San Francisco
Behavioral Health
Resource Guide

Mental illness does not know borders, color, age or social status. We all can be affected any time. Have compassion—open your mind.

Sponsored by
San Francisco Department of Public Health,
Community Behavioral Health Services (CBHS)
Welcome!
This resource guide is designed for those seeking services from the public behavioral health system in San Francisco. Public behavioral health services are provided through the San Francisco Department of Public Health, Community Behavioral Health Services (CBHS). Behavioral Health is an umbrella term for mental health and substance abuse services. Services are provided by a myriad of providers, including social workers, case managers, counselors, psychiatrists, psychologists, peer counselors, neurologists and family practice physicians.

Mental health is an important part of all of our lives. It refers to a state of well-being in which individuals are able to realize their own abilities, cope with the normal stresses of life, work productively and fruitfully and make a contribution to their community.

The Mental Health Association of San Francisco (MHA-SF) is a non-profit citizen's organization founded in 1947 dedicated to improving the mental health of residents in the diverse communities of San Francisco through advocacy, education, research and service. In all its programs, MHA-SF works together with people and families challenged by mental illness and with the agencies that serve them to promote prevention, access to services, leadership, and independence. MHA-SF programs serve the San Francisco community at large and anyone who is affected by mental illness including individuals and their families, services providers and policy makers.

A mental illness is a disease that causes mild to severe disturbances in thinking, perception, and behavior and that significantly impairs a person’s ability to cope with life’s ordinary demands and routines. Substance abuse refers to the use of any substance when that use is causing damage to the user’s physical and/or mental health and causes the person legal, social, financial or other problems including endangering their lives or the lives of others. Although much has improved in behavioral health care since MHA-SF was founded over 60 years ago, even today stigma, poverty and lack of quality treatment options prohibit many from obtaining effective care. Nevertheless, decades of research and experience have shown that people can recover from mental illness and substance abuse, especially with community supports and by developing skills that lead to their own recovery.

Inside this guide, you will find not only descriptions, names and addresses of behavioral health service providers; you will also find tips on how to navigate San Francisco’s behavioral health system. We hope that you will find these resources helpful.

Sincerely,

Belinda Lyons
Executive Director
Mental Health Association of San Francisco
HOW TO USE THIS GUIDE

We hope you will find this guide helpful in not only learning about what services are provided in San Francisco but also in locating behavioral health services that meet your needs. This guide is designed for behavioral health consumers who have no income, are low income, on SSI/SSDI, have Medicare and/or Medi-Cal or have no health insurance. A behavioral health consumer is the term used to describe individuals who use behavioral health services (mental health and/or substance abuse treatment services). This guide includes services provided and funded by San Francisco City and County, Department of Public Health, Community Behavioral Health Services (CBHS), other San Francisco City and County departments and non-profit agencies. A good first step is to call the Community Behavioral Health Services ACCESS line at (888) 246-3333 or (415) 255-3737 and read Section 1 of this guide.

The guide is arranged by type of service offered and the organizations that provide the services. At the beginning of each section, there is a brief description of the type of service offered. Please see the following pages for a table of contents of the guide.

Additionally, we have included an index (see page 75) that lists service providers by neighborhood (zip code) location. If you are interested in finding services that are offered specifically in your neighborhood, please refer to this index.

We welcome feedback or comments. For any updates or corrections to this guide, please contact the Mental Health Association of San Francisco at (415) 421-2926, ext. 300 or info@mha-sf.org.

Our mailing address is:
Mental Health Association of San Francisco
870 Market Street, Suite 928
San Francisco, CA 94102
How to Access Help:
The First Steps
SECTION 1 – HOW TO ACCESS HELP: THE FIRST STEPS

♦ DO YOU OR YOUR FAMILY MEMBER NEED HELP? ♦

When do problems become too difficult for you or your family member to handle alone? How do you know if you or your family members need professional help?

LOOK FOR WARNING SIGNS.
You probably want to consider finding help if any of these symptoms becomes frequent or lasts for several weeks. Do you (or your friend or loved one):

- Feel generally unhappy?
- Feel your life is out of control?
- Find yourself unable to make decisions?
- Feel “stuck” or “trapped”?
- Feel very lonely?
- Feel anxious and don’t know why?
- Cry easily and frequently?
- Find everything boring?
- Find yourself unable to do your job or schoolwork?
- “Blow up” at others with little provocation?
- Find your relationships unsatisfying?
- Gain no pleasure from sex (if you are sexually active)?
- Have trouble sleeping at night, wake frequently, or want to sleep all the time?
- Withdraw from people?
- Eat, drink alcohol, smoke, gamble, or spend money excessively?
- Abuse drugs (either legal or illegal)?
- Fear that you are going to abuse your child or spouse?
- Have sexual fantasies about your child or other children?
- Think about suicide?
- Hear voices?
- Experience major weight loss or gain?
- Experience radical changes in behavior or mood?
- No longer find pleasure in activities you previously found pleasurable?
- Find yourself at risk of losing your housing, job, partner, etc.?
- Have confused thinking?
- Have numerous unexplained physical ailments?
- Have delusions or hallucinations?
- Have dramatic changes in eating or sleeping habits?
Receiving a diagnosis of mental illness or substance abuse can be traumatic and often confusing. Please remember that you are not alone and there are many paths to recovery. Here are some tips for someone newly experiencing signs of mental illness and/or addressing substance abuse:

- Take good care of yourself.
- Find a self-help group so you can talk with other people who have gone through this and who will share stories about experiences, about what works and what doesn't work.
- Read as much as you can and ask a lot of questions – educate yourself about mental health, treatment, and services.
- Find services, support, and providers who use the language you are most comfortable with and who you feel are helpful.
- Be hopeful that you can find your path to wellness and recovery.

This guide is designed prominently for those who are eligible for San Francisco’s public behavioral health system; however, the guide lists many services that do not receive public funding. If you or your family member has private insurance, please call your health insurance plan and ask about your mental health and substance abuse benefits and what kinds of services are covered.

If you have concerns about your insurance company or health maintenance organization (HMO), contact the Department of Insurance at (800) 927-4357 or www.insurance.ca.gov; HMO Help Center at (888) HMO-2219 or www.hmohelp.ca.gov; or the California Office of the Patient Advocate at (866) 466-8900 or www.opa.ca.gov.

Healthy San Francisco is an innovative program designed to make health care services accessible and affordable to uninsured San Francisco residents. It is operated by the San Francisco Department of Health (DPH). Healthy San Francisco provides a Medical Home and primary physician to each program participant, allowing a greater focus on preventive care, as well as specialty care, urgent and emergency care, laboratory, inpatient hospitalization, radiology and pharmaceuticals. Healthy San Francisco came to fruition after San Francisco Mayor Gavin Newsom’s 2005 pledge to provide universal health care access to the city’s estimated 82,000 uninsured. If you are enrolled for primary care services with the Healthy San Francisco program, you should contact your primary care provider about your interest in behavioral health services. For more information on Healthy San Francisco,
please call (415) 615-4500, Monday through Friday, 8:30am to 5:30pm, email info@healthysanfrancisco.org or visit www.healthysanfrancisco.org.

- Look in this resource book and identify local mental health or substance abuse clinics, family service agencies, mental health self-help groups, 12-step groups, private clinics, and private practitioners. Call and ask if you may receive services and if sliding-scale or sliding-fee payments are accepted.

- Locate self-help organizations or mental health clinics that operate drop-in centers and that sponsor support groups for clients and family members. Community self-help organizations will be familiar with the behavioral health services available in your community. Staff and volunteers who have shared your experiences may be able to answer questions about finding affordable services and supports.

- Call the Mental Health Association of San Francisco at (415) 421-2926 or visit www.mha-sf.org and click on “Need Assistance?”

♦ HELP FOR CHILDREN AND YOUTH ♦

A guide to mental health services for children and youth in San Francisco has been created as a joint project between Community Behavioral Health Services Child, Youth, and Family System of Care and Support for Families of Children with Disabilities. To access this guide, visit www.supportforfamilies.org or call (415) 282-7494.

Additionally, the Adolescent Health Working Group has created the Behavioral Health: An Adolescent Provider Toolkit. To access this toolkit, go to www.ahwg.net.
SECTION 2

RIGHTS, RESPONSIBILITIES, COMPLAINTS
AND WHAT YOU CAN DO ABOUT IT
LEGAL RIGHTS OF THOSE WHO USE
BEHAVIORAL HEALTH SERVICES

The Americans with Disabilities Act of 1990 (ADA) is a wide-ranging civil rights law that prohibits discrimination based on disability in Employment, Public Services (and public transportation), Public Accommodations (and Commercial Facilities), and Telecommunications. This includes individuals with mental health disabilities and those who have a history of alcoholism or prior substance abuse.

Additionally, behavioral health consumers have other legal rights as users of behavioral health services, as stated in the San Francisco Behavioral Health Plan’s Online Consumer Services Guide. This guide is available online, go to www.sfdph.org and search for Consumer Guide to Services. These include rights to:

- privacy and confidentiality
- participate in your mental health care plan
- refuse any medical procedure
- be spoken to in words you understand
- read your medical record
- know the benefits, risks and costs of treatment before you consent to proceed
- be informed of your right to file a grievance or complaint.

Additionally, see page 8 of this guide for information on filing a grievance when receiving services from San Francisco Community Behavioral Health Services.

72-HOUR MENTAL HEALTH HOLD

Under California law, only designated personnel can place a person on 72-hour hold, often called a “5150.” They can be police officers, members of a “mobile crisis team,” or other mental health professionals authorized by their county.

One of three conditions must be present for an individual to be placed on a 72-hour hold. The designated personnel believe there is probable cause that because of a mental illness, the individual is:

1. A danger to him or herself
2. A danger to others
3. Gravely disabled (unable to provide for his or her basic personal needs for food, clothing, or shelter)

The person placed on a 72-hour hold must be advised of his/her rights. The facility requires an application stating the circumstances under which the person’s condition was called to the attention of the officer or professional; what probable cause there is to believe the person is a danger to others, a danger to him or herself, or gravely disabled (due to a mental illness); and the facts upon which this probable cause is based. Mere conclusions without supporting facts are not sufficient.
Please note: San Francisco does have an extensive system of community based residential programs that serve as alternatives to involuntary inpatient hospitalization. These programs are housed in large single family homes in residential neighborhoods and provide 24 hour support to individuals experiencing psychiatric crises. Acute Diversion Units are available through Psychiatric Emergency Services or contact Progress Foundation at (415) 861-0828. Other Residential Programs are available with referrals from social workers or case managers. For more detailed descriptions of these programs please see the CBHS Provider Manual – Crisis Residential section or the Residential Treatment section of this guide.

**Does the Person Being Held Involuntarily Have Rights?**

Yes. A mental health patient being held involuntarily must be informed of the following rights in a language or manner he/she can understand:

- To keep and use his or her own personal possessions including toilet articles and clothing;
- To keep and be allowed to spend a reasonable sum of his or her own money (a conservator shall be appointed as required);
- To have access to individual storage space for private use;
- To see visitors each day;
- To have reasonable access to telephones;
- To have ready access to letter writing materials, including stamps and mail;
- To receive unopened mail;
- To refuse convulsive treatment;
- To refuse psychosurgery;
- To see a patients’ rights advocate;
- To be assisted by an attorney at the certification review hearing.

In addition, the patient has the right to be informed fully of the risks and benefits of the proposed treatment and give his or her informed consent. A patient has the right to refuse medication unless there is an emergency condition or the patient is found to lack capacity to make an informed decision after a judicial hearing. If, at that hearing, the patient is found to lack capacity to consent to medication, the patient may appeal the decision to the Superior Court.

In addition to the rights associated with involuntary hospitalization, individuals who use mental health services also have certain rights when it comes to non-emergency treatment, including the right to ask questions.

**Psychiatric Advance Directives**

Psychiatric Advance Directives might be a good option for you if you anticipate a crisis, or even if you do not expect one. An Advance Directive is a written document that expresses your wishes ahead of time about what types of treatments, services, and other assistance you want or
do not want in case of a personal mental health crisis. It can also be used to put another person in charge of making your treatment decisions until the crisis is over. For more information about Psychiatric Advance Directives, please contact Protection and Advocacy Inc. at (800) 776-5746.

**CBHS GRIEVANCE PROCEDURE**

All users of San Francisco Community Behavioral Health (CBHS) services are entitled to file a grievance procedure if he or she thinks that rights have been violated. Most organizations have an internal grievance procedure. Community Behavioral Health Services (CBHS) also has a grievance procedure.

**COMPLAINTS**

If you have a problem or concern about the services provided to you, your child, or other family member, you are encouraged to raise these concerns at the program with your service provider or program director. You may contact San Francisco Mental Health Clients’ Rights at (415) 522-8100 for assistance in resolving the complaint. Staff will work with you to find the necessary solutions for getting the help you need. Every effort will be made to resolve problems at an informal level as quickly and simply as possible. You may also call Community Behavioral Health Services (CBHS) Client Relations Office at (415) 255-3694.

**GRIEVANCES**

In the event that your problem or concern cannot be resolved, you may file a formal grievance by submitting your grievance orally or in writing, preferably by using the Grievance Form (MHS 316), to Jim Gilday, Compliance Manager at 1380 Howard Street, 4th Floor, San Francisco, CA 94103 or call (415) 255-3661. Grievance forms are available at all program sites. You will then receive a written acknowledgement and a written decision will be sent within 60 calendar days from the date of receipt. The time frame may be extended by up to 14 days in certain circumstances. If you are a Medi-Cal beneficiary and are denied treatment or access to mental health services, you must receive a Notice of Action from the Mental Health Plan. You may appeal the action. If you are dissatisfied with the response to your appeal, you are entitled to request a State Fair Hearing.
SECTION 3

INDEX OF SAN FRANCISCO RESOURCES
24 HOUR CRISIS HOTLINES

Alcoholics Anonymous: (415) 674-1872
Asian Women’s Shelter Crisis Line: (415) 751-0880 or (877) 751-0880
Bilingual Chinese Crisis Hotline: (888) 968-7888
California Youth Crisis Line: (800) 843-5200
Child & Adolescent Sexual Abuse Resource Center: (415) 206-8386
CATS MAP Mobile Assistance Patrol 24 Hour Dispatch: (415) 431-7400
Child Protective Services: (415) 558-2650 or (800) 856-5553
Community United Against Violence: (415) 333-4357
Comprehensive Child Crisis Services: (415) 970-3800
Domestic Violence Crisis Hotline: (800) 799-7233
Drug Information & Referral Line: (415) 362-3400
Drug Information Service: (415) 252-3055
HELPLINK: Toll Free – (800) 273-6222
   English – (415) 808-4357
   Spanish – (415) 808-4444
   Chinese – (415) 808-7339
Institute on Aging Friendship Line crisis and support line for seniors: (415) 752-3778
Jail Mental Health Psych Services: (415) 995-1704
La Casa de Las Madres: Adults - (877) 503-1850, Teens - (877) 923-0700
Men’s Crisis Line: (415) 924-1070
Mobile Crisis Team: (415) 355-8300
Narcotics Anonymous: (415) 621-8600
National Runaway Switchboard: (800) 786-2929
Police: 911
Psychiatric Emergency Services at San Francisco General Hospital (SFGH): (415) 206-8125
Relapse Prevention (SF Drug Line): (415) 834-1144
San Francisco City and County Community Behavioral Health Services Access: (415) 255-3737
San Francisco City and County Services General Information Line: 311
SFPD Psychiatric Liaison: (415) 206-8099
SF Women Against Rape: (415) 647-7273
Suicide Prevention: 1-800-273-8255 or (415) 781-0500
T.A.L.K. (Telephone Aid in Living with Kids) Line: (415) 441-5437
Trauma Recovery/Rape Treatment Center: (415) 437-3000
Westside Crisis: (415) 353-5050
WOMAN, Inc: (415) 864-4722 or (877) 384-3578

WARM LINE
Office of Self-Help emotional support warm line: (415) 575-1400
BENEFITS (SSI/SSDI)

The following resources are useful sources of information and help with benefits, including SSI/SSDI. If you are on SSI/SSDI and are interested in how returning to work will affect your benefits or in getting on benefits, contact one of the following organizations.

**DISABILITY EVALUATION ASSISTANCE PROGRAM (DEAP)**

(415) 865-5250  
1060 Howard Street (between 6th & 7th Street), 3rd Floor, San Francisco, CA 94103

DEAP works with the chronically homeless and disabled clients assisting them in accessing and retaining federal disability benefits, social services, and medical and psychiatric care. DEAP is a multidisciplinary team comprised of benefits advocates, psychologists, a social worker, a physician, and clerical staff.

**HOMELESS ADVOCACY PROJECT (HAP)**

(415) 865-9200  
1360 Mission Street, Suite 201 (between 9th & 10th Street), San Francisco, CA 94103

This project is implemented by the Homeless Advocacy Project (HAP) of the Volunteer Legal Services Program of the Bar Association of San Francisco, a community based organization dedicated to providing SSI assistance to those who are homeless. The goal of this project is to provide SSI advocacy at the application, reconsideration and appeals stage, as well as assistance on some post-entitlement issues that threaten their continued receipt of benefits, to homeless individuals with disabilities, and to provide consultation, technical assistance and education services to City staff and agencies on SSI-related issues.

**INDEPENDENT LIVING RESOURCE CENTER (ILRC)**

(415) 543-6222  
649 Mission Street, 3rd Floor, San Francisco, CA 94105

Advocacy and support for people with disabilities. Weekly drop-in groups for information on social security and returning to work while on SSI/SSDI.

**POSITIVE RESOURCE CENTER (PRC) – SSI ADVOCACY PROJECT**

(415) 777-0333  
785 Market Street, 10th Floor, San Francisco, CA 94103

Positive Resource Center receives referrals from targeted mental health clinics. PRC also has an SSI benefits advocacy contract with the AIDS Office for clients who have HIV or AIDS. The primary goal of the SSI Advocacy Project is to represent disabled, uninsured clients in winning claims for SSI and SSI linked Medi-Cal and to provide comprehensive targeted training to staff of identified DPH programs on effective SSI advocacy tools, including the appropriate screening for SSI eligibility, the mode of referral to the project, the SSI application process, medical evidence needed to win a disability claim, and the role of substance use, incarceration, and immigration status on public benefits.
This is a limited list of the services available for children and their families. In addition to the resources listed below, an extensive guide to mental health services for children and youth in San Francisco has been created as a joint project between Community Behavioral Health Services Child, Youth, and Family System of Care and Support for Families (www.supportforfamilies.org).

**Bayview Hunter’s Point Foundation - Family Center**
(415) 822-7500 • Fax: (415) 822-9767
5815 3rd Street, San Francisco, CA 94124

This program provides mental health services, medication support, case management, intensive case management, and outreach services for children, adolescents, and adults. Therapy services, when necessary, are provided at sites other than a mental health facility (e.g., schools). Services are targeted for severely mentally ill individuals, and their families, who otherwise would need higher levels of care. The AB 3632 Children's Services program provides mental health services to children enrolled in Special Education classes and their families as part of the students' Individual Education Plan. Services are provided on-site at San Francisco schools. Goal is to improve the pupils' educational performance, and lessen the possible future need for more intensive mental health interventions.

**Boys & Girls Clubs of San Francisco**
(415) 503-1735 • Fax: (415) 445-5435 • (415) 445-5460
450 Guerrero Street, San Francisco, CA 94110

Offer year-round, youth development programming to 6-18 year olds. Behavioral Health services offer individual and family therapy as well as therapeutic case management services.

**Child Abuse Council of San Francisco**
(415) 668-0494
1757 Waller Street, San Francisco, CA 94117

Call or drop in for information and referrals. Printed child abuse information, educational seminars, and referrals for parents, educators, and anyone else who works with children. Provides 24/7 assistance to victims of sexual abuse and their families.

**Child Crisis (CBHS)**
(415) 970-3800
Bayview Plaza Shopping Center
3801 3rd Street (at Evans Avenue), 2nd Floor, Suite 400, San Francisco, CA 94124

Call for intake interview. 24 hour field visits. For youth under 18. Evaluations for involuntary psychiatric commitment and services to avoid hospitalization. Specialized services offered for chronically suicidal youth and victims of community violence.
Children’s Council of San Francisco maintains multiple programs to advance child care in San Francisco. It offers: Child care referrals and community resource information in multiple languages, child care subsidies for low-income parents, child care provider training and support, child care food subsidies to help providers cover the cost of high-quality food, mental health consultations for families and children that exhibit learning or behavioral problems, a child care inclusion program to help ensure quality care for children with disabilities, a program to aid children that are at risk of abuse or neglect, and child care advocacy to raise awareness of the importance of quality child care.

Children’s System of Care (CSOC) provides intensive care management services to children, youth and families involved in multiple service systems (Mental Health, Juvenile Justice, Child Welfare, and Special Education) and who are at-risk of out-of-home placement.

Chinatown Child Development Center (CCDC) provides mental health services to children/youth, ages birth to 18 years, and their families. Services include, but are not limited to, individual, group, and family psychotherapy; medication support services; psychological testing for registered clients; and consultation to schools and community-based agencies. They provide school-based services at several school sites and also participate in the School-based Mental Health Partnership program. Since 1999, the Fu Yau Project (in collaboration with RAMS) has provided mental health consultation to children 0 to 5 years and their families in childcare, preschool, and family daycare settings.

The Initiative provides an array of early childhood mental health services for low income, high or at-risk risk young children (0-5) and their families in over 150 diverse center-based child care programs, family child care homes and homeless shelters. Services are provided by 14 community-based mental health agencies. Core services include child observation assessment; case and program consultation; direct services to children and their families; therapeutic play groups; early referrals; parent education and support groups, and training to providers on young children's emotional health.
**EDGEWOOD CENTER FOR CHILDREN AND FAMILIES – DAY TREATMENT PROGRAM AND DAY TREATMENT INTENSIVE SERVICES**
(415) 682-3138 • Fax: (415) 665-7852
1801 Vicente Street, San Francisco, CA 94116

Serves children age 6-16 who face severe emotional and behavioral disturbance, as well as the families of those children. Children needing day treatment intensive services typically have a history of severely dysfunctional behavior patterns, which may include: over-aggressive, oppositional, provocative, and self-destructive behaviors; as well as withdrawal and impulsivity.

**EDGEWOOD CENTER FOR CHILDREN AND FAMILIES – KINSHIP SUPPORT SERVICES/GRANDPARENTS WHO CARE**
(415) 865-3000
101 15th Street (at De Haro Street), San Francisco, CA 94103

Respite and recreational activities, support to extended family members of mentally ill, incarcerated, deceased, etc. Support for children 0-17 living with grandparents or other relative caregivers.

**EDGEWOOD’S SCHOOL AND COMMUNITY BASED PROGRAMS AB3632 CLINIC ED/MENTAL HEALTH PARTNERSHIP**
KINSHIP MENTAL HEALTH
SCHOOL-BASED MENTAL HEALTH
(415) 682-3281 • Fax: (415) 865-3099
101 15th Street, San Francisco, CA 94103

Edgewood’s School and Community Based programs offer a strength-based, family-centered continuum of services, ranging from prevention, education, and early intervention (Primary Intervention program; Family Resource Center, Information and Referral services) to capacity building (teacher training, mental health consultation); to mental health services. Its mental health services provide individual, family, and group treatments as well as Medication management and Family Conferencing.

**EDGEWOOD SUBACUTE STEP DOWN PROGRAM**
**EDGEOOWOOD DAY TREATMENT, MEDICATION AND SHADOW SERVICES**
(415) 681-3211 • Fax: (415) 681-1065
101 15th Street, San Francisco, CA 94103

Residential and day treatment for severely behaviorally and emotionally disturbed children ages 5-14 and their families. The 48-bed intensive residential treatment program offers a highly structured, closely supervised treatment milieu. The non-public school provides prescriptive educational services including academic, occupational, speech, and art therapies. A 90-day assessment and evaluation setting is available to assess a child’s needs. The day treatment program offers day care and therapeutic services including recreation, group, individual, family, and milieu therapy. School site mental health services and primary intervention services are offered in San Francisco elementary schools.
FAMILY & CHILD GUIDANCE CLINIC (NATIVE AMERICAN HEALTH CENTER)  
(415) 621-4371  
160 Capp Street (at 16th Street), San Francisco, CA 94110

General outpatient services: substance abuse counseling, HIV and senior mental health services, traditional counseling, talking circles, youth wellness programs. Support services: domestic violence groups, community outreach, parenting classes, HIV support groups.

FAMILY INVOLVEMENT TEAM (FIT)  
(415) 920-7700 • Fax: (415) 920-7729  
1305 Evans Avenue, San Francisco, CA 94124

Under the auspices of Children’s System of Care, the Family Involvement Team (FIT) provides one-to-one direct service to the parents/caregivers of children within the CYF mental health system. The main objectives are to support the adults by helping them to navigate systems (mental health, child welfare, special education, juvenile justice); help identify and build upon their individual/family strengths; and bridging and helping to develop the parent-professional partnership, which is such an invaluable component of service delivery.

FAMILY MOSAIC PROJECT – CHILDREN SYSTEM OF CARE  
(415) 206-7600 • Fax: (415) 206-7630  
1309 Evans Avenue, San Francisco, CA 94124

Family Mosaic Project (FMP) provides intensive care management and wraparound services to seriously emotionally disturbed children and youth, and their families, in order to reduce the risk of out-of-home placement.

FAMILY SERVICE AGENCY TENDERLOIN FAMILY PROGRAM  
(415) 474-7310, ext. 459 • Fax: (415) 673-2488  
1010 Gough Street, San Francisco, CA 94109

Tenderloin Family Program offers outpatient mental health services for multicultural, low-income, uninsured children ages 5 to 18 and to their families in the Tenderloin, South of Market, and Western Addition districts of San Francisco.

FOSTER CARE MENTAL HEALTH PROGRAM  
(415) 970-3875 • Fax: (415) 970-3813  
3801 3rd Street, Suite 400, San Francisco, CA 94124

The Foster Care Mental Health Program (FCMHP) coordinates the delivery of mental health services for approximately 3,400 children and their families, served by the Department of Human Services, San Francisco's child welfare system. This population includes children and youth, aged birth to 18, who have been removed from the family home or who are at risk for out-of-home placement.
Fred Finch Youth Center provides support for families with children, including community and school based programs for children, and specialized residential programs.

Fred Finch Therapeutic Behavioral Services is designed to help clients who need intensive services to maintain or achieve placement stability and remain safe in the community. Services are provided based on the wraparound philosophy, with individualized, one-to-one behavioral assistance and behavioral interventions.

The Fu Yau Project is collaboration between Chinatown Child Development Center and Richmond Area Multi-Services (RAMS). It provides prevention and early intervention services to the childcare community that cares for children ages 0-5 years old. It provides on-site program and child evaluation, clinical consultation with childcare staff and families, on-site intervention with individual and groups of children, parenting classes and support groups, and in-service training for childcare staff.

The Initiative provides an array of early childhood mental health services for low income, high or at-risk risk young children (0-5) and their families.

The Homeless Children's Network’s (HCN) mission is to provide comprehensive mental health and family support services, to decrease the trauma of homelessness, as well as increase the effectiveness of the HCN Collaborative.

JFCS has longstanding expertise in therapeutic work with children under age 21, in individual and group settings. Parents Place staff are well-known for working effectively with the 0 to 5
population. JFCS has special language capacity to serve limited-English speaking people from the former Soviet Union and professional staff trained specifically to use a strengths-based model to work effectively with children and their families.

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<th><strong>MISSION COUNCIL FAMILY DAY TREATMENT AND AFTERCARE PROGRAM</strong></th>
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<tr>
<td>(415) 864-0554 • Fax: (415) 701-1868</td>
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<td>474 Valencia Street, Suite 135, San Francisco, CA 94103</td>
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Individual and group counseling family and couple therapy, assessment and treatment to address the needs of individual families, educational training such as anger management, nutrition, communication, and family skills.

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<td>(415) 642-4550 • Fax: (415) 695-6963</td>
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<tr>
<td>759 South Van Ness Avenue, San Francisco, CA 94110</td>
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Mission Family Center is an outpatient mental health clinic serving children, teens, and families of the Mission, Potrero Hill, and Castro-Noe Valley neighborhoods and the citywide Latino population.

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<th><strong>OAKES CHILDREN’S CENTER</strong></th>
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<td>1348 10th Avenue, San Francisco, CA 94122</td>
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Oakes Children's Center provides services to emotionally disturbed and developmentally delayed children ages 5 to 14 and their families and other caregivers. The combined school and day treatment program provides extensive mental health services as well as a very high teacher-student ratio.

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<td>(415) 452-2200 • Fax: (415) 334-5712</td>
</tr>
<tr>
<td>1760 Ocean Avenue, San Francisco, CA 94112</td>
</tr>
</tbody>
</table>

Provides assessment, evaluation; individual, group and family counseling; medication; drop-in, crisis, and outreach services for severely mentally ill adults and children; AB 3632 services for high-risk youth; services to schools; and health care services in conjunction with mental health services.

<table>
<thead>
<tr>
<th><strong>RICHMOND AREA MULTI-SERVICES (RAMS) – ADMINISTRATION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(415) 668-5955 • Fax: (415) 668-0246</td>
</tr>
<tr>
<td>3626 Balboa Street, San Francisco, CA 94121</td>
</tr>
</tbody>
</table>

RAMS, Inc. (Richmond Area Multi-Services) is a private, non-profit mental health agency that is committed to advocating for and providing community based, culturally-competent, and consumer-guided comprehensive services, with an emphasis on serving Asian & Pacific Islander Americans. Some of its programs for children include Child Youth and Family outpatient clinic, Wellness Centers: Services are provided on-site at fifteen, Fu Yau Project,
**SECTION 3 – INDEX OF RESOURCES**

### CHILDREN’S SERVICES

Asian Pacific Islander Family Resources Network, Asian Family Institute, Asian Family Mosaic Project, and After School Collaborative Program

<table>
<thead>
<tr>
<th><strong>SENeca Center Community Treatment Facility (CTF)</strong></th>
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</thead>
<tbody>
<tr>
<td>(415) 206-4228 • Fax: (415) 206-6469</td>
<td></td>
</tr>
<tr>
<td>SFGH, 887 Potrero Avenue, San Francisco, CA 94110</td>
<td></td>
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</tbody>
</table>

Seneca Center San Francisco’s Community Treatment Facility provides residential, school, and day treatment services to the most challenging adolescents and their families in San Francisco. The program provides structure and loving care in a secure setting for up to 22 clients. A primary focus of the program is to help clients and their families build enduring, supportive relationships.

<table>
<thead>
<tr>
<th><strong>Southeaest Child &amp; Family Therapy Center and Southeast Child &amp; Family Therapy Center 2</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(415) 330-5740 • Fax: (415) 330-9120</td>
<td></td>
</tr>
<tr>
<td>100 Blanken Avenue, San Francisco, CA 94134</td>
<td></td>
</tr>
<tr>
<td>(415) 337-4800 • Fax: (415) 333-2058</td>
<td></td>
</tr>
<tr>
<td>4527 Mission Street, San Francisco, CA 94112</td>
<td></td>
</tr>
</tbody>
</table>

Southeast Child/Family Therapy Center provides individual, group and family therapy for ethnically and linguistically diverse children, adolescents and their families. The Center collaborates and consults with schools and other child and youth-serving agencies. Clinicians also work on-site at elementary, middle, and high schools. There are preschool preparation and family support programs and a summer activities program. Services are also provided at the Hawkins Village Clinic, and at the Sunnydale Housing Development as well as the Bennington Family Center at 300 Bennington.

<table>
<thead>
<tr>
<th><strong>T.A.L.K. Line (Telephone Aid in Living with Kids)</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hour Hotline: (415) 441-5437 • (415) 387-3684, ext. 302</td>
<td></td>
</tr>
<tr>
<td>1757 Waller Street, San Francisco, CA 94117</td>
<td></td>
</tr>
</tbody>
</table>

For parents only. Call or drop in Monday-Thursday 9am-2pm for crisis and counseling. Call for info about therapy.

<table>
<thead>
<tr>
<th><strong>UCSF Infant-Parent Program – Daycare Consultants</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(415) 206-5270 • Fax: (415) 206-4722</td>
<td></td>
</tr>
<tr>
<td>2550 23rd Street, Building 9, Room 130, San Francisco, CA 94110</td>
<td></td>
</tr>
</tbody>
</table>

The Infant-Parent Program is an outpatient mental health program serving infants, toddlers, and their families, primarily through home visits. The focus of the work is the parent-child relationship; children and parents are seen together.
**WALDEN HOUSE, INC. BOYS ACADEMY**  
(415) 554-1480 • Fax: (415) 241-5599  
214 Haight Street, San Francisco, CA 94102

The Walden House Adolescent Program treats boys with co-occurring substance abuse and behavioral/mental health problems in a gender-specific residential treatment setting.

**WALDEN HOUSE, INC.  
EPSDT MENTAL HEALTH PROGRAM  
ADOLESCENT PROGRAM**  
(415) 554-1131 • Fax: (415) 863-1305  
214 Haight Street, San Francisco, CA 94102

The Walden House Adolescent Mental Health Medi-Cal program offers mental health services to San Francisco boys eligible for Medi-Cal benefits. Therapists, psychologists and psychiatrists work with boys, offering assessment, psychological testing, individual, group and family therapy, medication support, and case management.

**WALDEN HOUSE – PROJECT SISTERKIN (PSK) (GIRLS ACADEMY)**  
(415) 554-1480 • Fax: (415) 241-5599  
45 Farallones Street, San Francisco, CA 94112

The Walden House Sisterkin Program treats girls with co-occurring substance abuse and behavioral/mental health problems in a gender-specific residential treatment setting.

**WESTSIDE AJANI**  
(415) 379-7201 • Fax: (415) 379-7205  
2166 Hayes Street, #303, San Francisco, CA 94117

Westside Community Mental Health Center, Inc. Ajani program provides family-focused, strengths-based Afro-centric treatment. The program offers family, group and individual therapy aimed at increasing the adaptive functioning of the entire family and providing families with the skills to continue to thrive after treatment has ceased.

**WESTSIDE INTEGRATED CYF SERVICES – CHILD CONSULTATION SERVICES**  
(415) 431-8252 • Fax: (415) 431-3195 • TTY: (415) 701-7842  
1140 Oak Street, San Francisco, CA 94117

Westside Community Services Integrated CYF programs provide an array of services, including individual, group and family therapy; clinical case management; medication support services; substance abuse prevention, education and intervention; social skills training including anger management and skill building/psycho educational groups.
This section describes services for individuals who part of the criminal justice system and need behavioral health services.

**BASN OP REFERRAL, HAFCI**
(415) 565-1908 • Fax: (415) 255-6706
529 Clayton Street, 3rd Floor, San Francisco, CA 94117

Services for substance abusing individuals on parole.

**BEHAVIORAL HEALTH COURTS (BHC)**
San Francisco Superior Court
(415) 553-9855 • Fax: (415) 553-9851
850 Bryant Street, Room 206, San Francisco, CA 94013

**JAIL PSYCHIATRIC SERVICES**
(415) 575-4332
650 5th Street, Suite 309, San Francisco, CA 94107

BHC is a voluntary program that offers an alternative for criminal defendants diverting them from the jail and into appropriate treatment in the community.

**CBHS DRUG COURT TREATMENT CENTER**
(415) 222-6150 • Fax: (415) 222-6165
509 6th Street, San Francisco, CA 94103

Drug Court is an alcohol and drug intervention program developed to channel chemically dependent, non-violent defendants into substance abuse treatment services. Treatment is provided to participants by reputable, community-based, and licensed facilities in San Francisco. There are four different levels of care: outpatient, intensive outpatient/day treatment and residential.

**CBHS PROPOSITION 36 INTENSIVE CASE MANAGEMENT SERVICES**
(415) 538-5500 • Fax: (415) 538-5555
679 Bryant Street, San Francisco, CA 94103

Assesses and refers eligible drug offenders to community based treatment programs in lieu of incarceration. Currently located at 679 Bryant Street, to move to 1380 Howard Street, 1st Floor, in June/July 2008.

**CBHS TREATMENT ACCESS PROGRAM (TAP)**
(415) 538-5500 • Fax: (415) 538-5555
679 Bryant Street, San Francisco, CA 94103

Provides clinically-driven screenings, assessments, referrals and direct placements into chemically dependency and mental health services throughout the San Francisco City/County
publicly funded matrix at behavioral health services. TAP sees clients on a drop-in basis. Currently located at 679 Bryant Street, to move to 1380 Howard Street, 1st Floor, in June/July 2008.

**CENTER OF JUVENILE & CRIMINAL JUSTICE SUPPORTIVE LIVING PROGRAM**
(415) 621-5661, ext. 310 • Fax: (415) 621-5466
54 Dore Street, San Francisco, CA 94103

A clean-and-sober living environment for up to 120 days for male parolees.

**CITYWIDE FORENSICS**
(415) 597-8000 • Fax: (415) 597-8004
982 Mission, San Francisco, CA 94103

The Forensic Case Management team, made up of psychiatrists, social workers, a nurse, and a peer case managers, offers case management services, pharmacological management, crisis intervention, individual, group, and family therapy. Group therapy and skill building is available to clients as well as on-site job training and treatment for dual disorders. Staff reflects the languages and cultural diversity of the clients served.

**HAIGHT ASHBURY FREE CLINICS, INC. – JAIL PSYCHIATRIC SERVICE (JPS)**
(415) 995-1700 • Fax: (415) 348-8604
650 5th Street, Suite 309, San Francisco, CA 94107

Jail Psychiatric Services (JPS) offers a full spectrum of behavioral health care including evaluation and assessment, crisis intervention, medication planning, individual treatment, group therapy referral for hospitalization, day treatment program services, and a sheltered living unit for inmates currently incarcerated in the San Francisco City and County jail system.
DOMESTIC VIOLENCE

This section includes resources for individuals and families who are experiencing domestic violence.

**ASIAN WOMEN'S SHELTER**

Crisis Line: (415) 751-0880 • Toll Free: (877) 751-0880

Female victims of domestic violence. Advocacy, support groups, case management, transportation to residence, referrals to professional counselors, children's program, queer services, and public education. Languages: English and 26 Asian languages.

**BRENNAN HOUSE**

(415) 255-2894
3453 18th Street, San Francisco, CA 94110

18 months of transitional housing for female survivors of domestic violence and their children. Residency includes domestic violence counseling, support groups, and advocacy.

**CAMERON HOUSE: SOCIAL SERVICES**

(415) 781-0401
920 Sacramento Street (between Powell & Stockton Street), San Francisco, CA 94108

Asian-focused. Assistance to victims of domestic violence and children who have witnessed domestic violence.

**COMMUNITY UNITED AGAINST VIOLENCE (CUAV)**

24 Hour Crisis Line: (415) 333-4357 • Appointments: (415) 777-5500 • Fax: (415) 777-5565
170 Capp Street (between 16th & 17th Street), San Francisco, CA 94110


**LA CASA DE LAS MADRES**

(415) 503-0500
1663 Mission Street, Suite 225, San Francisco, CA 94103

La Casa offers a comprehensive continuum of support services. The Adult and Teen Hotlines provide 24-hour crisis counseling, resources, and referrals. The Domestic Violence Response Team strives to reduce trauma by offering victims on-site crisis assistance and legal support while offering professionals education and resources to compassionately identify and respond to domestic violence. The Emergency Shelter Program provides up to 8-weeks of safety and support to 35 women and children fleeing violence every day and night. The Drop In Counseling Center provides domestic violence victims and survivors with practical and emotional support. The Safe Havens Project provides specific assistance to domestic violence.
victims as they develop and implement shared custody arrangements with their batterers. The Teen Program provides multi-site, adolescent-specific crisis intervention, counseling, and needs advocacy to domestic and dating violence victims. The Safe Housing Project works to empower residents of San Francisco’s permanent family supportive housing sites to create communities that foster and demand violence free lives. The Mary Elizabeth Inn Case Management Program offers housing stability, community building, and emotional support services to the transitional/permanent housing site’s 88 adult women residents.

WOMAN, INC.
(415) 864-4722 • 24 Hour Crisis Line (Toll-Free): (415) 864-4722
333 Valencia Street, Suite 450, San Francisco, CA 94103

Crisis line for battered women and children. Call for crisis management, group and individual therapy, referrals, and support groups. Languages: English, Spanish. California domestic violence certification training available to groups and volunteers.
## LEGAL SERVICES

These are the available free or low cost legal resources.

### AIDS LEGAL REFERRAL PANEL

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
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<tbody>
<tr>
<td>(415) 701-1100</td>
<td>Referrals to free and low cost legal services for people with AIDS or HIV.</td>
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</table>

### ASIAN LAW CAUCUS

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<tr>
<th>Phone</th>
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<tbody>
<tr>
<td>(415) 896-1701</td>
<td>939 Market Street, Suite 201, San Francisco, CA 94108</td>
</tr>
</tbody>
</table>

Legal counseling, advice, and representation in immigration, labor/employment, housing, elderly law, and civil rights. Sliding scale.

### BAR ASSOCIATION OF SF VOLUNTEER LEGAL SERVICE

<table>
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<tr>
<th>Phone</th>
<th>Address</th>
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<tbody>
<tr>
<td>(415) 982-1600 • Fax: (415) 477-2388</td>
<td>301 Battery Street, 3rd Floor, San Francisco, CA 94111</td>
</tr>
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</table>

Pro bono services in areas including family law, eviction defense, community organization representation, homeless advocacy, interpreting, social services.

### BAY AREA LEGAL AID

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<th>Phone</th>
<th>Address</th>
</tr>
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<tbody>
<tr>
<td>(415) 982-1300 • Fax: (415) 982-4243</td>
<td>50 Fell Street, 1st Floor, San Francisco, CA 94102</td>
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</table>

Must be a San Francisco resident and meet income guidelines.

### EVICTION DEFENSE COLLABORATIVE

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<th>Address</th>
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<tbody>
<tr>
<td>(415) 947-0979 • Fax: (415) 431-8270</td>
<td>433 South Van Ness Avenue, San Francisco, CA 94103</td>
</tr>
</tbody>
</table>

Legal assistance and advocacy to low income tenants who are being evicted, by helping tenants draft a legal response to the eviction and providing referrals. One time rental assistance grants/loans for tenants behind in their rent.

### HOMELESS ADVOCACY PROJECT (HAP)

<table>
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<th>Phone</th>
<th>Address</th>
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<tbody>
<tr>
<td>(415) 865-9200</td>
<td>1360 Mission Street, Suite 201 (between 9th &amp; 10th Street), San Francisco, CA 94103</td>
</tr>
</tbody>
</table>

This project is implemented by the Homeless Advocacy Project (HAP) of the Volunteer Legal Services Program of the Bar Association of San Francisco, a community based organization dedicated to providing SSI assistance to those who are homeless. The goal of this project is to provide SSI advocacy at the application, reconsideration and appeals stage, as well as assistance on some post-entitlement issues that threaten their continued receipt of benefits, to homeless individuals with disabilities, and to provide consultation, technical assistance and education services to City staff and agencies on SSI-related issues.
| **HOUSING RIGHTS COMMITTEE**                                                                 |
| Counseling: (415) 703-8644 • For membership: (415) 703-8634                                     |
| 427 South Van Ness Avenue (at 15th Street), San Francisco, CA 94103                            |

Free tenants' rights counseling. Advocates for tenants' rights and improved availability of affordable housing.

| **LAWYERS COMMITTEE FOR CIVIL RIGHTS**                                                      |
| (415) 543-9444                                                                            |
| 131 Steuart Street, Suite 400, San Francisco, CA 94105                                    |

Provides legal services for low-income persons and people of color in areas of immigration and refugee rights, employment discrimination, civil rights violations, hate crimes, etc.

| **PROTECTION & ADVOCACY INC.**                                                              |
| (800) 776-5746                                                                            |
| 1330 Broadway (at 13th Street), Suite 500, Oakland, 94612                                 |

Legal representation and advocacy for people with psychiatric, physical, and developmental disabilities.

| **SAN FRANCISCO MENTAL HEALTH CLIENTS' RIGHTS ADVOCATES**                                  |
| (415) 552-8100 • Fax: (415) 552-8109 • TDD: (800) 729-7727 • TTY: (415) 552-5993           |
| 1095 Market Street, #618, San Francisco, CA 94103                                        |

Provides rights protection and advocacy for present and former clients of CBHS. Services include investigation and resolution of client complaints, information on legal rights of mental health clients, referrals to lawyers, and to community services, monitoring of hospital and residential facilities, education, training, and technical assistance to providers.
This section provides resources for the LGBTQQ community, both youth and adults.

**Lavender Youth Recreation Information Center (LYRIC)**
(415) 703-6150
127 Collingwood Street (at 18th Street), San Francisco, CA 94114

Job training and internships for LGBTQQ youth 24 years and under.

**New Leaf: Services for Our Community**
(415) 626-7000 • Fax: (415) 626-5916 • TDD: (415) 252-8376
103 Hayes Street (near Market Street), San Francisco, CA 94102

New Leaf is a multi-purpose counseling center for the lesbian, gay, bisexual, and transgender (LGBT) communities of San Francisco and the surrounding Bay Area. They prioritize services to middle and low-income individuals and families who cannot afford private therapy or support services. Fees are set on a sliding scale based on income, and some services are free.

**New Leaf Youth Services**
(415) 626-7000 • Fax: (415) 626-5916 • TDD: (415) 252-8376
103 Hayes Street, San Francisco, CA 94102 (Clinical Services)
1390 Market Street, Suite 800, San Francisco, CA 94102 (Mailing Address Only)

Mental health and substance abuses services focusing on the gay, lesbian, bisexual and transgender youth. Mental health services include individual, group, and couples treatment, case management and outreach services at community sites.

**Team II Adult Outpatient**
(415) 337-4795 • Fax: (415) 337-4816
298 Monterey Boulevard, San Francisco, CA 94131

Team II serves San Francisco residents who are psychiatrically disabled. The focus is on the gay/lesbian population and seriously mentally ill as well as dually diagnosed clients. The program provides a full range of outpatient mental health services, including psychosocial assessments, psychiatric evaluations and follow-up, individual therapy, group therapy, and case management and urgent care.

**Stonewall Project**
(415) 487-3100 • Fax: 558-9657
3180 18th Street, San Francisco, CA 94110

The Stonewall Project is a low threshold harm reduction program that welcomes participants at all stages of readiness and does not require abstinence to receive services. The goal of The Stonewall Project is to create a “safe space” where gay men and other men who have sex with men who use crystal meth can come to deal with whatever issues are of concern to them without any stipulations, conditions, or prerequisites.
The Transgender Recovery Project of Walden House provides a set of augmented services to clients who identify as transgender, transsexual, male to female, female to male, or gender queer. These services include two weekly support groups focusing on issues of addiction and recovery, prostitution, PTSD, trans-phobia, HIV prevention, individual therapy with a trans-identified licensed therapist, and drug counseling with a trans-identified counselor. Clients also receive a wide variety of other services, including vocational and educational services.
MENTAL HEALTH, SUBSTANCE ABUSE AND AIDS/HIV

These resources include a variety of services focused on the needs of those with triple diagnoses AIDS/HIV, substance abuse and mental illness.

AIDS HEALTH PROJECT (UCSF)
(415) 476-3902 • (415) 502-7271 • TTY: (415) 476-3587
1930 Market Street, San Francisco, CA 94102

The AIDS Health Project (AHP) services include: HIV antibody testing, counseling, and outreach sites throughout San Francisco; HIV risk reduction counseling and support; support groups for people with HIV disease; crisis intervention and mental health assessment; psychiatric consultation to other providers to help them serve their clients; counseling, case management, and support groups for substance users with HIV disease or at risk for HIV infection and training and publications for mental health and substance abuse treatment providers.

HIV MENTAL HEALTH CASE MANAGEMENT PROGRAM AT THE CENTER FOR SPECIAL PROBLEMS
(415) 292-1500
1700 Jackson Street (at Van Ness Avenue), San Francisco, CA 94109

Provides professional mental health service to those living with HIV/AIDS in San Francisco.

HOMELESS PRENATAL PROGRAM (HPP)
(415) 546-6756 • Fax: (415) 546-6778
2500 18th St. San Francisco, CA 94110

Seizing the motivating 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 to break the cycle of homelessness and poverty.

PAWS - PETS ARE WONDERFUL SUPPORT
(415) 979-9550
645 Harrison Street, Suite 100, San Francisco, CA 94107

Pets Are Wonderful Support (PAWS) is a volunteer-based organization that provides for the comprehensive needs of companion animals for low-income persons with HIV/AIDS and other disabling illnesses.

PETER CLAVER COMMUNITY: AIDS/RESIDENTIAL PROGRAM
(415) 749-3800 • Fax: (415) 563-3153
1340 Golden Gate Avenue, San Francisco, CA 94115

Peter Claver Community provides supportive, consistent living situation for persons with AIDS-related mild dementia. They assist clients to obtain medical care, money management services, other case management services, and activities programs. Level of care: individuals capable of living independently but needing some 24-hour care assistance.
Positive Resource Center – Employment Services
(415) 777-0333
785 Market Street, 10th Floor, San Francisco, CA 94103

Positive Resource Center has developed a streamlined service delivery system that provides all necessary benefits counseling, vocational rehabilitation, career counseling, and job search assistance services through a single service coordination process for San Francisco Bay Area residents. The integration of these services in one accessible location is part of a continuum of individualized care designed to assure a person's financial independence at all stages of HIV disease.

Rafiki House, Black Coalition on AIDS
(415) 615-9945 • Fax: (415) 615-9943
2800 Third Street, San Francisco, CA 94107

Transitional group home for African Americans and all races living with HIV disease. Aftercare service and support.

Shanti
(415) 674-4700 • Fax: (415) 674-0370
730 Polk Street, 3rd Floor (between Eddy & Ellis Street), San Francisco, CA 94109

Emotional support, peer and clinical counseling, support groups (including one for people co-infected with Hepatitis C and HIV), advocacy, breast cancer support, care co-ordination, HIV education, activities, information and referrals, and volunteering.

UCSF Center on Deafness Deaf AIDS Support Services (DASS)
(415) 476-4980 • Fax: (415) 476-7113
3333 California Street, Suite 10, San Francisco, CA 94118

Outpatient mental health services for deaf, hard-of-hearing, and late deafened children, youth, adults, and their families. Services include: individual, couples, family and group counseling, psychological testing, case management, medication evaluations and monitoring. The Center also provides school-based mental health services under the Partnership Program. Deaf Drug and Alcohol Recovery Services provides specialized substance abuse and dually diagnosed services for deaf and hard-of-hearing individuals.
## Older Adults

This section includes programs that provide services to older adults including therapy, residential treatment and outpatient services.

### Canon Kip Senior Center

*Phone: (415) 861-6801 • Fax: (415) 892-6388*

705 Natoma Street (at 8th Street), San Francisco, CA 94103

Canon Kip serves homeless seniors during the day when shelters are closed. Services assist mentally ill seniors to obtain or retain stable permanent housing, mental health care, medical treatment, social services and other necessary supportive services.

### Community Awareness and Treatment Services, Inc. - Golden Gate for Seniors

*Phone: (415) 626-7779 • Fax: (415) 626-9198*

637 South Van Ness Avenue, San Francisco, CA 94110

Program provides individual and group counseling. Art therapy, social enhancement, and referrals are provided on an as-needed basis.

### Center for Elderly Suicide Prevention

*Phone: (415) 752-3778*

**Friendship Line:** (415) 750-4111

3330 Geary Boulevard, #2W, San Francisco, CA 94118

Suicide prevention services include: 24-hour Friendship Line for the elderly, outreach calls to older adults, grief support, and two-day workshops on suicide intervention for volunteers and the community.

### Central City Older Adult

*Phone: (415) 558-5900 • Fax: (415) 558-5959*

90 Van Ness Avenue, San Francisco, CA 94102

Central City Older Adult Clinic provides mental health services to clients 60 years of age or older, residing in the Civic Center, South of Market, and Tenderloin areas of the city. Services include medication management, crisis intervention, dual diagnosis treatment, group therapy, case management and consultation services. The Clinic serves a large homeless population in addition to serving all the adult city shelters.

### Curry Senior Center (formerly North of Market Senior Services)

*Phone: (415) 885-2274 • Fax: (415) 885-2344 •*

333 Turk Street, San Francisco, CA 94102

Curry Senior Services provides outpatient substance abuse treatment services for older adults aged 55 and older residing primarily in the Tenderloin and South of Market areas. Services include individual and group counseling, life skills building and education. Curry is a multi-
service geriatric health center; substance abuse clients will be linked to primary care, case management, and mental health and community services as needed.

**FAMILY SERVICE AGENCY GERIATRIC OUTPATIENT MENTAL HEALTH SERVICES**
(415) 474-7310 • Fax: (415) 931-0388
1010 Gough Street, San Francisco, CA 94109

This outpatient program offers comprehensive services for seniors with mental health concerns, helping them to maintain independence and dignity while living in their own homes for as long as possible.

**FAMILY SERVICE AGENCY – GERIATRIC SERVICES WEST**
(415) 386-6600
6221 Geary Boulevard, 2nd Floor, San Francisco, CA 94121

This outpatient program offers comprehensive services for seniors with mental health concerns, helping them to maintain independence and dignity while living in their own homes for as long as possible.

**FILIPINO SENIOR RESOURCE CENTER**
(415) 278-0484
953 Mission Street, Suite 6, San Francisco, CA 94103

The center provides information and referral, social services, translation, outreach, recreational activities, case management and support groups

**SOUTHEAST MISSION GERIATRIC SERVICES**
(415) 337-2400 • Fax: (415) 337-2415
3905 Mission Street, San Francisco, CA 94112

Southeast Mission Geriatric Services provides outpatient and mobile crisis behavioral health services to clients 60 years and older who are chronically or subacutely mentally ill in the neighborhoods of Outer Mission, Bayview Hunter’s Point, Bernal Heights, Diamond Heights, Excelsior, Glen Park, Noe Valley, Portola, Potrero Hills, East of Twin Peaks, and part of Crocker-Amazon. Services include individual and group treatment, crisis intervention, psychiatric evaluation, family counseling, co-occurring substance abuse counseling, evaluation for and supervision of psychiatric medications, behavioral health information, education & consultation, advocacy and referral and case management. Services are provided in the clinic, home, and in community settings.
OUTPATIENT THERAPY AND CASE MANAGEMENT SERVICES

This section includes outpatient therapy and case management services, to help individuals manage their lives.

**Alternatives Program**
(415) 401-2630 • Fax: (415) 643-6437 • (415) 401-2798
2712 Mission Street, Lower Level, San Francisco, CA 94110

The Alternatives Program is a program serving African-American males recently discharged from an IMD (Institution for Mental Disease). Alternatives Program clients receive intensive case management, on-site psychiatric care, medications, groups, outings and individual counseling delivered through the model of African Centered treatment principles and strategies.

**Asian American Recovery Services, Inc. – Comprehensive Outreach Project for Pacific Islanders & Asian Substance Abuse (COPPASA)**
(415) 541-9404 • Fax: (415) 541-9986
965 Mission Street, Suite 325, San Francisco, CA 94103

Primary and Secondary prevention services with API focus. Provides culturally sensitive support, case management, assessment, information, referral, and advocacy.

**Asian American Recovery Services, Inc. – Lee Woodward Counseling Center**
(415) 776-1001 • Fax: (415) 776-1066
2201 Sutter Street, San Francisco, CA 94117

Lee Woodward Counseling Center (LWCC) provides outpatient substance abuse and mental health treatment services to women, specifically with outreach to pregnant women and women with children. Therapeutic childcare is provided on site so the women are able to focus on recovery without worrying about proper care of their children.

**Asian American Recovery Services, Inc. – PAES Counseling Services**
(415) 558-1320 • Fax: (415) 558-4705
1235 Mission Street, 2nd Floor, Suite 200, San Francisco, CA 94103

AARS’s services are designed as a harm reduction strategy to stabilize PAES recipients who have alcohol, drug, and mental health problems, are homeless, individuals at or below poverty level, as well as the dually diagnosed.

**Asian American Recovery Services, Inc. – Project ADAPT**
(415) 750-5125 • Fax: (415) 386-2048
2020 Hayes Street, San Francisco, CA 94117

Project ADAPT is a comprehensive multi-cultural and multi-lingual adult outpatient program that provides an integrated approach to substance abuse and mental health services.
**Bay Area Addiction Research & Treatment Inc. (BAART CDP)**
(415) 928-7800 • Fax: (415) 928-3710
1040 Geary Street, San Francisco, CA 94103

Comprehensive substance abuse treatment, specializing in outpatient methadone maintenance and detoxification (detoxification programs range in length from 21 – 180 days). Buprenorphine available. BAART also offer non-methadone outpatient substance abuse treatment.

**Bay Area Addiction Research & Treatment Inc. (BAART)**
**Turk Street Methadone Maint. & Detox Clinic**
(415) 928-7800 • Fax: (415) 928-3710
433 Turk Street, San Francisco, CA 94102

Comprehensive substance abuse treatment, specializing in outpatient methadone maintenance and detoxification (detoxification programs range in length from 21 – 180 days).

**Bayview Hunter’s Point – Methadone Program**
(415) 822-8200 • Fax: (415) 822-6822 • TDD: (415) 822-2241
1625 Carroll Street, San Francisco, CA 94124

Outpatient methadone maintenance and 21-day detoxification services, providing individual, group, and family counseling. Acupuncture and herbal treatment.

**Bayview Hunter’s Point – Mental Health Service**
(415) 648-5785 • Fax: (415) 695-9830 • (415) 553-8574
4301 3rd Street (at Jerrold Avenue), San Francisco, CA 94124

For children, adolescents, adults, and the severely mentally ill. Individual and family therapy, coordination with schools, preventive consultation with schools and agencies, medication monitoring, information, and referrals.

**Bay Area Jewish Healing Center**
(415) 750-4197
3330 Geary Boulevard, 3rd Floor, San Francisco, CA 94118

Bay Area Jewish Healing Center is dedicated to providing Jewish spiritual care to those living with illness, to those caring for the ill, and to the bereaved through direct service, education and training, and information and referral.

**Buprenorphine Treatment – The OBIC Clinic and IBIS Program**
(415) 502-7223
3180 18th Street, San Francisco, CA 94110

Provides buprenorphine treatment to adult, opioid dependent individuals. The OBIC clinic is currently located at 3180 18th Street, to move to 1380 Howard Street in Summer 2008.
<table>
<thead>
<tr>
<th><strong>CBHS Central Access</strong></th>
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<tr>
<td>Toll-Free: (888) 246-3333 • (415) 255-3737</td>
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<tr>
<td>This access line gives authorization and access to all short and long term outpatient mental health services offered by CBHS. Services include: mental health assessment and diagnosis, therapy (individual, family, group, etc), medication prescriptions and monitoring, etc.</td>
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<tr>
<th><strong>Center for Special Problems</strong></th>
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<tbody>
<tr>
<td>(415) 292-1500 • Fax: (415) 292-2030</td>
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<tr>
<td>1700 Jackson Street, San Francisco, CA 94109</td>
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<tr>
<td>The Center for Special Problems (CSP) is an adult outpatient clinic focused on working with mental health issues related to violent impulses, trauma, gender identity, or HIV/AIDS. Individual and group counseling, case management, and psychiatric medication services are provided through the following specialized treatment programs: trauma resolution, gender identity, HIV mental health case management, domestic violence, non-domestic interpersonal violence, and sex offenders. A peer support program provides practical assistance with community resources, socialization, and consumer advocacy.</td>
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<tr>
<th><strong>Centralized Opiate Program Evaluation (COPE) Service</strong></th>
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<tbody>
<tr>
<td>(415) 502-7223</td>
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<tr>
<td>3180 18th Street, San Francisco, CA 94110</td>
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<tr>
<td>COPE’s mission is to evaluate and link indigent, opiate-dependent adults with an appropriate treatment modality, typically methadone or buprenorphine maintenance. Patients receive a thorough medical, mental health, substance use, and psychosocial evaluation. COPE has access to methadone (particularly for homeless individuals), as well as buprenorphine treatment slots across the City. Currently located at 3180 18th Street, to move to 1380 Howard Street in 2008.</td>
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<tr>
<th><strong>Chinatown/North Beach Mental Health Services</strong></th>
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<tbody>
<tr>
<td>(415) 352-2000 • Fax: (415) 352-2050</td>
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<tr>
<td>729 Filbert Street, San Francisco, CA 94133</td>
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<tr>
<td>Chinatown/North Beach Mental Health Services (CTNB) offers an array of mental health services to adolescent (14+ years), adult, and older adult residents in Chinatown and North Beach areas. Services include psychiatric evaluation, individual therapy and counseling, family intervention, urgent care, medications, group activities, acupuncture for psychiatric disorders, and adult/geriatric socialization program recovery center. Also provides a peer support group for English-speaking consumers.</td>
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<tr>
<th><strong>Citywide Case Management</strong></th>
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<tbody>
<tr>
<td>(415) 597-8000 • (415) 597-8004 • (800) 735-2929</td>
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<tr>
<td>982 Mission Street, San Francisco, CA 94103</td>
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<tr>
<td>Citywide Case Management provides intensive clinical, medication, crisis, and case management services to mentally ill adults who are high-end users of inpatient psychiatric hospitals. Group therapy and skill building is available to clients as well as on-site job training and treatment for dual disorders.</td>
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### COMMUNITY FOCUS (UCSF)
(415) 597-8000 • Fax: (415) 597-8004
982 Mission, San Francisco, CA 94103

Community Focus is an intensive assertive case management program with an emphasis on psychosocial rehabilitation that serves as the single point of responsibility for clients, their families, support systems, and service providers.

### CONARD HOUSE CBHS PAYEE SERVICES
(415) 558-6973 • Fax: (415) 558-6973
160 Ninth Street, San Francisco, CA 94103

Conard House CBHS Payee Services provides representative payee and money management exclusively to CBHS clients. It provides full service case management including housing referrals and assistance maintaining stable housing.

### CONARD HOUSE OUTPATIENT SERVICES
(415) 346-6380 • Fax: (415) 346-1058
1385 Mission Street, San Francisco, CA 94103

Provides case management and mental health services for adults with major psychosocial disabilities who are residents of Conard Supportive Housing Program hotels or co-op apartments. Program goals are to develop clients’ independent living skills and psychosocial functioning. Referrals are made to vocational rehabilitation and community treatment.

### CRISIS RESOLUTION TEAM (UC/SFGH)
(415) 206-5731 • Fax: (415) 206-6012
1001 Potrero Avenue, Trailer #9, San Francisco, CA 94110

The Crisis Resolution Team is a short-term, intensive case management program based at SFGH, serving patients discharged from PES and inpatient psychiatry. CRT goals include linking clients to community-based services, stabilizing presenting crises, decreasing length of stay in the hospital, and reducing use of PES.

### EMERGENCY DEPARTMENT CASE MANAGEMENT
(415) 206-5071 • Fax: (415) 206-8345
SFGH Dept. of Psychiatry, 1001 Potrero, San Francisco, CA 94110

The Emergency Department Case Management Program is a case management program with the Department of Psychiatry providing long-term comprehensive psychiatric, psychosocial, and medical care for underserved individuals who are medically fragile and often homeless, and who frequently rely on medical emergency services at SFGH.
The Family Service Agency of San Francisco serves only the San Francisco community with individual psychotherapy and counseling, psychiatric medication evaluations, and neuropsychological testing. No fees are charged.

The goal of Adult Care Management (ACM) is to support severely mentally ill individuals, enabling them to live in the community and to maintain the greatest possible independence, stability, and level of functioning possible. The program provides intensive case management to individuals in the community.

Serving adults with serious mental illnesses, CARE provides an intensive array of recovery oriented services and supports, including housing and basic needs assistance, physical health care, benefits assistance, employment services, and integrated mental health and substance abuse treatment services. CARE is a collaborative integrated partnership including Community Awareness and Treatment Services, and the Tom Waddell Health Center.

The goal of the Community Aftercare Program (CAP) is to provide case management and mental health services to severely and persistently mentally ill individuals and dual-diagnosed clients who are living in residential care facilities.

TFC is a healing community offering support and services to individuals oppressed by the powers that have led to substance dependency. The Filipino Commission offers treatment to the Filipino community at its outpatient center for those who require lower levels of treatment intensity. A support group is provided to address such topics as relapse prevention, anger management and domestic violence.
**Glide Health Clinic**  
(415) 674-6140  
330 Ellis Street (at Taylor Street), Room 418, San Francisco, CA 94102

The Glide Health Clinic provides assessments and treatment planning, short-term solution-focused individual therapy (6-8 weeks), medication management, case management, referrals, complimentary care (massage, chiropractic, acupuncture), and HIV testing.

**Haight Ashbury Free Clinic (HAFCI) Drug Detox Program**  
(415) 565-1908 • Fax: (415) 255-6706  
529 Clayton Street, San Francisco, CA 94117

HAFCI Drug Detox Program offers outpatient medical and social detox for chemical dependencies; education and training services; outreach, prevention, intervention, and medical and mental health services.

**Haight Ashbury Psychological Services**  
(415) 221-4211  
2166 Hayes Street, Suite 308, San Francisco, CA 94117

HAPS provide low-fee ($19 to $65) sliding scale mental health service relying mainly on volunteer interns who are supervised by licensed professionals.

**Henry Ohlhoff – Intensive Outpatient**  
(415) 221-3354 • Fax: (415) 221-5687  
2418 Clement Street, San Francisco, CA 94121  
**Henry Ohlhoff Intensive Outpatient II**  
(415) 415-3411 • Fax: (415) 485-6079  
99914 Irwin Street, San Rafael, CA 94901

Inpatient-outpatient programs for adolescents and adults with chemical dependency or eating disorders.

**Horizons Substance Abuse Inhalant Prevention Program**  
(415) 487-6715 • Fax: (415) 487-6724  
440 Potrero Avenue, San Francisco, CA 94110

This program is designed to reduce the use and abuse of inhalants through after-school classes in music, breakdancing, DJ'ing and small business development. Horizons also distributes inhalant prevention materials at cultural events with high youth appeal, like dances, hip-hop performances and movie nights.
**Horizons Substance Abuse**  
**Prevention Education Program**  
(415) 487-6715 • Fax: (415) 487-6724  
440 Potrero Avenue, San Francisco, CA 94110

The focus of this program is to educate youth about the realities of substance abuse and social violence. Through interactive presentations, we discuss drug/alcohol abuse, peer pressure, self-esteem issues, gang involvement, and the criminal justice system.

**Horizons Substance Abuse**  
**HIV/AIDS Education and Early Prevention Program**  
(415) 487-6715 • Fax: (415) 487-6724  
440 Potrero Avenue, San Francisco, CA 94110

This program provides educational presentations at community schools as well as group workshops at other community-based organizations. These forums and services focus on HIV/AIDS prevention, counseling services, crisis intervention, and distribution of harm reduction materials. Street outreach is also conducted within the city and county of San Francisco.

**In-Home Supportive Services (IHSS)**  
(415) 557-5251 (415) 243-4477  
832 Folsom Street, 9th Floor, San Francisco, CA 94107

Provides in-home domestic-related and personal care services for low-income, blind, aged, and disabled people. Services include: house cleaning, meal preparation, laundry, grocery shopping, bathing, accompaniment to medical appointments, referrals.

**Instituto Familiar de La Raza**  
(415) 229-0500 • Fax: (415) 647-3662 • (415) 285-5419  
2919 Mission Street, San Francisco, CA 94110

IFR provides mental health, HIV-related, family preservation and mentoring services to a predominately Chicano/Latino population. The outpatient clinic provides a continuum of mental health services, including advocacy, early intervention, case management and direct clinical services to children, youth, adults, and their families.

**Iris Center – Woman's Counseling and Recovery Services**  
(415) 864-2364 • Fax: (415) 864-0116  
333 Valencia Street, Suite 222, San Francisco, CA 94103

Iris Center provides specialized, affordable counseling services to low-income women and their families, including mental health, substance abuse, HIV counseling, child care, parenting classes, vocational counseling, Genesis Program - dually (substance abuse and mental disorder) and triply diagnosed (substance abuse, mental health, and HIV) women and their children who are homeless or at risk of becoming homeless. The Iris Center places special emphasis on populations of women and color, lesbians, and single mothers.
**THE JANET POMEROY CENTER (FORMERLY THE RECREATION CENTER FOR THE HANDICAPPED)**
(415) 665-4100 • Fax: (415) 665-7543 • TDD: (415) 665-4107
207 Skyline Boulevard, San Francisco, CA 94132

This program provides day treatment with a behavioral approach for adult individuals with dual diagnosis of mental illness and developmental disabilities.

**LATINO COMMISSION OF ALCOHOL AND DRUG ABUSE SERVICES, INC.**
(650) 244-1444 • Fax: (650) 244-1447
301 Grand Avenue, Suite 301, San Francisco, CA 94080

The Latino Commission provides substance abuse treatment in a bilingual, bicultural setting.

**METHADONE VAN**
(415) 206-4651 • Fax: (415) 206-6875
1001 Potrero Avenue, San Francisco, CA 94110

The Methadone Van provides mobile methadone maintenance services for individuals with a history of long-term opiate treatment. Medication is dispensed in the field at various locations.

**MISSION ACT**
(415) 401-2750 • Fax: (415) 401-2774
2712 Mission Street, San Francisco, CA 94110

Mission ACT is a neighborhood based assertive community treatment team. Mission ACT offers wrap around services to adults with persistent and severe mental illness, many with co-occurring alcohol and/or substance abuse disorders.

**MISSION COUNCIL ON ALCOHOL ABUSE FOR THE SPANISH SPEAKING**
(415) 826-6767 • Fax: (415) 826-6774
820 Valencia Street, San Francisco, CA 94110

The Mission Council provides outpatient treatment for monolingual and bilingual clients with a primary diagnosis of alcohol and drug abuse. Services offered include individual and group counseling, community services and 12-Step groups.

**MISSION MENTAL HEALTH SERVICES**
(415) 401-2700 • Fax: (415) 401-2741
2712 Mission Street, San Francisco, CA 94110

Mission Mental Health provides an array of integrated dual diagnosis and mental health services to adults: Psychiatric evaluations, medication support, urgent care, triage, information and referral, primary medical care for registered clients, support groups, individual therapy and case management.
**Native American Health Center- Family and Child Guidance Clinic**
(415) 621-4371
160 Capp Street, San Francisco, CA 94110

Provides health care residents in the Mission district with respect for and promotion of American Indian culture. Services and programs include primary care, preventive care, general dentistry, patient education services, HIV care and counseling, high risk youth substance abuse program, educational classes by native healers, and social service.

**Nicos Chinese Community Problem Gambling Project**
(415) 788-6426 • Fax: (415) 788-0966
1280 Mason Street, San Francisco, CA 94108

The Chinese Community Problem Gambling Project (CCPGP) provides helpline, individual and group consultation for problem gamblers and/or their family members or friends. CCPGP staff also provide awareness and prevention trainings for professionals as well as the general public. Trainings can be adapted to a wide variety of target populations in addition to the Chinese.

**Office Based Opiate Treatment (OBOT) - Methadone**
(415) 206-8412
3180 18th Street, San Francisco, CA 94107

OBOT provides treatment for opiate dependent patients in settings outside of traditional narcotic treatment programs (NTPs). These non-traditional settings include primary care clinics, mental health clinics, and private physician offices.

**O.M.I. Family Center**
(415) 452-2200 • Fax: (415) 334-5712
1701 Ocean Avenue, San Francisco, CA 94112

The O.M.I Family Center provides culturally relevant services for severely mentally ill adults (through age 59) and children who are San Francisco residents. Services include psychiatric assessment, evaluation; individual and group counseling; medication; drop-in and outreach. AB 3632 services are provided for high-risk youth and collaboration with schools when needed.

**The Opioid Treatment Outpatient Program (OTOP – Ward 93)**
(415) 206-3964
San Francisco General Hospital
1001 Potrero Avenue, San Francisco, CA 94110

Provides methadone detoxification and treatment to adult, opioid dependent individuals. Located at the San Francisco General Hospital
**Positive Direction Equals Change**

(415) 401-0199 • Fax: (415) 401-0175
4715 Third Street, San Francisco, CA 94124

Positive Direction Equals Change offers drug and alcohol treatment education based on the principles of Harm Reduction, with traditional and non-traditional modalities that address the whole individual.

**Richmond Area Multi-Services (RAMS) - Administration**

(415) 668-5955 • Fax: (415) 668-0246
3626 Balboa Street, San Francisco, CA 94121

Richmond Area Multi-Services, Inc. (RAMS) is a private, non-profit comprehensive mental health agency that is committed to providing community-based, consumer-guided, and culturally competent services that meet the mental health, vocational, social, residential, and educational needs of the San Francisco community. The target population of RAMS include adults, children, youth, and families residing in San Francisco.

**Richmond Area Multi-Service, Inc. (RAMS) – Outpatient Services Clinic**

(415) 668-5955 • Fax: (415) 668-0246
3626 Balboa Street, San Francisco, CA 94121

Provides comprehensive and culturally competent mental health outpatient services, including individual, family, group therapy, and education and information outreach services at community sites and schools.

**SAGE Project, Inc. (Standing Against Global Exploitation)**

(415) 905-5050 • Fax: (415) 554-1914
1275 Mission Street, San Francisco, CA 94103

SAGE is an internationally recognized human rights organization committed to improving the lives of women, girls, transgender individuals, and men escaping or still involved in commercial sexual exploitation or other exploitative or violent situations. Trauma recovery services address homelessness, addiction, vocational, and health impacts. SAGE’s mission is to prevent and heal trauma resulting from sexual exploitation and other forms of violence. Services include intensive outpatient substance abuse treatment and mental health treatment (individual and group therapy and case management).

**San Francisco Community Clubhouse**

(415) 673-5700 • Fax: (415) 292-7140
134 Golden Gate Avenue, San Francisco, CA 94102

The Clubhouse as a Wellness and Recovery Center provides a wide range of pre-vocational, socialization and recreational activities. Based on the Clubhouse Model, the goal is to enable members to develop skills, self-confidence and a sense of belonging to a community. Peer support and participation on all levels is a primary element of the program.
South of Market Mental Health Services

**INTEGRATED SERVICE CENTER**
(415) 836-1700 • Fax: (415) 836-1737
760 Harrison Street, San Francisco, CA 94107

South of Market Mental Health Outpatient is the core provides an array of clinic-based mental health services, and as capacity permits and as needed, off-site services to San Francisco adult (18 to 59 years old) residents. This includes the Filipino American Counseling & Treatment (FACT) Team, MOST AB 2034 Homeless Integrated Services Project, McMillan Intensive Case Management Team, and SOMMHS In-Patient Linkage Team.

St. Vincent De Paul Society With Reception Center

(415) 252-5305 • Fax: (415) 864-3163
1175 Howard Street, San Francisco, CA 94103

Information, referral, and placement into ongoing treatment services. Short-term stabilization services available. Offers 12-Step meetings, AIDS/HIV education, relapse prevention, and daily social and recreational activities.

Sunset Mental Health Services

(415) 753-7400 • Fax: (415) 753-0164
1351 24th Avenue, San Francisco, CA 94122

Provides outpatient and socialization services designed to maintain or restore personal independence to seriously mentally ill adults.

Sunset Mental Health Services – Outpatient & Socialization

(415) 753-7400 • Fax: (415) 753-0164
1351 24th Avenue, San Francisco, CA 94112
1990 41st Avenue, San Francisco, CA 94116

Provides outpatient and socialization services designed to maintain or restore personal independence to seriously mentally ill adults. Services provided at two clinic locations: here and at Ocean Park Health Center. Provides Cantonese and Russian focus services, as well as services to all age groups and outreach to schools. Types of services are medication management, socialization, individual and group therapy, crisis services and case management.

Tenderloin Outpatient Clinic

(415) 673-5700 • Fax: (415) 292-7140
134 Golden Gate Avenue, San Francisco, CA 94102

The Tenderloin Outpatient Clinic provides a full range of mental health treatment, intensive case management and outreach services to adult residents of the Tenderloin District. The clinic provides bilingual/bicultural mental health services for the Arab/Muslim community.
**TOM WADDELL HEALTH CENTER**

(415) 355-7400 • Fax: (415) 355-7407  
50 Ivy Street (between Polk & Van Ness Street), 1st Floor, San Francisco, CA 94102

Multidisciplinary health care services include same day Urgent Care, various Primary Care Clinics, and multiple Community Sites (including shelters, hotels, etc).

**TRAUMA RECOVERY CENTER/RAPE CENTER**

(415) 437-3000 • Fax: (415) 437-3020  
2727 Mariposa Street, Suite 100, San Francisco, CA 94103

The Trauma Recovery Center and Rape Treatment Center is designed to increase access to mental health and clinical case management services for victims of violent crime (sexual assaults, domestic violence, victims of shootings, assaults, family members of homicide victims). The goals of the Center include targeting, identifying, assessing and reducing physical, psychological and social impact of violent crime for individuals served by the Center. The Center offers a full array of integrated medical, psychological and other psychosocial services for victims of interpersonal violence. This includes clinical case management services, individual and group psychotherapy and medication management.

**TREATMENT ACCESS PROGRAM (TAP/SACPA)**

(415) 538-5500 • Fax: (415) 538-5555  
679 Bryant Street, San Francisco, CA 94103

Provides clinically driven screening, assessments, referrals, and direct placements into chemical dependency and mental health services. Currently located at 679 Bryant Street, to move to 1380 Howard Street, 1st Floor, in June/July 2008.

**UCSF CENTER ON DEAFNESS – DEAF DRUG AND ALCOHOL SERVICE**

(415) 476-4980  
3333 California Street, San Francisco, CA 94118

Outpatient recovery services for deaf and hard-of-hearing adults and their families. Services include individual/group therapy, relapse prevention education, case management, codependency support and education.

**WALDEN HOUSE, INC.**

**DAY REHABILITATION PROGRAM**

(415) 934-3402 • Fax: (415) 863-1305  
1899 Mission Street, San Francisco, CA 94103

A rehabilitative mental health day treatment program. The program offers individual outpatient therapy, family therapy, crisis intervention, medication support and limited case management.
**WALDEN HOUSE, INC.**
MENTAL HEALTH OUTPATIENT
(415) 934-3402 • Fax: (415) 863-1305
1885 Mission Street, San Francisco, CA 94103

Outpatient mental health services. The program provides individual and group therapy, medication support, case management, and crisis services.

**WALDEN HOUSE, INC.**
OUTPATIENT SERVICES
(415) 934-3549 • Fax: (415) 861-5886
1899 Mission Street, San Francisco, CA 94103

Outpatient program provides intensive outpatient, day treatment, and outpatient. Programs include: Outpatient Addictions Specialized Integrated Services (OASIS), MATRIX , treating those with Methamphetamine addictions and Positive Reinforcement Opportunity Project (PROP).

**WALDEN HOUSE, INC.**
PRINCIPLE CENTER
(415) 934-3402 • Fax: (415) 863-1305
1360 43rd Avenue, San Francisco, CA 94112

Walden House provides substance treatment as well as the following mental health services: assessment/plan development, family/group therapy, collateral services, case management, and individual therapy.

**WESTSIDE ACT**
(415) 353-5050 • Fax: (415) 353-5059 • (415) 353-5028
888 Turk Street, San Francisco, CA 94102

Westside ACT is a single point of responsibility (SPR) program serving 100 members who are frequent users of mental health services. ACT is an integrated multidisciplinary treatment team providing intensive clinical case management to help clients live safely in their community.

**WESTSIDE ALLIANCE PROGRAM**
(415) 495-6071, ext. 13 • Fax: (415) 495-7359
489 Clementina Street, 3rd Floor, San Francisco, CA 94103

Westside Alliance Program provides substance abuse and mental health services to adult residents of San Francisco (18 years and older). We provide individual and group therapy, collateral sessions, case management, crisis intervention, urine toxicology screening, psychiatric evaluation, medication support, HIV testing/counseling, and linkage services.
Westside holistically assesses our clients to provide them with a comprehensive array of services through its mental health, substance abuse, HIV/AIDS, violence response and prevention, and youth leadership programs.

**Westside Community Services**
(415) 431-9000  
1153 Oak Street, San Francisco, CA 94117

Westside Crisis Clinic is a voluntary drop-in crisis, urgent care service designed to stabilize low-income residents who are experiencing a mental health crisis. Clients receive mental health assessments and medication support services designed to safely and effectively address their needs while maintaining in the community.

Westside Methadone Treatment Program
(415) 563-8200  •  Fax: (415) 563-5985  
1301 Pierce Street, San Francisco, CA 94115

Offers extended 6-month outpatient methadone detoxification process and/or maintenance program.
Residential treatment is a 24 hour voluntary treatment program that is typically provided in a home-like residence in a variety of neighborhoods throughout San Francisco. Residential treatment programs typically have from 10-30 beds, and clients can stay from two weeks to two years depending on the program.

**Asian American Recovery Services, Inc. – Residential Recovery Service & SACPA**

(415) 750-5111 • Fax: (415) 386-2048
2024 Hayes Street, San Francisco, CA 94117

AARS’s residential program is a 12-month; drug free, 26-bed drug and alcohol treatment program. The program consists of individual, group, and family counseling, educational seminars, recreational activities, art and drama theory, and vocational/educational development. The target population of AARRS is Asian/Pacific Islanders for ages 18+.

**Baker Places – Acceptance Place**

(415) 682-2080 • Fax: (415) 665-4782
1326 4th Avenue, San Francisco, CA 94122

Maximum stay of 90 days. A 12-bed transitional residential treatment program for gay men in the early stages of substance abuse recovery.

**Baker Places – Administration**

(415) 864-4655 • Fax: (415) 869-6623
600 Townsend Street, Suite 200, San Francisco, CA 94103

**Baker Places – Intake & Placement Services**

(415) 864-1515, ext. 202 • (415) 864-2086
101 Gough Street, 1st Floor, San Francisco, CA 94102

Provides a 3-month residential treatment and rehabilitation program for adults with major mental health disorders or dual diagnosis. Program goals are to develop clients' independent living skills and the supports they need to sustain their functioning in the community and reduce their use of emergency and inpatient treatment. Includes gay and lesbian services. Referrals to vocational rehabilitation and community treatment, as well as transitional planning.

**Baker Places – Ferguson Place**

(415) 922-9104 • Fax: (415) 922-1427
1249 Scott Street, San Francisco, CA 94115

12-bed, 90-day residential triple diagnosis for any SF resident with HIV/ARC/HIV+, substance abuse and mental health issues.
Baker Places – Grove Street House  
(415) 387-2275 • (415) 387-2677  
2157 Grove Street, San Francisco, CA 94117

An intensive residential dual diagnosis treatment facility that accepts referrals from inpatient, ADU, detox and 28-day recovery programs. Goals are to reduce use of emergency and inpatient treatment and stabilize clients for transition to less-intensive treatment programs.

Baker Places – Joe Healy Detox Project  
2nd Floor: (415) 553-3252 • (415) 252-1851  
3rd Floor: (415) 553-4490 • (415) 974-0389  
Intake: (415) 864-1515  
120 Page Street, San Francisco, CA 94103

Joe Healy Medical Detox Project offers a 7 to 21-day stay with both medical and counseling components, based on psychosocial rehabilitation models of care. Bed rest, nutrition, and medication support are provided during the initial stay of up to 5 days, followed by opportunities to explore recovery and further treatment options.

Baker Places – Jo Ruffin Place (Residential) with Day Treatment Component  
(415) 252-1853 • Fax: (415) 252-1851  
333 7th Street, San Francisco, CA 94102

Provides residential treatment and rehabilitation program for adults with major psychosocial disorders as well as dually diagnosed substance abusers. Program goals are to develop clients' independent living skills and the supports they need to sustain their functioning in the community and reduce their use of emergency and inpatient treatment.

Baker Places – Odyssey House  
(415) 626-5199 • Fax: (415) 626-2645  
484 Oak Street, San Francisco, CA 94102

Provides a permanent residential treatment and rehabilitation program for adults with mental health disorders and substance use problems. Program goals are to develop clients' independent living skills and the supports they need to sustain their functioning in the community and reduce their use of emergency and inpatient treatment. Provides specialized services for African Americans.

Baker Places – Robertson Place Residential with Day Treatment Component  
(415) 664-1414 • Fax: (415) 664-7741  
921 Lincoln Way, San Francisco, CA 94122

Provides up to 90 days residential treatment program for adults with major mental health disorders and substance abuse problems. Program goals are to develop clients' independent living skills and the supports they need to sustain their functioning in the community, and reduce their use of emergency and inpatient treatment, with specialized services for jail psychiatric clients.
Baker Places – San Jose Place with Day Treatment Component
(415) 282-3789 • Fax: (415) 695-0829
673 San Jose Avenue, San Francisco, CA 94110

Provides residential treatment program for adults with major psychosocial disorders as well as dually diagnosed substance abuse and psychiatric disorders. Goals of program are to develop clients' independent living skills and the supports they need to sustain their functioning in the community and reduce the use of emergency services and inpatient treatment.

Casa Ollin
(415) 469-5897 • Fax: (415) 337-4067
161 Margaret Avenue, San Francisco, CA 94112

Clean-and-sober living for men in recovery that provides a stable environment, allowing residents an opportunity to prepare financially, education, and employment wise to reintegrate back into the community.

Center for Juvenile and Criminal Justice (CJCJ)
(415) 621-5661 • Fax: (415) 621-5466
440 9th Street, San Francisco, CA 94103

Center for Juvenile and Crime Justice provides direct services, technical assistance, and policy research in the criminal justice field.

Community Awareness Treatment Services, Inc. (CATS)
(415) 241-1199 • Fax: (415) 553-3939
1446 Market Street San Francisco, CA 94102

Community Awareness & Treatment Services, Inc. (CATS) is a private, nonprofit organization founded in 1978 to provide a continuum of care for people with drug and alcohol abuse problems. Over time, its services have evolved to specifically focus on helping the homeless in San Francisco, with the primary goals of promoting positive, lasting change and reducing street deaths.

Community Awareness Treatment Services, Inc. – A Woman’s Place
(415) 487-2140 • Fax: (415) 703-9657
1049 Howard Street, San Francisco, CA 94101

A Woman's Place is a 3-to-6 month residential program for women. It offers shelter for up to 18 months, although residency for substance abuse is limited to 30 days. Focus group for seniors, emergency shelter for women and transgender individuals, HIV/AIDS services.

Conard House – Administration
Referrals: (415) 864-7833 • (415) 864-7359
1385 Mission Street, Suite 200, San Francisco, CA

Conard House mission is to develop resources that help people self-manage mental illness. The focus is on the transformative resources, tangible and intangible, needed in the recovery process.
Conard House – Jackson Street Residential Program
Referrals: (415) 864-7833 • (415) 864-7359
(415) 346-6380 • (415) 346-1058 • (415) 318-8958
2441 Jackson Street, San Francisco, CA 94115

A 16-bed residential treatment and rehabilitation program for adults with major psychosocial disorders. Program goals are to develop clients’ independent living skills, provide the supports needed to sustain their functioning in the community and reduce their use of emergency services and inpatient treatment.

Friendship House Association of American Indians, Inc.
(415) 865-0964 • Fax: (415) 865-5428
56 Julian Street, San Francisco, CA 94103

Friendship House provides 90-day residential substance abuse treatment and 90-day aftercare services to men and women with Native American values, cultural and spiritual focus. Also provides one-year residential substance abuse program for women with their children (ages 0 to 5). Other services include criminal justice program, job readiness support program, prevention services for women, prevention services for youth, and Santa Clara intake/outreach and community organizing. The Friendship House also provides 80-beds for residential treatment at its new Friendship House American Indian Healing Center in the Mission District.

Haight Ashbury Free Clinic (HAFCI), Center for Recovery
(415) 394-9071
1443 Chinook Court, Treasure Island, CA 94130

This long-term dual diagnosis residential program serves dual-and-triple diagnosed individuals. Assessment for placement through CBHS Treatment Access Program. Length of stay is 3 to 6 months.

Haight Ashbury Free Clinic (HAFCI), Smith House Women’s Detox
(415) 398-4176 • Fax: (415) 394-5869
1441 Chinook Court, San Francisco, CA 94130

Three to seven day social model, non-medical detox for women only.

Haight Ashbury Free Clinic (HAFCI), Western Addition Recovery House
(415) 394-5247 • Fax: (415) 394-5267
1440 Chinook Court, San Francisco, CA 94130

The HAFCI Western Addition Recovery House is a 28 bed, drug and alcohol recovery house for African-American males. It also has 4 beds for care clients or HIV cases.
**Henry Ohloff – Recovery Programs and Skip Byron Program**
(415) 841-1775 • Fax: (415) 621-6219
601 Steiner, San Francisco, CA 94117

Inpatient chemical dependency programs for adults.

**Henry Ohloff – Residential Services**
(415) 621-4388 • Fax: (415) 626-0170
601 Steiner, San Francisco, CA 94117

Ohloff Residential Services provides residential treatment for drug-addicted men over a variable length of stay. It also provides life skills workshops, multi-family education, group, and is a social model program. It follows the 12-Step philosophy.

**Henry Ohloff Residential Services II**
(415) 883-2494 • Fax: (415) 883-2574
5394 Nave Drive, Novato, CA 94949

Ohloff Residential Services provides residential treatment for drug-addicted men over a variable length of stay. It also provides life skills workshops, multi-family education, group, and is a social model program. It follows the 12-Step philosophy.

**Henry Ohloff – Women’s Program**
(415) 841-1775 • Fax: (415) 621-6219
601 Steiner, San Francisco, CA 94117

Ohloff Women’s Program provides residential treatment for drug-addicted women, with a variable length of stay. It also provides life skills workshops, multi-family education, group, and is a social model program. It follows the 12-Step philosophy.

**Jelani Inc. – Jelani Family Program**
(415) 671-1165 • Fax: (415) 970-0438
1638 Kirkwood Avenue, San Francisco, CA 94124

The Jelani Family Program is a 6-9 month residential substance abuse treatment program for couples with children and single fathers with children up to the age of 12 years old. Services include: Childcare, Family Reunification, Gender Specific Groups for Parenting Classes, Relapse Prevention, Anger Management, Domestic Violence, and more

**Jelani Inc. – Jelani House**
(415) 822-5977 • Fax: (415) 822-5943
1601 Quesada Avenue, San Francisco, CA 94124

The Jelani House offers a 6-9 month residential substance abuse treatment program for pregnant/postpartum women and women with children up to the age of 5 years old. Services include: Parenting Classes, On-site Childcare, Relapse Prevention, Anger Management, Domestic Violence, Group/Individual Counseling, Mental Health Services including Assessment, Family Reunification, Housing Referrals.
The Jelani Transitional House is a two year transitional house for women with children up to the age of 12 years old. Women must have a history of substance abuse and documented clean time. The House provides case management, referrals, and searches for permanent housing.

The Jelani Mission Recovery House provides a 6-9 month residential substance abuse treatment program for women with children up to the age of 12 years old. Services include: Parenting Classes, On-site Childcare, Relapse Prevention, Anger Management, Domestic Violence, Group/Individual Counseling, Mental Health Services including Assessment, Family Reunification, Housing Referrals.

Casa Las Hermanos provides clean-and-sober living for men in recovery. The stable environment allows residents an opportunity to prepare financially, educationally, and vocationally to reintegrate back into the community.

Casa Quetza provides clean-and-sober living for men in recovery. The stable environment allows residents an opportunity to prepare financially, educationally, and vocationally to reintegrate back into the community.

The Epiphany Center provides recovery-based services to adult women and their children, in an effort to break the multi-generational cycles of abuse, dysfunction, and poverty.

Residential and outpatient program for adult men and women. Psychosocial educational model; process and 12-Step groups. Community reintegration, employment, creative arts. Transition aftercare.
Progress Foundation is a non-profit agency providing community-based residential treatment and supportive housing services as alternatives to institutional treatment for individuals with mental disabilities. Progress programs encompass a full range of treatment services for clients in the public mental health system, from acute diversion units, to residential treatment facilities, to supported cooperative and independent living, as well as permanent housing for families.

Ashbury House is a residential treatment program in a social rehabilitation model, serving mothers who present mental health treatment needs, frequently with co-occurring substance abuse treatment needs. Ashbury House serves homeless women who have lost custody or are at risk of losing custody of their child(ren) due to their mental disability, and need comprehensive mental health services and parenting education to maintain or regain custody. Services include on-site day treatment, including parenting education, individual and group counseling, crisis intervention, peer support, activities of daily living, medication support, ambulatory medical support by a nurse practitioner and referrals to social services, vocational rehabilitation, housing and community treatment. Ashbury House can accept pregnant women and women with up to two children age 12 and under.

Avenues is an ADU (Acute Diversion Unit) which operates in a social rehabilitation model. This program provides a 24-hour alternative to hospitalization and accepts referrals from psychiatric emergency programs and inpatient units. Avenues is a short-term crisis residential program (up to two weeks) for voluntary adults age 18 and older who require a highly structured and supervised setting due to current acute symptoms of mental illness.

Clay Street is a 16-bed residential treatment program serving adults age 18 and over, returning from long-term care settings or who are at risk for institutional placement due to the severity of their psychiatric disorders. The program is based on the social rehabilitation model; primary goals are to help clients develop independent living skills and the support network needed to increase independence and avoid re-hospitalization. Services include on-site intensive day treatment, individual and group counseling, crisis intervention, activities of daily living, ambulatory medical support, medication support and assistance with case management and referrals. Maximum length of stay is one year.
**Progress Foundation – Cortland House**  
(415) 550-1881 • Fax: (415) 550-1791  
77 Cortland Avenue, San Francisco, CA 94110

Cortland House is an ADU (Acute Diversion Unit) which operates in the social rehabilitation model. This program provides a 24-hour alternative to hospitalization and accepts referrals from psychiatric emergency programs and inpatient units. Cortland is a short-term residential program (up to 2 weeks) for voluntary adults age 18 and older, who require a highly structured and supervised setting due to current acute symptoms of mental illness. Services include individual and group counseling, crisis intervention, assessment for the next level of treatment, peer support, activities of daily living, ambulatory medical support, medication support and referrals to social services, housing and community treatment.

**Progress Foundation – Progress House**  
(415) 668-1511 • Fax: (415) 668-1300  
25 Beulah Street, San Francisco, CA 94117

Progress House, a residential treatment program operating in the social rehabilitation model, provides a 3-month residential treatment and rehabilitation program for adults 18 years of age and older with major psychological disorders. Program goals are to develop clients' independent living skills and support network needed to increase their level of independence and reduce their use of emergency services and inpatient treatment. Services include individual and group counseling, crisis intervention, peer support, activities of daily living, ambulatory medical support, medication support and referrals to social services, vocational rehabilitation, housing and community treatment. Progress House also focuses on the transgender, lesbian, gay and bisexual communities, and transitional age youth 18-24.

**Progress Foundation – La Amistad**  
(415) 285-8100 • Fax: (415) 285-2448  
2481 Harrison Street, San Francisco, CA 94110

La Amistad is a Spanish-language capacity residential treatment program that operates in a social rehabilitation model. This program provides a 3-month residential treatment and rehabilitation program for adults 18 and older with major psychological disorders and often with co-occurring substance abuse histories. La Amistad also provides residential treatment for transitional youth age 18-24, in collaboration with other TY service providers. Program goals are to develop clients' independent living skills and support network needed to increase their level of independence and reduce their use of emergency services and inpatient treatment. Services include individual and group counseling, crisis intervention, peer support, activities of daily living, ambulatory medical support, medication support and referrals to social services, vocational rehabilitation, housing, and community treatment.
Shrader House is an ADU (Acute Diversion Unit) which operates in the social rehabilitation model. This program provides a 24-hour alternative to hospitalization and accepts referrals from psychiatric emergency programs and inpatient units. Shrader is a short-term crisis residential program (up to two weeks) for voluntary adult clients 18 and older who require a highly structured and supervised setting due to current acute symptoms of mental illness. Services include crisis intervention, referral to the next level of treatment, individual and group counseling, peer support, activities of daily living, ambulatory medical support, medication support and referrals to social services, housing and community treatment. Shrader House also focuses Transitional Age Youth (18-24) and LBGT clients.

La Posada is a Spanish-language capacity ADU (Acute Diversion Unit) which operates in a social rehabilitation model. This program provides a 24-hour alternative to hospitalization and accepts referrals from psychiatric emergency programs and inpatient units. La Posada is a short-term crisis residential program (up to two weeks) for voluntary adults 18 and older requiring a highly structured and supervised setting due to current acute symptoms of mental illness.

Rypins and Carroll are residential treatment programs for seniors 60 and over which operate in a social rehabilitation model. The seniors program provides a residential treatment and rehabilitation program for older adults with major psychological disorders. Program goals are to develop clients' independent living skills and support network needed to increase their level of independence and reduce their use of emergency and inpatient treatment. Services include individual and group counseling, crisis intervention, peer support, activities of daily living, ambulatory medical support, medication support and referrals to social services, housing and community treatment. Clients participate in an in-house day treatment program while they reside in either Rypins or Carroll House. Former clients are eligible to participate in the day treatment program.
RICHMOND AREA MULTI-SERVICES (RAMS) -  
**BRODERICK STREET ADULT RESIDENTIAL FACILITY (BSARF)**  
(415) 292-1760  •  Fax: (415) 292-1636  
1421 Broderick Street, San Francisco, CA 94115

The RAMS-Broderick Street Adult Residential Facility is a community-based long-term stay home for 33 adults, who have both serious & persistent mental health and medical illnesses. Licensed by the California Department of Social Services - Community Care Licensing Division, the program services include: culturally competent outpatient mental health & medical support services; lodging; care and supervision; and activity groups focusing on symptom management and behavior issues. Referrals are only accepted through CBHS Placement Team.

SAN FRANCISCO BEHAVIORAL HEALTH CENTER  
**SKILLED NURSING FACILITY (FORMERLY MHRF)**  
(415) 206-6436  •  (415) 206-6300• Fax: (415) 206-5441  
887 Potrero Avenue, 2nd Floor, San Francisco, CA 94110

The Skilled Nursing Facility (SNF) is now located on the 2nd floor of the Facility. The program consists of 59 beds. The focus of this program is on the severely and persistently mentally ill population of the City and City of San Francisco who also have complex, subacute medical problems, in addition to their primary mental health diagnoses.

In planning and development are the Facility's 1st floor programs and a 27-bed Adult Residential Facility (ARF) which will be licensed through the State Dept. of Community Care Licensing as well as a 14-bed Adult Residential Treatment Facility which also will be licensed though CCL.

ST. VINCENT DE PAUL SOCIETY HOWARD  
(415) 252-5305  •  Fax: (415) 864-3163  
1175 Howard Street, San Francisco, CA 94101

Social Model Detox for men and women. 12-step groups on-site, 24 hour intake.

WALDEN HOUSE, INC.  
**ADULT RESIDENTIAL SERVICES**  
(415) 554-1131  •  Fax: (415) 703-9722  
1899 Mission Street, San Francisco, CA 94103

WH provides residential substance and co-occurring mental health treatment services that include several phases of variable length treatment which may be followed by aftercare services.

WALDEN WHITS PROGRAM  
(415) 934-3425  •  Fax: (415) 252-9488  
890 Hayes Street, San Francisco, CA 94117

This residential program provides 45 days of stabilization to clients with co-occurring disorders. Clients also receive individual and group substance abuse counseling, supervision of
compliance to prescribed medications, transportation, psychiatric evaluations, and case management services. Five slots are managed by CBHS/Treatment Access Program.
# Self-Help Groups and Drop-In Centers

For many clients, users of mental health services and/or substance abuse services, consumers, and peers, an important part of mental health and substance abuse recovery is sharing experiences. Drop-in centers and organizations found on the California Network of Mental Health Clients (CNMHC) Web site are managed by mental health consumers and provide a range of peer support services for clients who experience severe and persistent symptoms. [www.californi clinets.org/office/client_run.cfm](http://www.californiaclients.org/office/client_run.cfm).

Support groups can give people a place to safely talk about issues that many people are facing during a mental health crisis: mourning a death, suicide, spouse and child abuse, sexual abuse, rape, coping with the problems of aging parents, drugs, and alcohol. These support groups also talk about substance abuse, mental health illnesses and symptoms, including depression, anxiety, phobias, panic disorder, obsessive-compulsive disorder, schizophrenia, and eating disorders (bulimia, anorexia nervosa, obesity).

## Adult Survivors of Child Abuse (ASCA) Morris Center  
(415) 674-8744

Support and psychotherapy for adult survivors of child abuse.

## African American Family Support Groups  
(415) 255-3694

Family support group specifically focused on issues of concern to the African American Mental Health.

## Alcoholics Anonymous  
(415) 554-8811

24 hours. Call to ask for meeting times and locations. Newcomers are welcome to any meeting, but you may ask for a beginner's meeting.

## Central City Hospitality House – Tenderloin Self-Help Center  
(415) 749-2113 • Fax: (415) 749-2136  
288/290 Turk Street, San Francisco, CA 94102

The Tenderloin Self-Help Center, a program of Hospitality House, is a community drop-in center that provides a range of socialization and wellness services for people in the community – homeless and housed – using a peer-based, self-help, harm reduction model. The Center is low-threshold, has no criteria for entry, and allows people to access services as they are ready and able to do so. Services provided include peer counseling, individual case management, and support groups addressing a multitude of issues, including mental health, substance abuse, employment, medical care, housing, legal issues, and other barriers to stability and health. Socialization services include a community arts component, drop-in social activities, and outings.
| **CHINESE FAMILY ALLIANCE FOR THE MENTALLY ILL**  
| (415) 352-2047 |
| A family member support group, with meetings open to consumer participation. |

| **COALITION ON HOMELESSNESS, SAN FRANCISCO (COH)**  
| (415) 346-3740 • Fax: (415) 775-5639  
| 468 Turk Street, San Francisco, CA 94102 |
| The Coalition on Homelessness, San Francisco (COH) initiates program and policy changes that result in the creation of exits from poverty. The COH unites homeless people and service providers with concerned community members in outreach, advocacy, and community organizing activities to ensure that low-income communities are in a leadership position in the work to promote social justice in San Francisco. |

| **COCaine ANONYMOUS (CA)**  
| (415) 821-6155 |
| For people who desire to end their addiction. CA is a 12-step based self-help group. |

| **CRYSTAL METH ANONYMOUS (CMA)**  
| www.crystalmeth.org |
| Support and fellowship, and a safe environment to stay clean. This is a spiritual program. |

| **DEPRESSION & BIPOLAR SUPPORT ALLIANCE OF SF (DBSA)**  
| (415) 995-4792  
| Saint Francis Memorial Hospital  
| 900 Hyde Street, 2nd Floor, San Francisco, CA 94109 |
| Drop-in peer support group for those who suffer from depression or bipolar disorder and support group for friends and family of people with mood disorders. Call for times and room location. |

| **DUAL RECOVERY ANONYMOUS (DRA)**  
| (415) 255-3664 |
| An independent, non-professional, twelve step self-help fellowship organization for people with a dual diagnosis. |

| **FILIPINO FAMILY ALLIANCE FOR MENTAL HEALTH**  
| (415) 836-1700  
| South of Market Clinic, 760 Harrison Street, San Francisco, CA 94107 |
| A bilingual support group for families and friends of mental health consumers. |
### Gamblers Anonymous

(800) 287-8670

Gamblers Anonymous provides a 12-step gambling abuse recovery support groups for compulsive gamblers.

### Haight Ashbury Free Clinic (HAFCI), Oshun Center

(415) 746-1945 • Fax: (415) 928-6750
101 Taylor Street, San Francisco, CA 94102

In addition to a spectrum of drop-in services, Oshun offers daily support groups, individual counselling and case management, helping women and their families reach their goals.

### Hyde Street Clubhouse (Bayview Clubhouse)

(415) 928-6500
134 Golden Gate Avenue, San Francisco, CA 94102

Group oriented community rehabilitation for individuals with psychiatric diagnosis and referral from a mental health professional or clinic.

### Marijuana Anonymous

(415) 522-7373

### Mental Health Association of San Francisco

(415) 421-2926
870 Market Street, Suite 928, San Francisco, CA 94102

Mental health education and awareness, various support groups (including Hoarding & Cluttering), advocacy, participation in city politics, referrals. Workshops for users of mental health services (consumers), family members, and professionals. Provides a hoarding and cluttering peer support group once a week.

### Mental Health Board (MHB)

(415) 255-3474

An advisory committee to Community Behavioral Health Services. Meetings open to the public.

### National Alliance for the Mentally Ill San Francisco (NAMI-SF)

(415) 905-6264 (905-NAMI)
Family Services Agency, 1010 Gough Street, 5th Floor Conference Room, San Francisco, CA 94109

Family member group which discusses current issues of concern to the mental health community. Meetings and membership open to consumers and the public.
Narcotics Anonymous
24 Hours (English): (415) 621-8600 • Leave message (Spanish): (415) 864-3155
Narcotics Anonymous follows a 12-step fellowship focusing on recovery from drug addiction.

Nicotine Anonymous
(415) 533-7208

Office of Self Help & Oasis Drop-in Center
(415) 575-1400 • Fax: (415) 575-1401
1095 Market Street, Suite 202, San Francisco, CA 94103
The Office of Self Help is a consumer-staffed self-help program providing counseling, groups, activities, social support, education, information referral, and Oasis drop-in center. Dual diagnosis and other self-help groups are available on-site.

Overeaters Anonymous
(415) 436-0651 (Recorded message)
12-step program for those who wish to recover from compulsive overeating, anorexia, or bulimia. Call for meeting times and locations, including weekly LGBTQQ group.

Shanti
(415) 674-4700
730 Polk Street (between Eddy & Ellis Street), 3rd Floor, San Francisco, CA 94109
Emotional support, peer and clinical counseling, support groups (including one for people co-infected with Hepatitis C and HIV), advocacy, breast cancer support, care co-ordination, HIV education, activities, information and referrals, and volunteering.

Smart Recovery (SR)
(415) 673-2848
Self-Management and Recovery Training or SMART Recovery. SR is a self-help approach to recovery from alcohol and chemical dependency.

Socialization Through Empowering Peers (STEP)
(415) 552-1566 • Fax: (415) 626-7276
1095 Market Street, Suite 602, San Francisco, CA 94103
STEP is a client-run socialization program for residential care facilities. Peer staff visit residential care facilities and provide activities and outings. Large outings for RCF clients are scheduled monthly at various locations throughout the City.

Spiritmenders Community Center
Contact California Network of Mental Health Clients at 800-626-7447 for current location
Peer counseling, peer case management, relapse prevention, referrals, and groups.
Supportive housing is permanent housing for formerly homeless adults. It is provided in both large apartment buildings, single room occupancy (SRO) and smaller co-op style apartments. Supportive housing combines affordable housing with services to help tenants maintain their housing.

**Baker Places – Assisted Independent Living Program (AILP)**

(415) 695-8360 • Fax: (415) 695-8369
3450 3rd Street, Building 2A, San Francisco, CA 94124

Program assists clients with psychiatric/substance abuse histories to facilitate the formation of cooperative households emphasizing independent living. Baker Places provides ongoing case management support to maintain these households and link clients to community resources to meet vocational, educational, social service, and recreational needs.

**Community Housing Partnership (CHP)**

(415) 929-2470
280 Turk Street, San Francisco, CA 94102

CHP owns or leases and manage permanently affordable, safe, and well-maintained housing for individuals and families in San Francisco experiencing homelessness. CHP works with tenants to provide a supportive environment with integrated human services, including vocational and employment development, social service provision, and tenant organizing.

**Conard House – Cooperative Apartment Program**

(415) 346-6384 • Fax: (415) 346-1803
2441 Jackson Street, San Francisco, CA 94115

Provides housing, case management, and mental health services in supportive group living environments for adults with psychiatric histories. Conard House Facilitates households emphasizing independent living and linkage to vocational and social services.

**Conard House Supportive Housing**

(415) 864-4002 • Fax: (415) 864-7093
1385 Mission Street, Suite 240, San Francisco, CA 94103

Support service hotels and apartments (Aarti, El Dorado, Jordan, Lyric, Midori, McAllister, Plaza, Washburn) and independent living co-op apartments providing housing, case management, and mental health services to clients in supportive living environments.

**Chinatown Community Development Corporation**

(415) 984-1450 • Fax: (415) 362-7992
1525 Grant Avenue, San Francisco, CA 94133

The Mission of the Chinatown Community Development Center is to build community and enhance the quality of life for San Francisco residents. Based in the Chinatown neighborhood,
Chinatown CDC also serves other San Francisco neighborhoods, including North Beach and the Tenderloin. The agency is a community development organization with many roles, serving as neighborhood advocates, organizers, planners, as developers and managers of affordable housing.

**EPISCOPAL COMMUNITY SERVICES – ADMINISTRATION**
(415) 487-3300 • Fax: (415) 252-1743
165 8th Street, 3rd Floor, San Francisco, CA 94103

Episcopal Community Services provides a variety of shelter, housing, and educational and vocational support services for homeless and formerly homeless families and individuals, including seniors. It also provides case management in both shelters and supportive housing sites, with an expertise in mental health and substance abuse.

**PROGRESS FOUNDATION – SUPPORTED LIVING PROGRAM (SLP)**
(415) 752-3416 • Fax: (415) 752-3483
711 Taraval Street, San Francisco, CA 94121

Provides assistance to supported living residents who live either in shared household groups or individual apartment settings. Program provides case management, counseling and crisis intervention services 24/7 to help maintain stability of individuals and households.

**TENDERLOIN NEIGHBORHOOD DEVELOPMENT CORPORATION (TNDC)**
(415) 776-2151 • Fax: (415) 776-3952 • TTY: (866) 427-2151
201 Eddy Street, San Francisco, CA 94102

TNDC’s mission is to provide safe, affordable housing with support services for low-income people in the Tenderloin community and be a leader in making the neighborhood a better place to live.

**TENDERLOIN HOUSING CLINIC (THC)**
Homeless Program: (415) 885-3286 • Fax: (415) 771-0702
Law Office: (415) 771-9850 • Fax: (415) 771-1287
Property Management: (415) 923-9846 • Fax: (415) 923-5899
126 Hyde Street, San Francisco, CA 94102

The Tenderloin Housing Clinic (THC) seeks to preserve and stabilize low-income housing in the Tenderloin and surrounding communities. It focuses particularly on residential hotels, assisting tenants to assert their legal rights, providing culturally competent supportive services, and creating employment and leadership opportunities for formerly homeless tenants.
TRANSITION AGE YOUTH

This section includes mental health resources for youth ages 16-24. Additionally, some of the resources listed in the Outpatient Therapy and Case Management Services are designed for youth.

**ASIAN AMERICAN RECOVERY SERVICES – SAN FRANCISCO PROJECT RECONNECT**

(415) 541-9404 • Fax: (415) 541-9986
965 Mission Street, Suite 325, San Francisco, CA 94103

Project Reconnect Youth Outpatient Treatment program provides services for Asian and Pacific Islander youth (12-18) and their families. The program promotes innovative and culturally respectful substance abuse prevention and treatment programs. It offers social and recreational activities, workshops, counseling, and educational presentations at community based organizations and within the school system. Project Reconnect services are designed to promote the well being of the individual, their families, and the diverse Asian Pacific Islander community.

**BALBOA TEEN HEALTH CENTER**

(415) 469-4512 • (415) 469-4096 TDD
1000 Cayuga Street, Room 156, San Francisco, CA 94112

Mental health services at Balboa Teen Health Center (BTHC) are delivered with the conviction that adolescents live in and are part of communities that are often unhealthy and not always adequate to meet teens' specific needs. Mental health services at BTHC include individual assessments and counseling, group counseling, crisis intervention, case management, and referrals to community-based organizations. The mental health staff work with students on issues related to family dynamics, peer relationships, alcohol and drug use and abuse, grief and loss, violence, sexuality, and trauma. Mental health services are integrated with primary care, other behavioral health and health education services to provide comprehensive health care for youth 12-19 years of age at a school-based site.

**BAYVIEW HUNTER'S POINT – YOUTH SERVICES PROGRAM**

(415) 822-1585 • Fax: (415) 822-6443
5015 3rd Street, San Francisco, CA 94124

Substance abuse counseling for youth: prevention and social activities, and educational development.

**CENTER FOR HUMAN DEVELOPMENT, YOUTH STRIVING FOR EXCELLENCE**

(415) 487-6001 • Fax: (415) 487-6002
2940 16th Street, Room 307 San Francisco CA 94103

Center for Human Development’s (CHD) Youth Striving for Excellence provides school-based substance abuse prevention programs for youth living in high-risk environments.
**COMMUNITY BEHAVIORAL HEALTH SERVICES – TRANSITION AGE YOUTH**
(415) 255-3737  
1380 Howard Street, 5th Floor, San Francisco, CA 94103

Provides a comprehensive assessment and individualized treatment care plans to youths who have mental illness and who are homeless or at risk of homelessness. Depending on the youth's level of functioning, they are assigned to either the Full Service Partnership or Transitional Youth Service.

**FAMILY SERVICE AGENCY – MAP FOR YOUTH (MOVING AHEAD PROGRAM FOR YOUTH)**
(415) 474-7310, ext. 470 • Fax: (415) 931-3773  
6221 Geary Blvd., 2nd Floor, San Francisco, CA 94121

The Moving Ahead Program for Youth (MAP for Youth) assists transition age youth diagnosed with severe mental illness in becoming independent and productive members of the community. MAP for Youth provides mental health and substance abuse treatment, physical health care, housing assistance, and vocational and educational support. MAP for Youth is a collaborative, integrated partnership including Larkin St. Services, CATS and Tom Waddell Health Center.

**HORIZONS UNLIMITED OF SAN FRANCISCO INC.**
(415) 487-6700 • Fax: (415) 487-6724 •  
440 Potrero Avenue, San Francisco, CA 94110

Horizons Unlimited provides substance abuse prevention, substance abuse treatment, employment and entrepreneurial services for highly at-risk Latino and other youth ages 12 to 26. Substance abuse programs include educational presentations (e.g. topics such as use/abuse of drugs and alcohol, gang involvement, self-esteem, and peer pressure) and individual, group and family counseling. Employment programs provide youth with job readiness training, job placements, and referrals during the school year and the summer.

**HUCKLEBERRY YOUTH PROGRAMS**
(415) 621-2929 • Fax: (415) 621-4758 • (415) 386-9398  
555 Cole Street, 1292 Page Street, San Francisco, CA 94117

Huckleberry Youth Programs offer confidential counseling to young people and their families. HYP’s Counseling Services’ goal is to empower young people to develop and maintain healthy relationships, and to promote their talents, ideas and leadership. Family and individual counseling for youth ages 11-21 is provided at Huckleberry House and at Huckleberry's Cole Street Clinic. The program strives to provide service regardless of family income or health insurance.

**JAPANESE COMMUNITY YOUTH COUNCIL, YOUTH PREVENTION SERVICE**
(415) 563-8052 • Fax: (415) 921-1841  
2012 Pine Street, San Francisco, CA 94115

Asian-focus outreach, education, prevention, and counseling services for youth and families.
Larkin Youth Services
(415) 673-0911 • Fax: (415) 921-1841
1138 Sutter Street, San Francisco, CA 94109

Larkin Street Youth Center provides a continuum of comprehensive services for homeless and runaway youth. They include substance abuse outreach, prevention education, assessment, counseling, case management, and housing.

McAuley Adolescent Day Treatment Program
(415) 750-5580 • Fax: (415) 750-4912
450 Stanyan Street, San Francisco, CA 94117

The McAuley Adolescent Day Treatment Center is an intensive, comprehensive day treatment program providing psychological and educational services to San Francisco residents between the ages of 12-18.

McAuley Behavioral Health Services Adolescent Inpatient Program
(415) 750-5872 • Fax: (415) 750-4845
2200 Hayes Street, San Francisco, CA 94117

McAuley Adolescent Inpatient provides brief, intensive psychiatric inpatient hospitalization for adolescents ages 12-18 years suffering from severe emotional crisis. Services include psychiatric evaluation, psychological testing, individual and milieu therapy, family therapy, psycho-educational activities, and an academic program.

Morrisania West, Inc.
(415) 552-4660 • Fax: (415) 552-4137
205 13th Street, Suite 3300, San Francisco, CA 94103

The Youth, Outreach, Recovery and Education Services (YORES) is a day treatment substance abuse program that serves youth and young adults residing in San Francisco.

OMI Family Center Child & Adolescent Psychodiagnostic Assessment Service (CAPAS)
(415) 452-2200 • Fax: (415) 334-5712
1701 Ocean Avenue, San Francisco, CA 94112

Provides assessment, evaluation; individual, group and family counseling; medication; drop-in, crisis, and outreach services for severely mentally ill adults and children; AB 3632 services for high-risk youth; services to schools; and health care services in conjunction with mental health services.

Potrero Hill Neighborhood House Inc. (ZAP Project)
(415) 826-8080 • Fax: (415) 826-8138
953 De Haro Street, San Francisco, CA 94107

Intensive outpatient counseling provider for youth, young adults and families. Anger management, domestic violence and violence prevention services are also provided.
### San Francisco Youth Commission

**Address:**
1 Dr. Carlton B. Goodlett Place, Room 345, San Francisco, CA 94102

**Phone:** (415) 554-6446 • Fax: (415) 554-6140

The Youth Commission’s mission is to accurately represent and effectively advocate for the needs and wants of San Francisco’s youth and to encourage youth to be involved and to speak up in the political arena.

### Vietnamese Youth Development Center

**Address:**
150 Eddy Street (between Mason & Taylor Street), San Francisco, CA 94102

**Phone:** (415) 771-2600

For youths aged 12-21 and their families. Case management, family conflict, culture/generation gap, gang issues, leadership program, tutoring, substance abuse prevention and counseling, language assistance, information and referral, advocacy for housing, welfare and legal concerns, and job training and part-time employment for youths.

### YMCA Urban Services

**Address:**
241 Oneida Ave, San Francisco, CA 94112
1530 Buchanan Street, San Francisco, CA 94112

**Phone:** (415) 674-0888 • Fax: (415) 406-1290

Provide individual counseling, group counseling and case management services to youth and families who live, work, go to school in the neighborhood of Oceanside, Merced, Ingleside and Excelsior.

### Youth Involvement Team

**Address:**
1305 Evans Avenue, San Francisco, CA 94124

**Phone:** (415) 920-7700 • (415) 920-7729

Under the auspices of Children’s System of Care, the Youth Involvement Team (YIT) provides youth development/leadership, advocacy and support services to youths involved in public systems (Mental Health, Juvenile Justice, Child Welfare and Special Education). YIT also provides training and consultation to child-serving agencies and staff around System of Care values (family-focused and youth-driven care).

### Youth Leadership Institute

**Address:**
246 First Street, Suite 400, San Francisco, CA 94105

**Phone:** (415) 836-9160 • Fax: (415) 836-0071

Youth Leadership Institute provides support and opportunities for young people to develop and build their leadership skills while they address the impact of alcohol, tobacco, drug, and other prevention related issues in their communities. Young people are given opportunities to create and implement projects using an environmental prevention framework.
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Assessment/treatment planning, case management, substance abuse treatment, mental health services, alumni association and transitional case management.
**VETERAN SERVICES**

**SAN FRANCISCO COUNTY VETERANS SERVICES**  
(415) 554-7100 • (800) 807-5799  
875 Stevenson Street, #250, San Francisco, CA 94103

The County Veterans Service Office assists veterans and their dependents to obtain U.S. Department of Veterans’ Affairs benefits and entitlements by representing them during the benefits claims process.

**SF VA MEDICAL CENTER (FORT MILEY)**  
(415) 750-6674 • VA General: (415) 221-4810  
4150 Clement Street (at 42nd Avenue), Building 8, San Francisco, CA 94121

For all veterans who have not been dishonorably discharged. Psychiatric evaluation; outpatient services; individual, group, and family therapy; programs for women and people with HIV/AIDS/Hepatitis C; substance abuse posttraumatic stress disorder; victims of sexual harassment/abuse; medications; and case management.

**SWORDS TO PLOWSHARES**  
(415) 252-4788 • Fax: (415) 252-4790  
1060 Howard Street, San Francisco, CA 94103

Swords to Plowshares, established in 1974, advocates for the unmet needs of all veterans, including those ineligible for services from the Veterans Administration due to dishonorable discharge. It operates a multi-service resource center for veterans and provides legal services, vocational training, employment services and counseling regarding mental health issues and substance abuse. CBHS contracts with this program to provide mental health services, including case management to this population, through Swords to Plowshares’ Human and Social Services Unit. The drop-in clinic has specialized focus services for homeless veterans.

**VA HEALTHCARE FOR HOMELESS VETERANS**  
(415) 551-7312  
401 3rd Street (at Harrison Street), San Francisco, CA 94107

Social work referrals and case management, psychiatric evaluations, medical triage, support groups, and informational classes.

**VET CENTER (VA READJUSTMENT COUNSELING SERVICE)**  
(415) 441-5051 • Fax: (415) 441-5092  
505 Polk Street (at Golden Gate Avenue), San Francisco, CA 94102

Veterans and significant others only. General counseling (including posttraumatic stress disorder, depression, bereavement, and sexual trauma), family and couple counseling, complete employment services, veteran's benefits assistance, and information and referrals.
VOCATIONAL SERVICES (EMPLOYMENT)

Vocational services provide employment opportunities and job training for behavioral health consumers.

Baker Places – Baker Vocational Rehabilitation Services
(415) 695-8360 • Fax: (415) 695-8369
3450 3rd Street, Building 2A, San Francisco, CA 94124

Vocational assessment and rehabilitation services for residents of Baker Places, Inc. residential treatment programs.

Conard House Supportive Employment
(415) 864-4002, ext. 202 • Fax: (415) 864-7093
1385 Mission Street, Suite 240, San Francisco, CA 94103

Provides vocational assessments and counseling, job training, and placement.

CVE, Inc.
(415) 544-0424 • Fax: (415) 544-0351
1425 Folsom Street, San Francisco, CA 94103

CVE provides opportunities, training, and support to individuals with mental health disabilities, empowering them to fulfill their employment potential. CVE offers assessment, skills training, transitional work experience, social support, and job development, placement, and retention services. CVE’s Transitional Businesses enable clients to learn on-the-job skills, obtain on-site feedback, and gain critical employer references in their choice of the janitorial, Clerical, or Café Business. Janitorial and Clerical sites are located throughout the city, while the two Café locations are located at 101 Grove and 1380 Howard.

Department of Rehabilitation (DOR) – San Francisco District
Voice & TTY: (415) 904-7100 • TTY: (415) 904-7138
301 Howard Street, Suite 700, San Francisco, CA 94105

DOR assists Californians with disabilities obtain and retain employment and maximize their ability to live independently in their communities. Working with individuals of every type and category of disability, DOR provides vocational rehabilitation services to eligible Californians.

Goodwill Industries
(415) 575-2100 • Fax: (415) 575-2170
1500 Mission Street, San Francisco, CA 94103

Goodwill offers numerous employment programs and services designed to help individuals develop a career path that matches their abilities and goals to the requirements of the labor market.
INDEPENDENT LIVING RESOURCE CENTER (ILRC)
(415) 543-6222 • Fax (415) 543-6318
649 Mission Street, 3rd Floor, San Francisco, CA 94105

The Independent Living Resource Center provides a drop-in benefits workshop and maintains a bulletin board of current job openings. It also provides counseling and advocacy regarding employment rights, SSI/SSDI, and PASS. Eligibility is limited to disabled San Francisco residents.

JEWISH VOCATIONAL SERVICE
(415) 391-3600 • Fax: (415) 391-3617 • TDD: (415) 391-2846
225 Bush Street, Suite 400, San Francisco, CA 94104

JVS builds the skills needed to succeed in today's workplace. JVS assists individuals to achieve self-sufficiency, and help businesses fulfill their employment goals.

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER
(415) 759-3095 • Fax: (415) 759-4582
375 Laguna Honda Blvd., San Francisco, CA 94116

Laguna Honda provides career information and planning, job search preparation, and on-site volunteer training. To be eligible, you must be a patient at the facility.

RICHMOND AREA MULTI-SERVICES, INC. (RAMS)
HIRE ABILITY
(415) 282-9675 • Fax: (415) 920-6877
1234 Indiana Street, San Francisco, CA 94107

Hire-Ability is a program of RAMS, Inc. (Richmond Area Multi-Services, Inc.) that enables participants to gain successful employment and improve self-sufficiency, by providing a continuum of services from job preparation to employment in the community.

RICHMOND AREA MULTI-SERVICE (RAMS) –
PAES COUNSELING & PRE-VOCATIONAL SERVICES
(415) 558-1320 • Fax: (415) 558-4705
1235 Mission Street, Suite 200, San Francisco, CA 94103

Provides outpatient counseling & pre-vocational services to participants of SF Department of Human Services (DHS) Personal Assisted Employment Services (PAES), the county’s welfare-to-work program for adults without dependent children. Services provided include: Individual and Group Therapy; Case Management; Assessment & Crisis Intervention; Psychiatric Evaluation & Medication Management; Pre-Vocational Services, including on-the-job skills training; Acupuncture; Art Therapy; and Consultation Services are limited to PEAS participants.
**SAN FRANCISCO BEHAVIORAL HEALTH CENTER (SFBHC)**
(415) 206-6357 • Fax: (415) 206-6918
887 Potrero Avenue, San Francisco, CA 94110

The SFBHC provides on site pre-vocational training in the General Store, Clothing Room, and Clerical Training. Residents interested in paid or volunteer jobs are referred to community based vocational or self-help programs. Must be a resident of SFBHC to be eligible.

**SAN FRANCISCO COMMUNITY CLUBHOUSE**
(415) 673-5700, ext. 1101
134 Golden Gate Ave., San Francisco, CA 94102

The Community Clubhouse provides training in pre-vocational work skills such as clerical, receptionist, snack bar, resource/education media, and food services. The 6-month Transitional Employment Program offers job preparation, placement, and coaching.

**SAN FRANCISCO FIRST**
**SOUTH OF MARKET MENTAL HEALTH SERVICES**
(415) 836-1700 • Fax: (415) 836-1737
471 Jessie Street, San Francisco, CA 94103

Services include interest exploration/vocational assessment; on-site stipended training opportunities; referrals to offsite vocational training programs involving volunteering, education and paid on-the-job training; assistance with and linkage to job placement; support and retention for all consumer vocational endeavors. Must a client of FIRST (formerly the MOST, McMillan or HOT teams).

**SAN FRANCISCO VOCATIONAL SERVICES**
Voice: (415) 512-9500
814 Mission Street, Suite 600, San Francisco, CA 94103

SFVS is a division of Rehabilitation Services of Northern California, Inc. (RSNC), and provides services to the vocationally disabled and industrially injured worker including: evaluation of skills, identification of physical capacities and exploration of careers, customized training programs and skill building opportunities, Transitional Employment, and Job Placement Services.

**TRANSITIONAL VOLUNTEER PROGRAM**
(415) 982-8999, ext. 234 • Fax: (415) 982-0890
1675 California Street, San Francisco, CA 94109

The Transitional Volunteer Program (TVP) places clients of CBHS in structured volunteer positions that support nonprofits in San Francisco.
**Veteran’s Administration Compensated Work Therapy (CWT)**
(415) 551-7327 • Fax: (415) 861-0323
401 Third Street, San Francisco, CA 94103

Transitional and community work programs. Overall objective is to assist veterans in relearning work skills and regaining competitive employment. Must be a Veteran.

**Westside CalWORKs Counseling Service**
(415) 581-0449 • Fax: (415) 581-0458
1663 Mission Street, Suite 310, San Francisco, CA 94103

Westside CalWORKs Counseling Service provides mental health and substance abuse counseling services to participants enrolled in CalWORKs, San Francisco County's welfare-to-work program serving low-income families. Its goal is to help remove barriers keeping CalWORKs participants from achieving economic independence. CalWORKs is an integrated family focused office offering an array of services including individual, family and group treatment, crisis intervention, medication support and case management.
SECTION 4

APPENDIX AND GLOSSARY
APPENDIX 1: *
MENTAL HEALTH POLICY AND ADVOCACY

ROLE OF SAN FRANCISCO COUNTY SERVICES (DPH/CBHS)

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH (DPH)

The San Francisco DPH, governed by the city Health Commission, has six goals: 1) assessing and researching the health of the community, 2) developing and enforcing health policy, 3) preventing disease and injury, 4) educating the public and training health care providers, 5) providing quality, comprehensive, culturally-proficient health services, and 6) ensuring equal access to all.

Its programs and services deal with many aspects of population and community health for San Francisco, including disease monitoring and prevention, dissemination of information to the public, and mental health issues. Being a division of the city government, the DPH is also closely tied to advocacy and policy efforts on behalf of its residents’ health.

COMMUNITY BEHAVIORAL HEALTH SERVICES (CBHS)

CBHS is the section of the Department of Public Health that is responsible for addressing the behavioral health needs – both mental health and substance abuse – of San Francisco residents with limited resources. CBHS provides services through its community clinics and through contracting with a large network of community based local non-profit organizations.

CBHS implements the San Francisco Behavioral Health Plan, which offers an array of services to those eligible for Medi-Cal benefits, San Francisco Health Plan and Healthy San Francisco members, and other San Francisco residents with limited resources. CBHS offers specialty behavioral health services provided by a culturally diverse network of community behavioral health programs, clinics and private psychiatrists, psychologists, and therapists.

THE MENTAL HEALTH SERVICES ACT (MHSA)

MENTAL HEALTH SERVICES ACT/PROPOSITION 63

On November 2, 2004, we made history!

California voters passed the Mental Health Services Act, Proposition 63, which provides mental health treatment, prevention and early intervention, education and training to Californians affected by mental illness.

With the Mental Health Association of San Francisco (MHA-SF) leading the local charge, San Francisco voters overwhelmingly (74%) supported the passage of the Mental Health Services Act (MHSA). MHSA became law on January 1, 2005. MHA-SF led the local campaign for the passage of the Mental Health Services Act and is now working to implement the MHSA in a way most beneficial to the San Francisco community. MHA-SF is working closely with local officials, service providers, consumers and family members to ensure that the voices of consumers and their families are heard, that the money is well spent, and that the people of San Francisco receive the quality of behavioral health services they deserve.
History

In 1968, when California closed its psychiatric hospitals, officials promised that funds saved would be directed to providing community-based care and treatment for those affected by mental illness. Unfortunately, this did not happen as promised and our community based mental health system continued to be under-funded. Additionally, during the 1980s, there were significant cuts to federal Medicaid (Medi-Cal) that further devastated the mental health system. As a result of these two major issues, tens of thousands of Californians have gone without much-needed mental health care. The consequences are far reaching: homelessness increased, needless incarcerations skyrocketed, and countless lives were affected by illnesses that could have been prevented.

Recognizing this broken promise and acknowledging the pressing need for better funded and accessible community-based behavioral health services, former California State Assembly member Darrell Steinberg along with mental health community partners from across the state, including Rusty Selix and the Mental Health Association in California, introduced Proposition 63, the Mental Health Services Act (MHSA).

The MHSA is funded by a yearly 1% tax to incomes exceeding $1 million. It is expected to bring in close to a billion per year to county mental health systems. It is estimated that the tax generated $1.1 and 1.2 billion for 05/06 and is expected to generate between $1.2 and 1.3 billion for 06/07. Money is allocated to each county by a state-approved formula based primarily on population size. Homelessness is not considered in this formula. Because San Francisco is a relatively small community with a wealth of locally funded public services, Proposition 63 funds account for a very small proportion (less than 10%) of the CBHS annual budget, roughly $18,000,000.00 in Fiscal Year 2008-2009.

With that money, counties can offer mental health care to children and their families, transitional age youth, adults, and older adults. MHSA emphasizes a wellness and recovery model that focuses on clients’ participation in defining life goals to achieve fulfilling and productive lives; culturally competent and integrated service delivery systems; strong community collaboration that fosters innovative programs. Funding is to be used for new programming consistent with MHSA goals, and cannot be used to supplant preexisting state or county funding. For the first years of funding, the law requires that the funding be allocated as follows.

1. **Prevention and Early Intervention (20% of funding)**
   - Supports the design of programs to prevent mental illnesses from becoming severe and disabling, with an emphasis on improving timely access to services for under-served populations.

2. **Community Services and Support (CSS) (55% of funding)**
   - The CSS are the programs, services, and strategies that are being identified by each county through its stakeholder process to serve unserved and under-served populations, populations with severe mental illness, with an emphasis on creating new and expanding existing programs that would increase clients’ and their families’ participation
   - Innovative Programs (5% of CSS funding)
The goal of this component is to develop and implement promising and proven practices designed to increase access to services by underserved groups, increase the quality of services and improve outcomes, and to promote interagency collaboration.

3. **Education and Training (10% of funding)**
   - This component will target workforce development programs to remedy the shortage of qualified individuals to provide services to address severe mental illnesses.

4. **Capital and Information Technology (10% of funding)**
   - This component will address the capital infrastructure needed to support implementation of the Community Services and Supports programs. It includes funding to improve or replace existing IT systems and for capital projects to meet program infrastructure needs.

After FY 09-10, the law does not mandate that the funds be distributed as indicated above. Instead, the law mandates that the funding be distributed as follows:

1. **Prevention and Early Intervention (20% of funding)**
   - Supports the design of programs to prevent mental illnesses from becoming severe and disabling, with an emphasis on improving timely access to services for under-served populations.

2. **Community Services and Support (CSS) (75% of funding)**
   - The CSS are the programs, services, and strategies that are being identified by each county through its stakeholder process to serve unserved and under-served populations, with an emphasis on eliminating racial disparity.
   - This can include funds needed for capital projects to meet program infrastructure needs, including housing, technological needs, human resource needs, and a prudent reserve to ensure services do not have to be significantly reduced in years in which revenues are below the average of previous years. (not to exceed 20% of funding)

3. **State Administration (5% of funding)**

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**MENTAL HEALTH ADVOCACY**

If you are interested in getting involved in mental health advocacy, please contact the Mental Health Association of San Francisco at (415) 421-2926 or visit [www.mha-sf.org](http://www.mha-sf.org).

**MHA-SF ADVOCACY PROGRAMS INCLUDE:**

*Health and Wellness Action Advocates*

The Health and Wellness Action Advocates (HWAA) is a monthly gathering of people who have firsthand experience in the mental health service system. The members self identify as peers, survivors, consumers and/or clients and are an interactive advocacy group dedicated to improving housing and mental health services for all people with psychiatric disabilities in San Francisco.
Action Advocates meet monthly at the MHA-SF offices at 870 Market Street, Suite 928. For more information, contact our Mental Health Advocate at (415) 421-2926, ext. 306.

**Training for Advocacy—Skills—Connections (TASC)**

Training for Advocacy—Skills—Connections (TASC) is a five-week leadership training series for men and women who have been personally challenged by mental illness and have used mental health treatment services provided by San Francisco’s public behavioral health system. The TASC helps build the leadership skills of people with mental illness in San Francisco. Research has found that the most effective way to reduce stigma is by having direct personal interaction with people with mental illness who speak out and share their stories. TASC trains a team of people affected by mental illness to speak about their experiences, reduce stigma and increase access to mental health services—leading to improved mental health in our community.

The TASC educates users of mental health services (consumers) on how to be active participants in changing and improving local mental health policy. The TASC teaches consumers how to research the mental health issues they care about, how to give public comment at policy meetings, and the importance of fighting stigma so that the crucial voices of those who experience mental illness firsthand are heard.

The TASC is typically held for 5 consecutive weeks. The innovative training workshops focus on the structure of city and state systems (including the San Francisco Board of Supervisors, San Francisco Department of Public Health and Community Behavioral Health Services), public speaking training, writing skills, stigma busting, community organizing, budget advocacy, and information about getting involved in mental health policy. Participants also attend a mental health policy meeting to see advocacy in action, and receive a comprehensive resource binder with articles on TASC training topics as well as additional reading materials. For more information, contact our Mental Health Advocate at (415) 421-2926, ext. 306.

**Mental Health Board of San Francisco**

(415) 255-3474  
1380 Howard Street, Suite 510, San Francisco, CA 94103  
[www.mentalhealthboardsf.org](http://www.mentalhealthboardsf.org)

The Mental Health Board is a state mandated group of citizens who advise the Board of Supervisors and the Mental Health Director about funding, services, and policy as they relate to mental health in San Francisco. This mission of the Mental Health Board of San Francisco represents and ensures the inclusion of the diverse voices of consumers, citizens, and stakeholders in advising how mental health services are administered and provided. Through its state and city mandates, the Mental Health Board advises, reviews, advocates, and educates; with the aim of having that advice integrated, incorporated, and reflected in implementation of mental health policy; with the ultimate goal of ensuring quality mental health services. The Mental Health Board meets monthly and meetings are open to the public. Call (415) 255-2474 for meeting information.
# Index by Zip Code and Neighborhood

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Access: Ability to receive services from a health care system or provider.

Accessible Services: Services that are affordable, located nearby, and are open when they would be needed by potential clients. Staff is sensitive to and incorporates individual and cultural values. Staff is also sensitive to barriers that may keep a person from getting help. For example, an adolescent may be more willing to attend a support group meeting in a church or club near home, rather than travel to a mental health center. An accessible service can handle consumer demand without placing people on a long waiting list.

Anxiety disorders: Range from feelings of uneasiness to immobilizing bouts of terror. Most people experience anxiety at some point in their lives and some nervousness in anticipation of a real situation. However, if a person cannot shake unwarranted worries, or if the feelings are jarring to the point of avoiding everyday activities, he or she may have an anxiety disorder.

Appeal: To formally request a health plan to change a decision.

Behavioral Therapy: As the name implies, behavioral therapy focuses on behavior-changing unwanted behaviors through rewards, reinforcements, and desensitization. Desensitization, or Exposure Therapy, is a process of confronting something that arouses anxiety, discomfort, or fear and overcoming the unwanted responses. Behavioral therapy often involves the cooperation of others, especially family and close friends, to reinforce a desired behavior.

Bipolar Disorder: Also known as manic depression, bipolar disorder is an illness involving one or more episodes of serious mania and depression. The illness causes a person’s mood to swing from excessively “high” and/or irritable to sad and hopeless, with periods of a normal mood in between. More than 2 million Americans suffer from bipolar disorder.

Borderline Personality Disorder: Symptoms of borderline personality disorder, a serious mental illness, include pervasive instability in moods, interpersonal relationships, self-image, and behavior. The instability can affect family and work life, long-term planning, and the individual’s sense of self-identity.

Caregiver: A person who has special training to help people with behavioral health problems. Examples of people with this special training are social workers, teachers, psychologists, psychiatrists, and mentors.

Care not Cash: Initiative made by Supervisor Gavin Newsom in 2002 that reduced the amount of monthly welfare allowance given to people who are homeless in exchange for housing or shelter.

Case Manager: An individual who organizes and coordinates services and supports for adults with behavioral health problems and their families. (Alternate terms: service coordinator, support services)
Case Management: A service that helps people arrange appropriate and available services and supports. As needed, a case manager coordinates mental health, social work, education, health, vocational, transportation, respite, and recreational services.

Center for Medicare & Medicaid Services (CMS): Federal agency that oversees all aspects of financing for Medicare and Medicaid. It also oversees the Federal Office of Prepaid Health Care Operations and Oversight.

Child Protective Services: Designed to safeguard the child when there is suspicion of abuse, neglect, or abandonment, or where there is no family to take care of the child. Examples of help delivered in the home include financial assistance, vocational training, homemaker services, and day care. If in-home supports are insufficient, the child may be removed from the home on a temporary or permanent basis. The goal is to keep the child with his or her family whenever possible.

Clinician: A term that is often used to describe all types of medical professionals who care for patients - doctor, nurse, physicians' assistant, therapist, etc.

Clinical Psychologist: A professional with a doctoral degree in psychology who specializes in therapy.

Clinical or Psychiatric Social Workers: Individuals with a Master’s degree in social work who can help you work with other agencies and provide referrals.

Clinical Social Worker: Health professionals trained in client-centered advocacy that assist clients with information, referral, and direct help in dealing with local, State, or Federal government agencies. As a result, they often serve as case managers to help people "navigate the system."

Cognitive Therapy: Cognitive therapy aims to identify and correct distorted thinking patterns that can lead to feelings and behaviors that may be troublesome, self-defeating, or even self-destructive. The goal is to replace such thinking with a more balanced view that, in turn, leads to more fulfilling and productive behavior.

Cognitive/Behavioral Therapy: A combination of cognitive and behavioral therapies, this approach helps people change negative thought patterns, beliefs, and behaviors so they can manage symptoms and enjoy more productive, less stressful lives.

Community-Based Care: The system of care responds to the needs identified by the community and draws from the community to address needs. Services are provided in or near the home community to the extent possible.

Community Behavioral Health Services (CBHS): San Francisco’s public mental health and substance abuse department. CBHS is part of the Department of Public Health.

Community Services: Services that are provided in an outpatient community setting. Community services refer to all services not provided in an inpatient setting.
**Consumer**: An individual who receives health care or services. Includes other more specialized terms, such as beneficiary, client, customer, eligible member, recipient, or patient.

**Consumer Run Services (Peer Run Services)**: Mental health treatment or support services that are provided by current or former mental health consumers (users of mental health services). Includes social clubs, peer-support groups, and other peer-organized or consumer-run activities.

**Continuum of Care**: A term that implies a progression of services that a child or adult would move through, probably one at a time.

**Coverage**: Agreed upon set of health services that a plan will pay for and/or provide.

**Cultural Competence**: Help that is sensitive and responsive to cultural differences. Providers are aware of the impact of their own culture and possess skills that help them provide services that are culturally appropriate in responding to people's unique cultural differences, such as race and ethnicity, national origin, religion, age, gender, sexual orientation, or physical disability. They adapt their skills to fit a family's or individuals values and customs.

**Dementia**: A problem in the brain that makes it hard for a person to remember, learn and communicate; eventually is becomes difficult for a person to take care of himself or herself. This disorder can also affect a person's mood and personality.

**Depression**: A mood disorder characterized by intense feelings of sadness that persist beyond a few weeks.

**DSM-IV (Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition)**: An official manual of mental health problems developed by the American Psychiatric Association. This reference book is used by psychiatrists, psychologists, social workers, and other health and behavioral health care providers to understand and diagnose a mental health problem. Insurance companies and health care providers also use the terms and explanations in this book when they discuss mental health problems.

**Dual diagnosis**: A person who has both an alcohol or drug addiction and a mental illness is said to have a dual diagnosis.

**Early Intervention**: A process for recognizing warning signs that individuals are at risk for mental health problems and taking early action against factors that put them at risk. Early intervention can help children and adults get better more quickly and prevent problems from becoming worse.

**Emergency and Crisis Services**: A group of services that are available 24 hours a day, 7 days a week, to help during a mental health emergency. Examples: telephone crisis hotlines, crisis counseling, crisis residential treatment services, crisis outreach teams, and crisis respite care.

**Employment/Vocational Rehabilitation Services**: A broad range of services designed to address skills necessary for participation in job-related activities.
**Grievance Procedure:** Defined process in a health plan for consumers or providers to use when there is disagreement about a plan's services, billings or general procedures.

**Harm Reduction:** Accepts, for better and for worse, that licit and illicit drug use is part of our world and chooses to work to minimize its harmful effects rather than simply ignore or condemn them; acknowledges that some ways of using drugs are clearly safer than others; Establishes quality of individual and community life and well-being—not necessarily cessation of all drug use—as the criteria for successful interventions and policies.

**Health Insurance Portability and Accountability Act (HIPAA):** This 1996 act provides protections for consumers in group health insurance plans. HIPAA prevents health plans from excluding health coverage of pre-existing conditions and discriminating on the basis of health status.

**Inpatient Hospitalization:** Mental health treatment in a hospital setting 24 hours a day. The purpose of inpatient hospitalization is: (1) short-term stabilization in cases where a person is in crisis and possibly a danger to self or others, and (2) diagnosis and treatment when the patient cannot be evaluated or treated appropriately in an outpatient setting.

**Intensive Case Management:** Intensive community services for individuals with severe and persistent mental illness that are designed to improve planning for their service needs. Services include outreach, evaluation, and support.

**Involuntary hold (also called “5150”):** When a person, as a result of mental illness, is determined to be a danger to others, or to himself or herself, or gravely disabled, a police officer, member of the attending staff of an evaluation facility, or members of a mobile crisis team, upon probable cause, can take the person into custody and place him or her in Psychiatric Emergency Services for 72-hour treatment and evaluation.

**Marriage and Family Therapists:** Individuals who hold a Master’s degree, usually in counseling or psychology, and are often licensed by the State of California (MFTs).

**Medi-Cal (Medicaid):** Federal program (Title XIX of the Social Security Act) that pays for health services for certain categories of people who are poor, elderly, blind, disabled or who are enrolled in certain programs, including Medicaid Waivers. Includes children whose families received assistance. It is financed with federal and state funds, the amount varying by state.

**Medical Necessity:** Legal term used to determine eligibility for health benefits and services. It describes services that are consistent with a diagnosis, meet standards of good medical practice and are not primarily for convenience of the patient.

**Medicare:** Federal insurance program serving disabled individuals and persons over the age of 65. Most costs are paid via trust funds that beneficiaries have paid into throughout the courses of their lives; small deductibles and some co-payments are required.

**Mental Disorders:** Another term used for mental health illnesses.
**Mental Health:** Mental health refers to how a person thinks, feels, and acts when faced with life's situations. It is how people look at themselves, their lives, and the other people in their lives; evaluate the challenges and the problems; and explore choices. This includes handling stress, relating to other people, and making decisions.

**Mental Health Consumer:** A mental health consumer is any individual who uses mental health services. A consumer may also self-identify as a survivor, peer, and/or client.

**Mental Health Parity (Act):** Mental health parity refers to providing the same insurance coverage for mental health treatment as that offered for medical and surgical treatments. The California Mental Health Parity Act was passed in 1996 and established parity in lifetime benefit limits and annual limits.

**Mental Illness:** Mental illnesses are real. These problems affect one's thoughts, body, feelings, and behavior. They can be severe. They can seriously interfere with a person's life. They're not just a passing phase. They can cause a person to become disabled. These disorders include depression, bipolar disorder (manic-depressive illness), attention deficit hyperactivity disorder, anxiety disorders, eating disorders, schizophrenia, conduct disorder and others.

**Mental Health Services Act (MHSA):** The MHSA is a statewide initiative, passed in 2004, that provides mental health treatment, prevention and early intervention, education and training to Californians affected by mental illness. It is funded by a 1% tax on individuals who earn more than 1 million per year.

**Obsessive Compulsive Disorder:** People with obsessive-compulsive disorder (OCD) suffer intensely from recurrent unwanted thoughts (obsessions) or rituals (compulsions), which they feel they cannot control. Rituals such as hand washing, counting, checking, or cleaning are often performed in hope of preventing obsessive thoughts or making them go away. Performing these rituals, however, provides only temporary relief, and not performing them markedly increases anxiety. Left untreated, obsessions and the need to perform rituals can take over a person's life. OCD is often a chronic, relapsing illness.

**Ombudsperson:** Person designated to solve problems and answer questions from consumers in an objective way.

**Panic Disorders:** People with panic disorder experience heart-pounding terror that strikes suddenly and without warning. Since they cannot predict when a panic attack will seize them, many people live in persistent worry that another one could overcome them at any moment.

**Paranoia and Paranoid Disorders:** Symptoms of paranoia include feelings of persecution and an exaggerated sense of self-importance. The disorder is present in many mental disorders and it is rare as an isolated mental illness. A person with paranoia can often work and function in everyday life since the delusions involve only one area. However, their lives can be isolated and limited.

**Pastoral Counselors:** Individuals associated with religious or spiritually-based organizations such as churches, synagogues, mosques, etc.
Peer Counselors: Individuals with similar experiences whom have been trained to offer emotional support, information, referral to resources and assistance with advocacy.

Personality Disorder: An enduring pattern of inner experience and behavior that deviates markedly from the expectations of the culture of the individual who exhibits it.

Preventive Care: Medical services that try to reduce the chances of illness, injury or other conditions. This contrasts with acute care, which is given after the condition has occurred.

Plan of Care: A treatment plan designed for each child, family or individual. The provider(s) develop(s) the plan with the family or individual. The plan identifies the child's, family's or individual’s strengths and needs. It establishes goals and details appropriate treatment and services to meet his or her special needs.

Posttraumatic Stress Disorder (PTSD): An anxiety disorder that develops as a result of witnessing or experiencing a traumatic occurrence, especially life threatening events. PTSD can cause can interfere with a person's ability to hold a job or to develop intimate relationships with others.

Primary Care: Routine medical care, usually provided in a doctor's office.

Proposition 63: see definition of the Mental Health Services Act (MHSA)

Provider: A clinician, counselor, case manager, hospital, skilled nursing facility, outpatient treatment program, physician, practitioner or other individual or organization who provides medical services, therapy, treatment and other services.

Psychiatric Nurses: Registered Nurses (R.N.) who have additional training in psychiatry. They often work closely with psychiatrists or other physicians.

Psychiatrist: A licensed medical doctor specializing in mental and behavior disorders. Psychiatrists, including child and adolescent psychiatrists, as licensed doctors, can prescribe and monitor medications.

Psychologist: Individuals who usually have doctoral degrees in clinical, educational, counseling or research psychology.

Referral: A process by which a patient is authorized to receive care from a specialist, therapist or hospital.

Recovery: Process by which people are able to live, work, learn, and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. Science has shown that having hope plays an integral role in an individual's recovery.
Residential Services: Services and treatment provided over a 24-hour period typically in a home-like environment.

Resilience: Personal and community qualities that enable us to rebound from adversity, trauma, tragedy, threats, or other stresses - and to go on with life with a sense of mastery, competence, and hope.

Schizophrenia: A serious mental illness that affects how a person thinks, feels, and acts. Schizophrenia is believed to be caused by chemical imbalances in the brain that produce a variety of symptoms including hallucinations, delusions, social withdrawal, incoherent speech and impaired reasoning.

Self-help: Groups or meetings that involve people who have similar needs; are facilitated by a consumer, survivor, or other layperson; assist people to deal with a "life-disrupting" event, such as a death, abuse, serious accident, addiction, or diagnosis of a physical, emotional, or mental disability, for oneself or a relative; are often operated on an informal, free-of-charge, and nonprofit basis; provide support and education; and are voluntary, anonymous, and confidential. Many people with mental illnesses find that self-help groups are an invaluable resource for recovery and for empowerment.

Serious Emotional Disturbance: Diagnosable disorders in children and adolescents that severely disrupt daily functioning in the home, school, or community. These include depression, attention-deficit/hyperactivity, anxiety, conduct, eating disorders and others.

Service: A type of support or clinical intervention designed to address the specific behavioral health needs.

Social Workers: Individuals who work to help connect services individuals to seeking treatment.

Stigma: A cluster of negative attitudes and beliefs that motivate the general public to fear, reject, avoid, and discriminate against people with mental illnesses. Stigma is widespread in the United States and other Western nations. Stigma leads others to avoid living, socializing, or working with, renting to, or employing people with mental disorders –especially severe disorders, such as schizophrenia. It often leads to low self-esteem, isolation, and hopelessness. It deters the public from seeking and wanting to pay for care. Responding to stigma, people with mental health problems internalize public attitudes and become so embarrassed or ashamed that they often conceal symptoms and fail to seek treatment.

Suicide: The 8th leading cause of death in the United States, claiming over 30,000 lives a year. Ninety percent of persons who commit suicide have depression or another diagnosable mental or substance abuse disorder. Suicide attempts are among the leading causes of hospital admissions in persons under 35. The highest suicide rates in the U.S. are found in white men over the age of 85. Suicide can be prevented.

Supplemental Security Income (SSI): Monthly cash assistance for people, including children, who have low incomes and who meet certain age or disability guidelines.
**Social Security Disability Insurance (SSDI):** Social Security Disability Insurance pays benefits if one is considered "insured," meaning that you worked long enough and paid Social Security taxes.

**Supportive Housing:** Form of subsidized housing for people who are formerly homeless that integrates permanent rental housing with individualized support services, encouraging independence and economic stability. Supportive services include medical care, vocational counseling, and psychological and substance addition services. Supportive housing is a nationally recognized practice for ending homelessness.

**System of Care:** A comprehensive array of services designed to meet the needs of individuals and families with mental health issues. The services include but are not limited to traditional behavioral health treatments. A system of care should include prevention, early intervention, behavioral health outpatient treatments, intensive treatment, as well as additional non-traditional services including family support, wrap-around (mentoring, tutoring, etc.).

**Treatment on Demand:** A policy in which a variety of appropriate and affordable treatment options are made available for drug users to use when they are ready to use the services.

**Veteran:** A person who has served in the armed forces.

**Wraparound Services:** A "full-service" approach to developing help that meets behavioral health needs. Individuals and families may need a range of community support services to fully benefit from traditional behavioral health services such as family and individual therapy and from special education.
### Abbreviations, Acronyms and Agencies

<table>
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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>5150</td>
<td>3-Day Involuntary Hold of consumer in a locked facility</td>
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<tr>
<td>AB</td>
<td>Assembly Bill (State)</td>
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<tr>
<td>ACT</td>
<td>Assertive Community Treatment (e.g. Mission Act, Westside Act)</td>
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<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>ADU</td>
<td>Acute Diversion Unit</td>
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<tr>
<td>ASL</td>
<td>American Sign Language</td>
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<tr>
<td>AT</td>
<td>Assistive Technology</td>
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<tr>
<td>CBO</td>
<td>Community Based Organization</td>
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<tr>
<td>CBHS</td>
<td>Community Behavioral Health Services (formerly CMHS)</td>
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<tr>
<td>CSS</td>
<td>Community Supports and Services (part of the Mental Health Services Act funding)</td>
</tr>
<tr>
<td>CCC</td>
<td>Comprehensive Child Crisis Services</td>
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<tr>
<td>COLA</td>
<td>Cost of Living Allowance</td>
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<tr>
<td>CONREP</td>
<td>Conditional Release Program</td>
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<tr>
<td>CPS</td>
<td>Child Protective Services</td>
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<tr>
<td>CYF</td>
<td>Children, Youth, and Families</td>
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<tr>
<td>Day Tx</td>
<td>Day Treatment</td>
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<tr>
<td>DCYFS</td>
<td>Department of Children, Youth and Family Services (San Francisco)</td>
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<tr>
<td>DOR</td>
<td>Department of Rehabilitation (state)</td>
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<tr>
<td>DPH</td>
<td>Department of Public Health</td>
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<tr>
<td>EDD</td>
<td>Employment Development Dept. (state)</td>
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<tr>
<td>EEOC</td>
<td>Equal Employment Opportunity Commission (Federal)</td>
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<tr>
<td>FPL/FPR</td>
<td>Federal Poverty Level or Federal Poverty Rate</td>
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<tr>
<td>FSP</td>
<td>Full-Service Partnership</td>
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<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>GA</td>
<td>General Assistance (welfare)</td>
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<tr>
<td>HCFA</td>
<td>Health Care Financing Administration (federal agency responsible for Medicaid, Medicare and CHIP)</td>
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<tr>
<td>HIPAA</td>
<td>Health Information Portability and Accountability Act</td>
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<tr>
<td>HMO</td>
<td>Health Maintenance Organization</td>
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<tr>
<td>Hx</td>
<td>History</td>
</tr>
<tr>
<td>ICM</td>
<td>Intensive Care Management</td>
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<tr>
<td>IDEA</td>
<td>Individuals with Disabilities Education Act (federal law governing special education)</td>
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<tr>
<td>LCSW</td>
<td>Licensed Clinical Social Worker</td>
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<tr>
<td>LGBTQQ</td>
<td>Lesbian, Gay, Bi-sexual, Transgender, Queer, Questioning</td>
</tr>
<tr>
<td>LRE</td>
<td>Least Restrictive Environment (provision of IDEA)</td>
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<tr>
<td>MCO</td>
<td>Managed Care Organization</td>
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<tr>
<td>MCP</td>
<td>Managed Care Plan</td>
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<tr>
<td>MHA-SF</td>
<td>Mental Health Association of San Francisco</td>
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<tr>
<td>Acronym</td>
<td>Definition</td>
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<tr>
<td>MHSA</td>
<td>Mental Health Services Act (Prop. 63)</td>
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<tr>
<td>MFT</td>
<td>Marriage &amp; Family Therapy (new term for MFCC)</td>
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<tr>
<td>MFTI</td>
<td>Marriage &amp; Family Therapy Intern</td>
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<tr>
<td>MHB</td>
<td>Mental Health Board</td>
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<tr>
<td>MHRF</td>
<td>Mental Health Rehabilitation Facility (pronounced &quot;MURF&quot;) — locked facility on grounds of SFGH. This is actually named the San Francisco Behavioral Health Center now, but it’s still referred to as the MHRF.</td>
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<tr>
<td>MOCD</td>
<td>Mayor’s Office of Community Development</td>
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<td>MOD</td>
<td>Mayor’s Office of Disability</td>
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<tr>
<td>MOU</td>
<td>Memorandum Of Understanding</td>
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<tr>
<td>MSW</td>
<td>Master’s of Social Work</td>
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<tr>
<td>NAMI</td>
<td>National Alliance for the Mentally Ill</td>
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<tr>
<td>NIMH</td>
<td>National Institute of Mental Health</td>
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<tr>
<td>NMHA</td>
<td>National Mental Health Association</td>
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<tr>
<td>OJT</td>
<td>On the Job Training</td>
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<tr>
<td>PAES</td>
<td>Personal Assisted Employment Services</td>
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<tr>
<td>PAI</td>
<td>Protection and Advocacy, Inc.</td>
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<tr>
<td>PASS</td>
<td>Plan for Achieving Self Support (SSA)</td>
</tr>
<tr>
<td>PES</td>
<td>Psychiatric Emergency Services at SFGH</td>
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<tr>
<td>PSW</td>
<td>Psychiatric Social Worker</td>
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<tr>
<td>PTSD</td>
<td>Post Traumatic Stress Disorder</td>
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<tr>
<td>QA</td>
<td>Quality Assurance</td>
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<tr>
<td>RFP</td>
<td>Request for Proposal</td>
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<tr>
<td>SB</td>
<td>Senate Bill (State)</td>
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<tr>
<td>SDI</td>
<td>State Disability Insurance</td>
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<tr>
<td>SEA</td>
<td>State Education Agency</td>
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<tr>
<td>SED</td>
<td>Severely Emotionally Disturbed</td>
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<tr>
<td>SFGH</td>
<td>San Francisco General Hospital</td>
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<tr>
<td>SFPD</td>
<td>San Francisco Police Department</td>
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<tr>
<td>SFUSD</td>
<td>San Francisco Unified School District</td>
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<tr>
<td>SRO</td>
<td>Single Room Occupancy Hotel</td>
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<tr>
<td>SSA</td>
<td>Social Security Administration</td>
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<tr>
<td>SSDI</td>
<td>Social Security Disability Insurance (SSA)</td>
</tr>
<tr>
<td>SSI</td>
<td>Supplemental Security Income (SSA)</td>
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<tr>
<td>Sx</td>
<td>Symptoms</td>
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<tr>
<td>TAP</td>
<td>Treatment Access Program</td>
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<tr>
<td>TBI</td>
<td>Traumatic Brain Injury</td>
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<tr>
<td>TWP</td>
<td>Trial Work Period (SSA)</td>
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<tr>
<td>Tx</td>
<td>Treatment</td>
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</tbody>
</table>
Thank you to the following organizations for your time and/or use of resources in putting together this guide.

Community Behavioral Health Services
Mental Health America (formerly National Mental Health Association)
San Francisco Department of Public Health
San Francisco Free Mental Health Chart
San Francisco Mental Health Clients’ Rights
Community Behavioral Health Services, Child, Youth, and Family System of Care and Support for Families Resource Guide
Mental Health Association of California
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The cover of the Behavioral Health Resource Guide is based on a poster created by MHA-SF’s mental health consumer advocacy group Health and Wellness Action Advocates. HWAA members created the poster as a way to combat and challenge mental health stigma and stereotypes. HWAA member Joseph Sierra is the artist.

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