Consumer Credit Counseling Agencies (AICCCA). They are accredited by the Council on Accreditation of Services for Families and Children, Inc. and are certified by the United States Department of Housing and Urban Development (HUD) to provide comprehensive housing counseling services.

With over 200 employees, their staff includes BAs, MAs, JDs, MSWs, certified financial planners and certified credit report reviewers. CCCS of SF provides First Time Homebuyer and Financial Education workshops.

RESOURCES FOR VETERANS

Swords to Plowshares

1060 Howard Street, San Francisco, CA 94103

415-252-4788

www.swords-to-plowshares.org

Swords to Plowshares is a community-based, not-for-profit veteran service organization that provides wrap-around care to more than 2,000 veterans in the San Francisco Bay Area each year. They are committed to helping veterans break through the cultural, educational, psychological and economic barriers they often face in their transition to the civilian world. Their services include Employment and Training, Legal Services, Supportive Housing, Services for Female Veterans, and Health and Social Services. Swords has operated successful supportive housing programs for more than two decades. Their transitional and permanent residential programs, combined with a continuum of care, have provided thousands of homeless veterans with the stability and support they need to rebuild their lives. If you or someone you know is a homeless veteran in need of permanent or transitional housing, Swords to Plowshares provides unique and outstanding housing options and supportive services. For more information, email housing@stp-sf.org

RESOURCES FOR THE ELDERLY

Self-Help for the Elderly

731 Sansome Street, Suite 100, San Francisco, CA 94111

415-677-7600

www.selfhelpelderly.org

Self-Help for the Elderly serves over 35,000 seniors each year in San Francisco, San Mateo, Santa Clara and Alameda counties. They are a multi-service organization providing programs along a wellness continuum ranging from employment/training and social activities for those who are more independent to in-home assistance and residential board and care to those who are more frail. Self-Help for the Elderly also has a housing information program that provides support for seniors seeking housing. For housing help, please contact Bonnie Chan at 415-677-7587.

Legal Assistance to the Elderly

701 Sutter Street, 2nd Floor, San Francisco, CA 94109

415-538-3333

www.laesf.org

LAE provides advice, referrals and/or representation at no cost to eligible individuals who are experiencing the following:

- Tenants who are facing eviction, illegal rent increases or having problems getting their landlord to make needed repairs
- Social Security and SSI recipients who are experiencing problems with their benefits
- Medicare, Medicaid, & Medi-Cal recipients experiencing problems with their benefits
- Elders who are the victims of physical or financial abuse
- Elders & younger individuals with disabilities who are experiencing consumer or debt collection problems
- Elders & younger individuals with disabilities who need simple wills

To be eligible for services, you must be a San Francisco resident and either age 60 or older, or age 18-59 and have a disability.

Institute on Aging

3575 Geary Boulevard, San Francisco, CA 94118

415-750-4111

www.ioaging.org

The mission of Institute on Aging is to enhance the quality of life of seniors as they age by enabling them to maintain their health, well-being, independence and participation in the community. They fulfill this mission for a diverse population by developing and providing innovative community based programs enabling individuals to live at home for as long as possible. They are an essential partner in the continuum of care by providing health services, social and emotional support, as well as education and advocacy.

RESOURCES FOR FAMILIES

Homeless Prenatal Program

2500 18th Street, San Francisco, CA 94110

415-546-6756

www.homelessprenatal.org

HPP offers housing services, prenatal and parenting support, case management, domestic violence services, a community technology center, mental health services, a community health worker training program, childcare services, and emergency resources for families. Housing services include:

- Financial assistance, in the form of a move-in deposit and/or first month's rent, or for other potential barriers for a family to obtain permanent housing.
- Family Case Managers to help families find housing, move in, and set-up utilities.
- A weekly Housing Workshop that guides families with important information on how to find and apply for housing, work with landlords, handle credit issues, and their tenant rights and responsibilities.

Registration Hours for New Clients are Mondays from 8:00 – 10:00 AM and 1:00 – 2:30 PM, Tuesdays from 1:00 – 2:30 PM, Wednesdays from 8:00 – 10:00 AM and 1:00 – 2:30 PM, and Thursdays from 9:00 – 10:00 AM. When you arrive, please bring the following documentation, if available: Identification card, Social Security card, Birth certificates for children, Immunization cards for children, Proof of income (for deposits), Proof of Pregnancy.

Compass Family Services

49 Powell Street, 3rd Floor, San Francisco, CA 94102

1-855-234-2667

www.compass-sf.org

Compass Connecting Point 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.

Services include:

- Intake interviews and placement into shelter
- Intensive counseling for families on the waiting list for shelter including assistance in job hunting and school enrollment, plus help accessing benefits, eviction prevention services, childcare, legal assistance, substance abuse treatment, mental health services, and healthcare
- Interest free loans for move-in costs, deposits, back rent, debt payment, and outstanding bills through our Rental Assistance Project (RAP)
- Housing placement assistance, enabling many families to avoid shelter placement and move directly into housing
- Drop-in support services, including computer access, food, clothing, diapers and baby supplies, personal voicemail service, and transportation assistance
- Onsite healthcare through the Tom Waddell Health Center
- A toll-free hotline to provide crisis intervention and information about services

- Referrals to a wide network of Bay Area human services agencies

Drop-in hours are: Mondays 9AM-12PM, Wednesdays 10:30AM-12PM and Fridays 9AM-12PM
You must sign up for an intake before attending drop-in hours. To sign up for an intake, please call the hotline at 855-234-2667.

Compass Family Services also has several other programs, including an emergency shelter for families, a rental subsidy program for families, a two-year family transitional residential program, a childcare center, counseling, case management and parenting classes and groups in English and Spanish.

Hamilton Family Center

1631 Hayes Street, San Francisco, CA 94117

415-409-2100

www.hamiltonfamilycenter.org

Hamilton Family Center was established in 1985 and has become one of the largest providers of shelter, eviction prevention assistance, rapid re-housing, youth programming, and support services to homeless families in San Francisco. Their main areas of service include a Homelessness Prevention and Rapid Rehousing program, an Emergency and Interim Shelter for families, an 18-month Transitional Housing program for families, Permanent Supportive Housing Services, and Children and Family Services. They also run First Avenues, a move-in assistance, eviction prevention and rental subsidy program that serves homeless families and families most at risk of becoming homeless. First Avenues rental subsidy program provides monthly grants towards rent for 12-24 months. Open enrollment periods vary, to apply, please call the Intake Specialist at 415-614-9060 x108. First Avenues eviction prevention program provides grants towards back rent. This is financial assistance to prevent evictions for families in San Francisco and single adults living in SROs or Permanent Supportive Housing who have experienced a temporary loss of income. To qualify, applicants must have a legal lease in their name and provide a current notice to quit or pay rent. To apply, please call the Eviction Prevention Hotline at 415-614-9060 x105.

YOUTH RESOURCES

Larkin Street Youth Services

701 Sutter Street, Suite 2, San Francisco, CA 94109

1-800-669-6196

www.larkinstreetyouth.org

Larkin Street provides youth between the ages of 12 and 24 with the help they need to rebuild their lives. Each year, more than 4,000 youth walk through their doors seeking help. They give them a place where they can feel safe; rebuild their sense of self-respect, trust, and hope; learn school, life and job skills; and find the confidence to build a future.

Larkin Street was founded in 1984 by a group of local business owners, church members, and neighbors who were concerned by the rising number of young people engaging in risky behaviors on the streets of San Francisco. With 25 comprehensive youth service programs located throughout San Francisco in over 15 sites, Larkin Street Youth Services is now an

internationally recognized model successfully integrating housing, education, employment and health services to get homeless and at-risk kids off the streets. Services include a Drop-In Center, Referral Center, Medical Clinic, Substance Abuse, Mental Health and HIV Prevention Programs, Education and Employment Services, and Emergency, Transitional and Long-Term Housing.

Huckleberry Youth Programs

3310 Geary Boulevard, San Francisco, CA 94118

(415) 668-2622

www.huckleberryyouth.org

Huckleberry's mission is to educate, inspire, and support underserved youth to develop healthy life choices, to maximize their potential, and to realize their dreams. Since 1967, they have accomplished this by providing San Francisco and Marin youth and their families with a network of services and opportunities by caring peers and adults. They seek to empower young people to develop and maintain healthy relationships as well as promote their talents, ideas, leadership and health; to assist youth and their families in overcoming the obstacles they may encounter, which can include family concerns, drug and alcohol abuse, mental health challenges, teen pregnancy, sexually transmitted infections, violence, social and economic inequities, and physical and sexual abuse; and to assist clients in navigating complex social welfare, educational and juvenile justice systems.

Huckleberry also operates Huckleberry House, which offers continuous 24-hour crisis services and emergency shelter to high-need youth between the ages of 11 and 17. Located on Page Street (at Lyon) in San Francisco, Huckleberry House has the distinction of being the oldest program for runaway and homeless youth in the country. Program goals are to alleviate problems of runaway and homeless youth by providing 24-hour crisis intervention and resolution services, reunite the youth with their families, empower youth to identify healthy lifestyle alternatives and develop positive decision-making. To contact Huckleberry House directly, please call 415.621.2929.

RESOURCES FOR DOMESTIC VIOLENCE SURVIVORS

San Francisco Domestic Violence Hotline

San Francisco Domestic Violence Consortium

415-864-4722

<http://dvcpartners.org>

Hotline for individuals experiencing domestic violence. Help is available 24 hours a day, 7 days a week. If you are in immediate danger, call 911.

Asian Women's Shelter

3543 18th Street #19, San Francisco, CA 94110

415-751-7110

24-Hour Crisis Line: 1-877-751-0880

www.sfaws.org

Asian Women's Shelter provides safe, confidential housing, emergency services, intensive case management, multilingual support and culturally competent services, individual and group support and coordination of support services such as legal advocacy, transportation, counseling, training/employment and resources to establish permanent or transitional housing. Services are provided in 41 languages. Additional services offered include a Queer Asian Women and Transgender Support Program and an Anti-Trafficking Program which provides social services to trafficked people.

**The Riley Center | Services for Survivors of Domestic Violence
St. Vincent de Paul Society of San Francisco**

1175 Howard Street, San Francisco, CA 94103

415-552-2943

24-Hour Support Line: 415-255-0165

<http://svdp-sf.org/what-we-do/riley-center/>

Drop-in hours: Mondays and Thursdays, 9AM-12PM and 1:30PM-4PM

The St. Vincent de Paul Society of San Francisco's Riley Center offers safe and confidential comprehensive services to survivors of domestic violence, along with their children, from the point of crisis to a survivor's achievement of self-sufficiency. Their services also include a Community Office that offers drop-in services, support groups, community education and follow-up support to former residents of their residential programs.

Rosalie House is a twenty-six bed emergency shelter that houses half of all beds available in San Francisco for this purpose. Those fleeing violence can find a safe temporary haven for up to twelve weeks. In addition to providing shelter, food, and clothing, Rosalie House offers safety planning, individual counseling, support groups, case management, parenting groups, legal assistance, employment/education referrals and housing search assistance. They strive to assist 100% of residents in securing safe, supportive housing when they leave the shelter. Brennan House is their thirty-one bed transitional housing program that provides women and their children a chance to stay up to eighteen months. At Brennan House, women have the opportunity to continue the healing process with ongoing support while focusing on the concrete steps towards obtaining emotional and financial self-sufficiency.

La Casa de las Madres

1663 Mission Street Suite 225, San Francisco, CA 94103

Adult Crisis Line: 1-877-503-1850

Teen Crisis Line: 1-877-923-0700

Counseling and Supportive Services: 415-503-0500

www.lacasa.org

La Casa de las Madres offers 24-hour crisis counseling, information, and referrals to teens, adults, and concerned allies. Services are inclusive of all survivors and available in at least English and Spanish 24 hours a day. Their confidentially located emergency shelter program provides up to eight weeks of safety and support to 35 women and children fleeing violence day and night. Their Drop In Center, open Monday through Friday 8:30am to 5pm, is a hub for in-community support services like counseling, case management, support groups, restraining order assistance, safe child custody/visitation advocacy, court accompaniment, and managed

referrals. Advocacy liaisons are accessible in San Francisco's Housing Authority, the Police Department's Special Victims Unit, and Unified School District Wellness Centers to facilitate support and safety. Prevention and outreach services inform community members of all ages about strategies and services to end abuse.

W.O.M.A.N., Inc.

333 Valencia Street, San Francisco, CA 94103

415-864-4722

877-384-3578

www.womaninc.org

Women Organized to Make Abuse Nonexistent, Inc. offers a 24-hour hour bilingual (English/Spanish) support line with peer counseling, safety planning and referrals for needed resources. Drop-in support consultations are offered in English and Spanish on Mondays from 2PM-3:30PM, Wednesdays from 11AM-12:30PM for therapy consultation, and Fridays from 10AM-1:30PM. Services at W.O.M.A.N., Inc. also include therapy, peer support groups, children's groups and a Latina program with in-depth case management for Spanish-speaking victims of domestic violence.

Cooperative Restraining Order Clinic (CROC)

3543 18th Street Box #5, San Francisco, CA 94110

Appointments: 415-255-0165

Business line: 415-864-1790

http://www.probono.net/sf/volunteer/item.cooperative_restraining_order_clinic_croc

The Cooperative Restraining Order Clinic (CROC) is a collaborative city-wide project which helps domestic violence, sexual assault and stalking survivors in San Francisco get restraining orders against their abusers. The services are free and confidential. At CROC, clients meet one-on-one with an interviewer who then prepares the paperwork necessary to file for a restraining order. Interpreters are available at the clinic for clients who do not speak English or Spanish. Child care is also available. Clinic appointments are scheduled on Saturdays or on Thursday evenings. After the initial interview, CROC files the client's restraining order request at the Court and obtains a Temporary Restraining Order that lasts 2-3 weeks until a hearing. The Temporary Restraining Order must be personally served on the abuser, and CROC can assist with this service. CROC attorneys accompany clients to their restraining order hearings and arrange for interpreters if necessary. At the hearing, the Court can make a Restraining Order that lasts for up to five years.

Call 415-255-0165 to schedule an appointment for an upcoming CROC clinic.

RESOURCES FOR INDIVIDUALS WITH DISABILITIES

Independent Living Resource Center of San Francisco

825 Howard Street, San Francisco, CA 94103

415-543-6222

www.ilrcsf.org

The ILRC of SF is a group of professionals and volunteers, almost all of whom have disabilities themselves. They are passionate about supporting and empowering other people with disabilities to lead meaningful, independent lives and to actively participate in their communities. They work collaboratively with individuals to help them determine what services and programs are right for them. ILRC of SF provides information and referrals related to assistive technology, housing, employment, and eligibility for benefits, as well as free peer counseling. Above all, they are a disability rights advocacy organization, and actively encourage consumers to join their efforts to advocate for the rights of all people with disabilities. The ILRC of SF offers Housing Workshops covering laws that are applicable to tenants with disabilities, types of low-income housing and their eligibility criteria, and resources for conducting a housing search. All Housing Workshops are on Mondays at 1:30PM to 3:30PM. Pre-registration is required.

RESOURCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES

The Arc of San Francisco

1500 Howard Street, San Francisco, CA 94103

415-255-7200

www.thearc.org

The Arc San Francisco is a nonprofit service, education and career center for adults with developmental disabilities and their families living in San Francisco, San Mateo and Marin counties. Started by parents over 60 years ago, they now serve more than 640 clients, providing vital postsecondary education, life skills, career, independent living, health and wellness advocacy and recreation services that empower their clients to achieve their highest potential and live a fulfilling quality of life.

The Arc's Housing Advocates help clients find affordable housing that meets individual needs, preferences and financial realities. Through individualized assessments, The Arc works to find the right match for every prospective tenant, whether it's a senior seeking her own studio or a young adult looking for roommates to share a flat. The Arc's Housing Advocacy team helps clients navigate the difficult process of finding and qualifying for housing, including Section 8 requirements. For more information about The Arc's Residential and Housing Advocacy Services, contact Joe Femino, Residential Services Director (415) 255-7200 x135

RESOURCES FOR INDIVIDUALS WITH HIV/AIDS

AIDS Housing Alliance

350 Golden Gate Avenue, San Francisco, CA 94102

415-552-3242

www.ahasf.org

AIDS Housing Alliance has developed a comprehensive suite of housing services that are available to the LGBTQ and HIV communities in San Francisco. Their services include: housing referrals, eviction prevention, rapid rehousing, back rent grants, move-in deposit loans, rental subsidies for job training participants, clinic, tenants rights counseling, job training & supportive

employment, and public policy advocacy. People seeking services must attend their Drop In Clinic on either Monday or Tuesday starting at 10AM. Same day appointments are provided on a first-come, first-served basis. Bring ID, letter of diagnosis, and proof of income – if you have them. For back rent or move in deposit bring 3-Day notice, lease, or move in offer letter.

San Francisco AIDS Foundation

1035 Market Street, Suite 400, San Francisco, CA 94103
415-487-3000

www.sfaf.org

Provides financial benefits counseling focused on access to care and medication, and advocacy. Medical case management through Black Health and CCHAMP Centers of Excellence. Individual and group harm reduction counseling. Syringe access services. Rental assistance programs that receive client referrals from the city's AIDS Housing List and DPH Centers of Excellence. Their Services Lobby offers information and referrals for Community Support Programs and Health Services.

AIDS Emergency Fund

12 Grace Street, Suite 300, San Francisco, CA 94103
415-558-6999

www.aef-sf.org

AEF staff and volunteers help qualified applicants receive emergency financial assistance. Once an applicant has qualified for assistance, AEF can provide up to \$500 to cover specific types of expenses during the following twelve months. The exact amount of the grant will depend on the severity of need and the resources available to the Fund, and will be determined by AEF's staff at the time of application. Qualified clients may reapply in the future if they meet eligibility criteria at that time. Given the overwhelming need and limited resources of the agency, there is currently a \$5,000 lifetime cap on total assistance available to each client. To apply, you may visit the office in person, or call them for a referral to one of their collaborative intake agencies. If you are incapable of applying in person, a social worker or someone with your financial power of attorney can conduct business for you.

To qualify for assistance from AEF, you must meet the following eligibility criteria and provide the following documentation:

- You must have a medical diagnosis stating you are disabled (unable to work) by HIV or AIDS. Please provide a current, original letter of diagnosis from a local medical doctor stating that you are medically disabled (unable to work) due to HIV or AIDS.
- You must be a resident of San Francisco County. Please bring your picture I.D with San Francisco address, or other verification of residence.
- Your current monthly income must be \$1,354 or less (this figure is subject to change based on annual review by our Board of Directors). Please provide current proof of monthly income, such as a printout or award letter from State Disability, EDD, Social Security, or General Assistance, or a bank statement showing direct deposits. If you have no income, a social worker can attest to that for you in a letter.

Client hours are Monday-Friday, from 10AM-12:30PM and 1:30PM-4PM.

Black Coalition on AIDS

601 Cesar Chavez Street, San Francisco, CA 94124

415-615-9945

www.bcoa.org

The Black Coalition on AIDS (BCA) is dedicated to stopping the spread of HIV/AIDS and eliminating health disparities in San Francisco's Black and marginalized communities. BCA strives to achieve this focus by providing health and wellness services including, but not limited to, transitional housing, health education, advocacy, health case management and other health-promoting activities. BCA's case management services ensure that people living with HIV have access to public and private benefits, housing, quality medical care and other social services and information for healthy living. BCA also offers an array of prevention and health wellness services to increase awareness and reduce the stigma of mental health issues. Counseling about HIV risks and transmission is provided confidentially by health education and counseling staff at BCA.

AIDS Legal Referral Panel

1663 Mission Street, Suite 500, San Francisco, CA 94103

415-701-1100

www.alrp.org

ALRP provides comprehensive legal services through referrals to a panel of volunteer attorneys to people with AIDS/HIV, including services related to obtaining political asylum. They offer assistance with wills, durable and general powers of attorney; assistance with landlord/tenant disputes including discrimination and family law issues; assistance with employment discrimination and harassment; and assistance with other civil cases (not criminal cases). ALRP produces and distributes brochures dealing with the legal rights of people with AIDS/HIV. They publish a legal manual dealing with AIDS/HIV and provide speakers on legal issues involving AIDS/HIV. ALRP arranges for legal clinics at AIDS/HIV service providers' offices and also offers notarization (Notary) services for persons with AIDS/HIV.

Positive Resource Center

785 Market Street, 10th Floor, San Francisco, CA 94103

415-777-0333

www.positiveresource.org

PRC's diverse, committed and experienced benefits staff, comprised of a team of attorneys, advocates and legal assistants, provides direct legal benefits representation to San Francisco residents living with HIV/AIDS or individuals with mental health issues referred by specific Department of Public Health sites. They represent clients throughout the entire administrative process, including initial Social Security related disability claims, reconsideration of initial denials, hearings before federal Administrative Law Judges, and requests for review of unfavorable hearing decisions by the Appeals Council. PRC's Employment Services Program provides vocational rehabilitation and job search services to people with HIV/AIDS or with Mental Health Disabilities. The Employment Services Program assists clients who are considering temporary work, permanent part-time or full-time work, or training and education opportunities

FREE COMPUTER AND INTERNET ACCESS

San Francisco Public Library

Main Branch: 100 Larkin Street, San Francisco, CA 94102

415-557-4400

www.sfpl.org

Computers at the San Francisco Public Library may be reserved by anyone with a library card for free for up to 60 minutes a day. Reservations can be made online on the San Francisco Public Library's website. In order to reserve a computer, you must have a San Francisco Public Library card. Every computer in the reservation system has access to the Internet and Microsoft Office 2013. Each computer also has USB ports for using flash drives. Patrons are encouraged to use flash drives for their personal work. Black & white printing is \$0.10 per page, color printing is \$0.40 per page at the Main Library only.