



UCSF Community Partnership
Resource Center



SUPPORT AND RECOVERY FOR SURVIVORS OF VIOLENCE 2009

A Manual for Survivors and Providers

UCSF Department of Family and Community Medicine
995 Potrero Avenue, 3rd Floor
Building 80, Ward 83
San Francisco, CA 94110
<http://www.partnerships.ucsf.edu/>

How To Use This Manual

This manual was designed for those who have survived a violent crime. It is laid out in a timeline, starting with resources during the initial crisis to long-term support.

Please find the *table of contents* on the next page to help you navigate the manual.

Also, an *index* is provided at the end of the manual that lists resources alphabetically.

Your Feedback Matters

Please help us improve this manual. Please let us know if:

- The layout of this manual could be changed
- We are missing a valuable resource
- The manual needs another section of resources
- The manual is not accessible

Please contact us with any of your comments; your feedback helps us make improvements to future editions.

Roberto Ariel Vargas
Community Partnership Resource Center
UCSF Department of Family and Community Medicine
995 Potrero Avenue, 3rd Floor
Building 80, Ward 83
San Francisco, CA 94110
Phone 415-206-6961
Fax 415-206-8387
Email: rvargas@fcm.ucsf.edu
www.partnerships.ucsf.edu

Please check our website where we will post additions and corrections to this guide!

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SURVIVORS OF VIOLENCE

This booklet is for people who have survived a violent injury. You may have been mugged, assaulted, or nearly killed. You may be dealing with shock, fear, and horror from your memory of what happened.

You are not alone. This booklet can help you get help for your injuries. It can also help you deal with the emotional stress you are feeling. This resource guide was developed by many people, including people with their own experiences with violence, either as survivors, perpetrators or those who work to help survivors of violence. Please use this tool to find help. **Services listed here are provided for FREE or at a low cost.**



The First 24 hours

Step 1: Am I safe right now? Do I need medical help?

If you are physically hurt right now, you need to get medical help. The best way to do that is to **call 911**. Also you can call San Francisco General Hospital's emergency line at **415-206-8111**.

Health Care for Victims of Violence under 18 years old:

The TRUST Clinic (Teen Trauma Recovery Using Supportive Teamwork) at the Teen Clinic at SFGH's Children's Health Center-6M.

Dr Clem Donahue-Director; Dr. Tonya Chaffee, Dr. Anda Kuo

Children affected by violence in SF have complex medical, social and surgical needs. This TRUST Clinic at SFGH Children's Health Center @ 6M helps these young people. Since 2007, TRUST clinic helps increase communication and facilitate physical, emotional, and social well-being of these traumatized families. We see the youth in the Teen Clinic at SFGH's 6M Children's Clinics. We have monthly meetings to coordinate their care. Services represented at the monthly TRUST clinic meetings: Pediatrics/Adolescent MDs, Trauma/Surgery MDs, The Wraparound Project (case managers), physical and occupational therapists, psychiatric services, CCS, DPH, the Wound care specialist, SFUSD and Legal Services.

This clinic is run within the Teen Clinic at SFGH. For referral of patients, please schedule them to be seen in the Teen Clinic at SFGH. Refer to Dr Clem Donahue (unless the patient is more comfortable with a female provider)

SFGH Teen Clinic in the Children Health Center 6M, SFGH

1001 Potrero Ave, SF, CA 94110

Appointments: 415-206-8376

Providers can email me with consults and questions at: cdonahue@sfgHPeds.ucsf.edu



**Step 2: I am safe and got medical care.
But I am still feeling shocked and upset. Who can I talk to?**

If you are at San Francisco General Hospital, one of the *Social Workers* in the emergency room will speak with you. You can reach that hospital emergency room at **415-206-8111**. The **social worker** will give you a list of people you can call right away. If you are not there, you can call the people listed below. These programs respond and provide support with the first 24 hours.

The San Francisco Wraparound Project: These are services for young adults ages 14-30, that are treated at San Francisco General Hospital for violent injuries such as stab wounds, gun shot wounds and beatings.

Contact: 415-206-8762 / 415-206-8771 / 415-206-4482

Fax: 415-206-6932

Address: 1101 Potrero Avenue, Ward 3A, Department of Surgery, SFGH,
San Francisco, CA 94110

Languages: English and Spanish

Community Response Network (CRN): Is a group of organizations that works together to prevent or respond to community violence. CRN also provides assistance to people who need help leaving a violent lifestyle. Provides: crisis response, care management services and development, street level outreach.

Contact: Bayview-Hunters Point/Potrero Hill 415-206-0713

Asia Pacific Islander 415-298-1833

Mission 415-864-0881

Visitacion Valley 415-573-6338

Western Addition 415-255-2001

Please check the CPRC website for updates to this information

Visitacion Valley Network for Survivors of Violence: This is a network of community leaders and providers who provide support for families affected by community violence with a focus on the Visitacion Valley/ Sunnydale communities.

Contact: 415-239-4605

Address: 1099 Sunnydale Avenue, 3rd Floor, San Francisco, CA 94134

Languages: Cantonese, English, Samoan and Spanish

Crisis Response Service (CRS): These are services provided by the Department of Public Health of San Francisco. CRT Crisis Responders provide emotional support, funeral assistance, and other support service referrals for crime victims and their families.

Contact: 415-970-3800; Fax: 415-970-3855

Address: 3801 3rd Street, Suite 400, San Francisco, CA 94124

Supervisor: 415-970-3843 / 415-970-3995 / 415-970-3861

Languages: Cantonese, English, Spanish and Tagalog on staff and a language line available which can provide over 100 languages.

California Children's Services (CCS): Specialized medical care and rehabilitation services including diagnostic services, hospitalization, physical and occupational therapy, medical equipment, laboratory test and x-rays, in-home nursing services, and medical case management for children under 21 years of age with certain physically disabling conditions. Some families may be required to pay an annual assessment fee (\$20) and/or annual enrollment fee based on family size and income.

Contact: San Francisco Department of Public Health, California Children Services at 415-575-5700 for information, to apply, and for referrals to CCS providers.

Languages: English, Cantonese, Spanish and Vietnamese

Comprehensive Child Crisis Services: They can help your children, and you, to access emotional support and other help right away.

Contact: 415-970-3800

Address: 3801 3rd Street, Suite 400, San Francisco, CA 94124

Languages: Chinese, English and Spanish

SFGH Trauma Recovery Center: Provides individual therapy for family members of San Francisco homicide victims, along with providing case management, advocacy and linkage to on-site psychiatry evaluation, as needed. Also provided is a monthly support group for parents of homicide victims. Services are also provided for those that are 18 years and over.

Contact: 415-437-3000

Address: 2727 Mariposa Street, Suite 100, San Francisco, CA 94110

Languages: English, Mandarin and Portuguese

Crisis and other Hotlines

San Francisco Suicide Prevention (SFSP): You can reach them 24 hours per day. They have a phone line in English and Spanish to help you with an emotional crisis. You can call them even if you are not sure you are suicidal.

Contact: (emergency) 415-781-0500; (non-emergency) 415-984-1900

Website: www.sfsuicide.org

Languages: Interpreter service for many languages

Alameda 24-hour crisis hotline: Offers support to people of all ages and backgrounds during times of crisis. Works to prevent suicide and offer hope and caring during times of hopelessness.

Contact: 1-800-309-2131

Address: Crisis Support Services of Alameda County, P.O. Box 3120 Oakland, CA 94609

Website: www.crisissupport.org Other counties: www.lscsf.org

Languages: Interpreters available to translate in approximately 50-100 languages.

National suicide hotline: You can reach them 24 hours a day also. They will help you find a crisis center in your area, where you can get emotional support. You can call them even if you are not suicidal.

Contact: 1-800-SUICIDE

Languages: Creole, English and Spanish.

Talk Line Family Support Center: Promotes healthy families through a 24-hour crisis line 415-441-KIDS, Parent drop-in child care 9a.m-2p.m, job support, group and individual counseling for parents of children under the age of 18 years old and other services.

Contact: 415-387-3684, email: talkline@sfcapc.org

Address: 1757 Waller Street, San Francisco, CA 94117

Languages: Chinese, English, Japanese, and Spanish and an interpreter is available to provide services in many languages.

If you're an adolescent in crisis please call **1-877-YOUTHLINE** (1-877-968-8454)

A Day or Two after



I want justice. Who can I talk to?

San Francisco District Attorney's Office - Victim Services: Provides numerous, comprehensive services through the Victim Services division, which provides witness assistance, victim compensation, assistance with family violence issues, and other services related to legal concerns, burial, grief counseling, and shelter. There are also services specific for children. This program also provides financial assistance for costs related to medical or burial expenses in some cases.

Contact: 415-553-9044

Address: 850 Bryant Street, Room 320, San Francisco, CA 94103

Website: <http://www.sfdistrictattorney.org/page.asp?id=29>.

Languages: Cantonese, English, French, Mandarin, Spanish, and Vietnamese, and also have a language line which gives access to many other languages.

Asian Law Caucus (ALC): Provides legal representation and counseling specializing in the following areas: housing discrimination and landlord/tenant issues; employment rights; immigration, hate crimes, senior rights, police misconduct, voting rights, government benefits, and other civil rights issues. Offers legal clinics on various topics.

Contact: 415-896-1701; Fax 415-896-1702

Address: 939 Market Street, Suite 201, San Francisco, CA 94103

Crime Victims United of California: Works within the legislative process to ensure the enforcement of the laws and advocates for public safety legislation. Offers support to victims including telephone sympathy and support line, personal contact, support groups; court-room and

trial-day support, information about available programs; assistance in obtaining benefits; judicial procedures alerts; and public education and information.

Contact: 916-928-4797; Fax 916-928-4797

Address: 1346 N. Market Boulevard, Sacramento, CA 95834

Bar Association of San Francisco: Provides pro bono legal services such as family law, eviction, probate, bankruptcy, and collection defense through the Volunteer Legal Services Program (VLSP). These may include legal assistance for domestic violence matters, evictions, or problems related to homelessness.

Contact: 415-989-1616

Address Intake clinics:

1. Second Saturday of each month (10:00-12pm): Legal Advice and Referral Clinic (LARC), a free, monthly walk-in legal clinic at the SF Public Library main branch (100 Larkin Street at Grove Street Civic Center, San Francisco)

2. Last Saturday (12:00 pm-1:30 pm): Providence Baptist Church of San Francisco, 1601 MacKinnon Avenue, San Francisco

Websites: www.sfbar.org ; www.probono.net/sf/

Languages: Cantonese, English, Mandarin, Russian, Spanish and Vietnamese

Days to Weeks

A few days have gone by. I am still in shock and fear. Who can I talk to?

Just for trauma survivors:

SFGH Trauma Recovery Center: Provides culturally sensitive medical and mental health care for adults who have experienced traumatic events or injuries. Provides free medical care and counseling to male and female victims/survivors of sexual assault.

For contact info, please refer to page 5.

The San Francisco Wraparound Project: For San Francisco residents who are at risk for repeated violent injury, The group provides links to community-based organizations provide drug, mental health, and education assistance to survivors and perpetrators of violence to prevent repeated incidents. Associated with SFGH.

For contact info, please refer to page 4.

Community Leadership Academy Emergency Response (CLAER): Provides support and advice to survivors of violence, such as therapists, relocation, bills and funeral costs, property repair, job training, food, and child care. Focuses on those who lost family and friends to violence, or have survived or witnessed attacks.

Contact: 415-333-3017

Address: 1099 Sunnyvale Avenue, Suite 233, San Francisco, CA 94134

Website: <http://www.sfsu.edu/~icce/programs/partnerships/claer.html>

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

Contact: 415-292-1500

Address: 1700 Jackson Street (at Van Ness Avenue), San Francisco, CA 94109

Languages: English, Cantonese, German, Mandarin and Spanish.



My pain is still too much. Who can I talk to now?

General emotional support:

Community Behavior Health Services 24-hour Hotline: An access phone number, in multiple languages, for the SF Mental Health Plan. English, Spanish, Tagalog, Vietnamese, Russian, Mandarin.

Contact: 415-255-3737; (toll free) 1-888-246-3333

Website: <http://www.dph.sf.ca.us/PHP/MHP.htm>

Idriss Stelley Action & Resource Center (ISARC): Provides free, confidential services for survivors (adults and children) of law enforcement misconduct, and Grieving Families of Loved Ones disabled or killed by law enforcement. Individual counseling, support groups, Internet emotional support, and referrals to Civil Rights Attorneys.

Contact: 415-595-8251 (24-hour Trilingual Hotline)

Director: Mesha Monge-Irizarry (iolmisha@cs.com)

Website: (forum) <http://groups.yahoo.com/group/isf23/>

Email: ISARConelove@cs.com

Languages: English, Spanish, French.

Family Service Agency of San Francisco (FSA): Services include case management, therapy for survivors of violence, child care; help for offenders and with evictions. Also, enrichment programs for children and emotional support for elderly.

Contact: 415-282-1090

Address: 2730 Bryant Street, San Francisco, CA 94110

Website: www.fsasf.org

Languages: Chinese, English and Spanish.

Japanese Family Service Program: Provides counseling and crisis intervention to individuals, couples, families and groups. Bicultural and bilingual Japanese professionals assist with marital problems; parent-child communication; school difficulties; personal growth; aging; loss; depression; anxiety; problems of daily living and mental illness..

Contact: 415-474-7310; Fax 415-775-7327

Address: 1255 Post Street, Suite 600, San Francisco, CA 94109

Languages: English and Japanese.

Instituto Familiar de la Raza (IFR): A continuum of mental health, HIV-related and social services, case management, clinical mentoring, family support, comprehensive behavioral health services, and cultural/spiritual activities and practices for the SF Latino Community.

Contact: 415-229-0500

Address: 2919 Mission St, SF, CA 94110

Website: www.ifrsf.org

Languages: English and Spanish.

Richmond Area Multi-Services (RAMS): Provides mental health support, vocational support, and social and educational services to Asian & Pacific Islander American and Russian-speaking populations in the SF Bay Area. Services are available in English, Russian, and several Asian languages. Individual and group therapy for adults and children are available, as well as medication and other resources.

Contact: 415-668-5955

Address: 3636 Balboa Street, SF CA 94121

Website: www.ramsinc.org

Languages: Cambodian, Cantonese, English, Japanese, Korean, Mandarin, Russian, Tagalog, Thai, and Vietnamese.

Central American Resource Center (CARECEN): Provides an array of family services to the community with expertise in serving Latino immigrants. Also provides an after school obesity prevention program for ages 9-16 years old. Dental clinic available 8:30a.m-5:00 p.m. Services include tattoo removal, medical and dental services. Legal services are provided, sliding scale; consultations can cost as little as \$10.

Contact: 415-642-4400

Address: 1245 Alabama Street, San Francisco, CA 94110

Website: www.carecensf.org

Languages: English and Spanish.

University of San Francisco (USF) Center for Child and Family Development: Provides low-fee counseling for individuals, families and couples. Also provides psychological and academic testing for children.

Contact: 415-239-9300

Address: 36 Monterey Boulevard, San Francisco, CA 94131

Website: <http://www.soe.usfca.edu/institutes/ccfd/index.html>

Languages: English.

211: Provides an access hotline for people in need of health, human services, and crisis services, such as mental health or substance use referrals.

Contact: 1-800-273-6222 or call 211 to access all provided services

Address: 221 Main Street, San Francisco, CA 94105

Website: www.211bayarea.org

Languages: English, Cantonese, and Spanish and also have access to interpreter service to many languages.

Lifemark Group: A web listing for grief support information by region.

Website: http://www.lifemarkgroup.com/grief_resources.html

Compassionate Friends: A nationwide organization providing support to relatives of children who have died.

Website: www.compassionatefriends.org

Web listings for other Mental Health Services

<http://www.supportforfamilies.org/resourceguide/assessments.html>.

http://www.icacademy.org/academics/departments/guidance/personal_counseling.php

http://www.stopaids.org/resources/std_info/mental_health.html



My children need emotional support too.

SFGH Child and Adolescent Services (CAS): Provides outpatient mental health services to children and youth from birth through age 18. Services are provided at San Francisco General Hospital

Contact: (appt) 206-4444 (questions) Shelle Liberton libberton@sfdph.org

Website: <http://psych.ucsf.edu/sfgh.aspx?id=468>

Community Youth Center (CYC): Offers crisis intervention, street outreach, education assistance, workforce development, behavioral health, and leadership development programs to empower and strengthen youth and their families. CYC provides case management, information/service referral, advocacy, educational enrichment, violence/substance abuse prevention, job readiness, individual/family support group, recreational/cultural activities, comprehensive youth development and other supportive services.

Contact: 415-775-2636; Fax 415-775-1345

Address: 1038 Post Street, San Francisco, CA 94109

Website: www.cycsf.org

Languages: English, Cantonese, Mandarin, Toishanese, Vietnamese, Tagalog, Indonesian, Samoan.

3rd Street Youth Center Clinic: Offers comprehensive health care including physicals and sexual health by appointments and drop-ins. Confidential Services are free for all youth. Other Services include primary care for youth with qualifying MediCal plans, physicals for sports or school, sick care for routine illnesses, referrals for specialists and testing for general health complaints. Counseling services are also provided for individual or family counseling. Case management is also offered. The Clinic also has groups and activities: Pregnant and Parenting Girls Group, Boys Boxing Group, VIP Girls (Violence is Preventable) and 3rd Street Outreach Squad.

Contact: 415-822-1707

Address: 5190 Third Street, San Francisco, CA. 94124

Web: <http://www.3rdstyouth.org/who.html>

Excelsior Teen Center (ETC): Provides case management, after-school recreation, employment training and leadership development programs to youth and young adults in the Excelsior, Bernal Heights and Outer Mission neighborhoods. ETC strives to prevent harm to youth, and to improving their social, economic and educational well-being.

Contact: 415-334-9919; Fax: 415-334-9918

Website: www.bhnc.org

Address: 4468 Mission Street, San Francisco, CA 94112

Languages: English, Cantonese, Mandarin, Spanish, Vietnamese, Tagalog

Asian Perinatal Advocates Family Support Services (APA): Outreach and engagement, parenting education, support groups, health education, kinship support, School Readiness Initiative, Early Literacy, Single Room Occupancy Project, Economic Self-Sufficiency Project, Family Ambassador Project, and Parenting Radio Project for Asian Pacific Islander families.

Contact: 415-616-9797; (TTY) 415-206-5450; Fax: 415-616-9796

Address: 730 Commercial Street, San Francisco, CA 94108

Website: www.apasfgh.org

Youth Leadership Institute (YLI): YLI builds communities where young people and their adult allies come together to create positive social change. YLI designs and implements community-based programs that provide youth with leadership skills in the areas of drug and alcohol abuse prevention, philanthropy, and civic engagement.

Contact: 415-836-9160

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

Donaldina Cameron House: Sponsors the Bilingual After-school Tutorial Program which provides year round tutorial services for immigrant youth. Youth programs focus on peer relationships, social and service-oriented activities, and leadership development. Offers youth basketball teams.

Contact: 415-781-0401; Fax 415-781-0605

Address: 920 Sacramento Street, San Francisco, CA 94108

Languages: English and Cantonese

Vietnamese Youth Development Center (VYDC): Provides youth development and related services targeted towards Vietnamese Americans living in the Tenderloin. Provides employment services for youth, 14 to 21 years of age, offering part-time work experience, job readiness workshops, counseling, academic monitoring, and other support services during the school year and summer. Participates in the Mayor's Youth Employment and Education Program (MYEEP). Provides individual and group counseling, case management, and services for at-risk youth and their families.

Contact: 415-771-2600; Fax 415-771-3917

Address: 150 Eddy Street, San Francisco, CA 94102

Languages: English, Cambodian, Chinese dialects and Vietnamese

Child Trauma Recovery Project: Is a part of SFGH Child and Adolescent Services (CAS) that offers assessment and treatment to children from birth through five who experience domestic violence or other interpersonal trauma.

Contact: (appt) 415-206-4444

Address: SFGH, 1001 Potrero Avenue, Suite 2100, San Francisco, CA 94110

Website: <http://psych.ucsf.edu/research.aspx?id=1554>

Languages: English, some French and Spanish

California Youth Crisis Line: Provides peer counseling as well as a 24/7 suicide hotline.

Contact: 1-800-843-5200; email info@calyouth.org

Website: www.youthcrisisline.org

Comprehensive Child Crisis Services: Provides evaluations for involuntary hospitalization, up to 30 days of crisis case management, crisis intervention services, and referrals to community based programs

For contact info, please refer to page 5.

Mission Family Center: Provides mental health services to both individuals and families, focusing on the needs of adolescents and children.

Contact: 415-695-6955

Address: 759 South Van Ness Avenue, San Francisco, CA 94110

Languages: English and Spanish

Mission Mental Health Clinic: Provides urgent care services, outpatient short and long-term psychotherapy, and medication support and monitoring.

Contact: 415-401-2700

Address: 111 Potrero Avenue, San Francisco, CA 94103

Languages: English and Spanish

Kids' Turn: Provides emotional support to children and parents dealing with divorce, through educational programs

Contact: 415-437-0700; (toll-free) 1-800-392-9239

Address: 1242 Market Street, 2nd Floor, San Francisco, CA 94102

Website: www.kidsturn.org

Languages: English, Chinese and Spanish.

Website for Youth Services: YouthLine Phone Line is a confidential phone line open everyday from 12pm to 10pm. Our 7-day-a-week telephone service is fully staffed by young people, called "YouthLine Listeners." YouthLine is a toll-free service, providing callers with confidential and anonymous peer-to-peer conversation, the ability to get detailed information about youth services in San Francisco and first-stage crisis intervention.

YouthLine Hotline: 1-888-977-3399

Website: www.youthline.org

I worry that I am leading a violent lifestyle myself. How can I stop? How can I get my child or loved one to stop?

People may find themselves living in a cycle of violence; acting out in violence and/or being a victim of violence. Being a victim of violence is never your fault, however, being in a gang, or being violent yourself, can make it more likely you will be victimized.

If you are living a violent lifestyle, or you are the parent, friend, or loved one of a person dealing with violence, you may want to get them help. The groups below can help you with these problems:

The San Francisco Wraparound Project: The group provides links to community-based organizations that provide drug, mental health, and education assistance to survivors and perpetrators of violence to prevent repeated incidents. Associated with SFGH.

For contact info, please refer to page 4.

Department of Children Youth and their Families (DCYF): The city department that focuses on youth development and health, and has a program area on “violence response.” DCYF funds and supports a number of programs citywide that provide conflict resolution in schools and communities; street level outreach; courtroom advocacy; and mentoring. DCYF can guide you to a program in your school or community. (See CRN page 4) CRN’s focuses on case management, street outreach and crisis response interventions to stop neighborhood, home and school-based violence.

Contact: 415-554-8990

Address: Fox Plaza, 1390 Market Street, Suite 900, San Francisco, CA 94102

Website: www.dcyf.org

Family Mosaic: Offers intensive care management and wraparound services for children and youth living in San Francisco, who have been identified as having severe emotional and/or behavioral difficulties that place them at risk for out-of-home placement.

Contact: 415-206-7600

Address: 1309 Evans Avenue, San Francisco, CA 94124

Languages: English, Cantonese and Spanish.

The GIRLS 2000/Hunter's Point Family (HPF) is a community-based organization. HPF works primarily with African-American youth ages 12 - 21 years who are residents of public housing, specifically the Harbor Road, Kirkwood and Double Rock communities. HPF has a family-based, Afro-centric approach to working with high-risk youth.

The agency also has satellite programs located in public housing and three agency-wide components; the Healthy Lifestyles Program (gardens/farms, farmers market, food pantry and fruit

delivery business), Gender-specific Leadership Institutes and the Gilman Rec Connect collaboration program with the Recreation & Parks Department.

Contact: Takai Tyler, Executive Director

Phone: (415) 822-8895

Website: www.hunterspointfamily.org

Languages: English

H.O.M.E.Y. (Homies Organizing the Mission to Empower Youth): A non-profit organization that serves at-risk and low-income Latino/a youth in the San Francisco Mission District between the ages of 13-24. This group of young Latino/a that include youth in gangs, formally incarcerated, at-risk of incarceration, disenfranchised, or underprivileged communities. HOMEY is run by community organizers and former gang members who work to prevent violence and promote alternative lifestyles to the street life. Since 1999, HOMEY has created publications, implemented educational programs, created murals, and hosted numerous events promoting healthier lifestyles and well-being. HOMEY has developed five programs: Homies Skoolin Homies, Kalpulli, Older Homies, Native Graphix, and Healthy Homies that work together to prevent violence and bring about an alternative education for the community.

Contact: 415-861-1600

Address: 1337 Mission Street, San Francisco, CA 94103

Languages: English and Spanish.

Centro Legal de la Raza (LRCL): Provides legal assistance and other social services to low-income residents of the Mission. Special projects include worker advocacy, day laborer support, senior law, youth law, and immigration and housing defense. The Youth Law program aims to help youth to stay in school and out of the justice system through case work, legal assistance, and advocacy.

Contact: 415-575-3500

Address: 474 Valencia Street, Suite 295, San Francisco, CA 94013

Website: www.lrcl.org

Languages: English and Spanish.

Community Youth Center (CYC): Offers crisis intervention, street outreach, education assistance, workforce development, behavioral health, and leadership development programs to empower and strengthen youth and their families. CYC provides case management, information/service referral, advocacy, educational enrichment, violence/substance abuse prevention, job readiness, individual/family support group, recreational/cultural activities, comprehensive youth development and other supportive services.

For contact info, please refer to page 11.

Excelsior Teen Center (ETC): Provides case management, after-school recreation, employment training and leadership development programs to youth and young adults in the Excelsior, Bernal Heights and Outer Mission neighborhoods. ETC strives to prevent harm to youth, and to improving their social, economic and educational well-being.

For contact info, please refer to page 12.

National Council on Alcoholism and other Drug Addictions - Bay Area. (NCADA-BA):

Provides substance abuse consultation, assessment, education, counseling, and information and referral for persons concerned about their own or another's use of alcohol and/or other drugs; adult children of alcoholics and people in recovery from alcohol and/or drug dependency. Sponsors Helpline, a 24-hour telephone crisis hotline for people concerned about their own or another's alcohol and/or drug use. Sponsors the Youth Aware Life Skills Program which provides drug and alcohol education to first through fifth grade students in the San Francisco public schools. Drug and alcohol education is also provided to parents and teachers.

Contact: 415-296-9900

Address: 944 Market Street, 3rd Floor, San Francisco, CA 94102

Website: www.ncadaba.com

Potrero Hill Neighborhood House: Provides intensive outpatient substance abuse program. Services include individual, group and family counseling; recreational and therapeutic activities; anger management; and drug testing. Substance abuse services also include drug and alcohol education; AIDS/STD prevention and education; gang intervention and prevention, case management, anger management, service referrals, and basic life skills instruction.

Contact: 415-826-8080

Address: 953 De Haro Street, San Francisco, CA 94107

Asian American Recovery Services (AARS):

Project ADAPT: A comprehensive multi-cultural and multi-lingual adult outpatient program which integrates intensive substance abuse treatment and mental health care using a culturally competent treatment model to reduce substance abuse and assist the mentally ill among Asian monolingual immigrant communities. Clients are offered a therapeutic program of structured activities which enable them to work through their problems, live efficiently, build strength, confidence, and increase self-esteem.

Contact: 415-750-5125; Fax 415-386-2048

Address: 2020 Hayes Street, San Francisco, CA 94117

Lee Woodward Counseling Center: Provides outpatient substance abuse services for women. Services include pre-treatment, day recovery groups, dual and triple diagnosis groups, and continuing care services. Family and couples counseling is available for women enrolled in an agency program. Also provides therapeutic child care for infants and children while their mothers attend agency programs.

Contact: 415-776-1001; Fax 415-776-1066

Address: 2201 Sutter Street, San Francisco, CA 94115

Haight Ashbury Free Clinics/Bill Pone Memorial Unit: Offers a bilingual and bicultural substance abuse and aftercare program for Asian Americans. Program includes outpatient drug detoxification; heroin and alcohol medical detoxification; individual, group, and family counseling; aftercare services, which provide substance abuse education, prevention and intervention; health care, including free anonymous HIV testing (results available in approximately one week), psychiatric evaluation and medication.

Contact: 415-565-1927; Fax 415-487-9606

Address: 1696 Haight Street, San Francisco, CA 94117

Bayview Hunters Point Foundation for Community Improvement, INC.: Provides substance abuse and mental health treatment, youth services, violence prevention / intervention and HIV/AIDS support services.

Contact: (415) 468-5100

Address: 150 Executive Park Blvd., Suite 2800, SF, CA 94134

West Bay Pilipino Multi-Service Center: Provides comprehensive supportive services primarily to Filipino and Filipino-American youth and residents of the South of Market District. Services include: Asian Youth Prevention Services (AYPS), which provides substance abuse assessment, prevention and referral for middle and elementary school students; mental health services, case management, and recreational activities; and Asian American Communities for Education (AACE) which provides academic counseling and assistance with college applications and financial aid. Lead agency for the South of Market Teen and Family Center collaborative. West Bay provides speakers on youth substance abuse issues.

Contact: 415-431-9336; Fax 415-431-9336

Address: 180 7th Street, San Francisco, CA 94103

Horizons Unlimited Inc.: Provides youth services such as counseling, summer programs, and employment. Violence and drug prevention programs, and youth entrepreneurship programs, also available. Peer educators provide counseling on domestic violence, drugs, and other issues.

Contact: 415-487-6700 / 415-487-6730

Address: 440 Potrero Avenue, San Francisco, CA 94110

Website: www.horizons-sf.org.

Languages: English and Spanish.

Brothers Against Guns: Provides a multi-aged system of care for youth presiding in Bayview Hunter's Point. The CARC (Community Assessment and Referral Center) program offers alternative to incarceration for youth 12-17 arrested for a variety of criminal offences. IHBS provides concentrated case management to youth identified by the juvenile courts as high risk to re-offend.

Contact: 415-920-7030

Address: 8 West Point Road, San Francisco, CA 94124

Languages: English and Spanish

Legal Services for Children: Provides free legal and social work services to children and adolescents to assist their development. Programs include helping children find appropriate legal guardians; case management for children or parents with HIV; and assistance for children facing expulsion, juvenile justice, and other crises. Specialized services also available for women and for LGBT youth.

Contact: 415-863-3762

Address: 1254 Market Street, 3rd Floor, San Francisco, CA 94102

Website: www.lsc-sf.org

Languages: English and Spanish and access to many other languages through an interpreter

Visitacion Valley Violence Prevention Collaborative: Weed and Seed — A network of community based organizations in the Visitacion Valley that provides many education, employment, recreation and other services for children, youth and families.

Contact: 415-452-4907

Address: 450 Raymond Avenue, Room 100,
Visitacion Valley Middle School, San Francisco, CA 94134

Languages: English and Spanish

Weeks to Months

I need help with child care. Who else can I talk with?

Child Development Program: A service of the San Francisco Unified School District that provides early childhood education programs for the children of people working, in job training, or in school. English, Spanish, and Chinese languages spoken.

Contact: 415-750-8500

Address: 20 Cook Street, 2nd Floor, Room 4, San Francisco, CA 94118

Website: http://portal.sfusd.edu/template/default.cfm?page=instructional_support.child_development.overview&showAll=yes.

Languages: English, Chinese and Spanish

Children's Council: Provides childcare and pediatric mental health, food assistance, and other assistance for children from low-income families or those at risk for abuse or neglect. Spanish and Mandarin also spoken.

Contact: 415-276-2900, Referral Line: 415-343-3300

Address: 445 Church Street, San Francisco, CA 94114; Open 8:30am-5pm Monday to Friday

Website: www.childrenscouncil.org

Languages: English, Russian and Spanish

Compañeros del Barrio: provides preschool care and child care to families.

Contact: 415-431-9925

Address: 474 Valencia Street, San Francisco, CA 94103

Languages: English and Spanish

CCSF State Preschool Program: Operates preschool sites throughout San Francisco for income eligible families with need. There are four full-day, three part-day, and one toddler program. The part day program requires three hours per week of parent participation. The part-time programs operate on City College's academic calendar with no summer class.

Contact: 415-561-1895

Wu Yee Children's Services: Offers child care, children's, youth and provider services. Provides child care referrals and information, parenting education, and parent-child support groups. Offers a multi-lingual lending library for children, parents, and child care professionals at the 706 Mission Street location. Operates child care centers in the Tenderloin, Chinatown, North Beach and Visitacion Valley. Publishes a quarterly newsletter.

Contact: 415-391-4721; Fax: 415-391-4716

Address: 831 Broadway Street, 2nd Floor, San Francisco, CA 94133

Languages: English, Cantonese, Mandarin and Spanish

Mission Child Care Consortium: Provides a day care center that offers developmental and educational activities in a multilingual environment. Open 7 am-6 pm and speaks English, Spanish, Chinese, and Tagalog. Fees are based on a sliding scale, and the parents must be working, in school, or otherwise busy for more than 32 hours per week.

Contact: 415-586-6139

Address: 4750 Mission Street, San Francisco, CA 94112

Languages: Chinese, English Spanish, Tagalog and Vietnamese

Mission Children's Center: Provides childhood education for children age 3-5 in both English and Spanish, from 7:30 am to 5:30 p.m. Parents must be working or attending school and low-income

Contact: 415-750-8507

Address: 421 Bartlett Street, San Francisco, CA 94110

San Francisco Head Start Program: Provides education to young children as well as limited preventive health services and education, and other efforts aimed at the long-term development and education of preschool children. Special programs are available for children with disabilities or other challenges. Nutrition counseling and school meals also available.

Contact: 415-405-0500

Address: 205 13th Street, Suite 3280, San Francisco, CA 94103

Website: www.sfheadstart.org

Languages: English, Chinese and Spanish

First 5 San Francisco: Provides free half-day preschool education for four-year-olds through the Preschool for All program, regardless of income. They also offer other “early care and education” programs, family support programs to assist struggling parents, and some referrals to pediatric health services.

Contact: 415-934-4849

Address: Fox Plaza, 1390 Market Street, Suite 318, San Francisco, CA 94102

Website: www.first5sf.org

Languages: Chinese, English and Spanish and may have different language capacity at different sites.

San Francisco After-School for All: Is a city-wide collaboration that Provides funding for more than 300 safe and quality afterschool programs for all children in San Francisco where activities and events are tailored to the interest and needs of local neighborhoods through the SF Department of Children, Youth, and Families, DCYF.

Contact: 415-437-6174

Website: <http://www.healthiersf.org/ExCELafterschool/About/ab-initiatives.html>

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