

NAMI San Francisco: General Resource Guide

Last updated: February 2018

Remember to encourage those who call that they can attend NAMI support groups, Family-to-Family, and monthly meetings to get help from others.

Crisis Intervention

SF Suicide Prevention (24hr)	(415) 781-0500
National Suicide Prevention Lifeline (24hr)	(800) 273-8255
Prug Information Line Relapse Line Both lines provide referrals to specialized treatment programs, crisis intervention, informated addictions and recovery, and emotional support along the recovery continuum	(415) 834-1144
Linea de Apoyo Press 1. Spanish speaking crisis line. 5:00pm-9:00pm	(800) 303-7432
SF Mobile Crisis	Francisco.
SF Night Ministry Crisis Line	en 10pm-4am help relieve
Comprehensive Child Crisis Service (24-hour hotline)	ence, school ent eths. *English,
Westside Community Services Serves vulnerable populations and those suffering from life crises and transitions. Provid counseling, case management, education, medication and other services to San Francis youth and adults who have been marginalized due to poverty, race, mental illness, subst HIV/AIDS and homelessness. 1153 Oak Street. Monday-Saturday 9:00am to 7:00pm (la: 6:00pm), Closed Sundays	es a range of co children, ance abuse,
Westside Integrated Services Provides culturally competent crisis and urgent care services to San Francisco adults (18)	

9:00am-4:00pm, <i>closed on Sundays & Holidays</i>	Jaiuruay
San Francisco Access Helpline	888) 246-3333 d referral en, adults, vices.
HIV Nightline	600) 628-9240 115) 200-2920 cent HIV
Center for Elderly Suicide Prevention (Friendship Line)	15) 750-5355
SF General Hospital Psychiatric Emergency Services	
California Youth Crisis Line (24hr)	sistance or in
W.O.M.A.N. Inc. Domestic Violence Crisis Line(4	
Offers 24hr support line for domestic violence emergencies. Individual and family therapy se provided for domestic violence survivors and their children. Services available to Spanish sp clients.	rvices are
National Sexual Assault Hotline (24hr)(8 Provides confidential emotional support and referrals to local sexual assault services services/forensic exams) to assist with recovery and healing.	

Crisis Clinic is a voluntary, drop-in service open to any adult in need of emergency psychiatric care. The Clinic is designed to stabilize low-income residents in a mental health crisis and refer that person to an appropriate source for follow-up treatment. 245 11th Street. Monday-Friday 8:00am-6:00pm, Saturday

Veteran's Suicide Hotline (24hr)(800) 273-8255 Serves Veterans and their family members in crisis. Veterans and their loved ones can call, chat online or

send a text message to receive confidential support. 1-800-273-8255, press 1. Text 838255. Chat

confidentially at www.veteranscrisisline.net

San Francisco Hospitals

People often call looking for their loved ones, but the hospital will not give information. You may get around this by calling and asking to speak with your loved one's nurse or doctor or by saying that the patient called asking you to visit him. You may either be told that there is no such patient, or they will say "just a minute" and come back saying that they cannot give out any information. This may be a clue that your loved one is there and you can use your rights to insist on leaving a message for the charge nurse. You may then need to follow up with a one-page history of your loved one even if he has just been there a week. The hospital does not look at the records.

- Make sure the "one page" is easy to read and not too detailed
- Include list of medications
- If necessary, explain the best way to interact with the missing person
- Tell the staff member "if they're there please have them call me at..."

(CHECK UPDATED GUIDELINES FOR HIPAA)

*A provider can give some information to a loved one if they believe that it is in the best interest of the client HIPAA compliance document from the DPH http://www.sfdph.org/dph/files/HIPAAdocs/PrivacyPolicies/HIPAAAuthorizationPolicy.pdf

UCSF Emergency Roomor	
505 Parnassus Avenue, San Francisco, CA 94143	(470) 000 1007
UCSF Langley Porter LPPH&C(Inpatient Psychiatric Unit, Intake Desk) Nursing Station (Inpatient Psychiatric Unit)	
St. Francis Memorial Hospital (Inpatient Psychiatric Unit)	
900 Hyde St., San Francisco, CA 94109 *psych unit is located on 3rd floor	(413) 333-0000
California Pacific Medical Center (CPMC) Emergency Room	(415) 600-3333
CPMC Inpatient Behavioral Health	(415) 600-3252
CPMC Davies Campus Emergency Room	(415) 600-0600
CMPC St. Luke's Campus Emergency Room	(415) 641-6625
Zuckerberg SF General Hospital Psychiatric Emergency Services (PES)	
San Francisco VA Medical Center	(415) 221-4810

Legal Aid

SF Superior Court – Behavioral Health Court(415) 551-0315 850 Bryant Street, San Francisco, CA 94103

BHC provides wraparound services that support evidence-based practices for treating mentally ill offenders. The BHC mission is to enhance public safety and reduce recidivism of criminal defendants who suffer from serious mental illness by connecting these defendants with community treatment services, and to find appropriate dispositions to the criminal charges by considering the defendant's mental illness and the seriousness of the offense.

SF Jail Information Line.....(415) 553-1430 Information is also provided on their website http://www.sfsheriff.com/jail_visitor_info.html

SF Jail Behavioral Health Admin Office.....(415) 995-1700

650 5th Street #309, San Francisco, CA 94107

Monday - Friday 8:00am- 4:00pm

Services available at no cost to any inmate in the San Francisco City and County Jail System
The Behavioral Health (BH) program provides a variety of evidence-based in-jail treatment modalities
including evaluation, crisis intervention, brief supportive therapy, ongoing individual and group therapy,
medication consultation and planning, substance abuse screening, assessment and referrals, and regular
monitoring of inmates in psychiatric segregation.

Mental Health Conservatorship(415) 551-3657 400 McAllister Street, Dept. 204, San Francisco, CA 94102

The purpose of mental health conservatorships is to provide individualized treatment, supervision, and living arrangements for people who are seriously mentally ill while still protecting their individual rights. Mental health conservatorships, which are sometimes called LPS conservatorships because they are governed by the Lanterman-Petris-Short Act, can involve confinement in a locked psychiatric facility, which means the person is deprived of personal liberty. Therefore, there are strict legal procedures and laws that must be followed by doctors and hospitals and which involve review and monitoring by the Probate Court. http://www.sfsuperiorcourt.org/divisions/probate/mental-health-conservatorship

Proxy Parent Foundation: Setting up a Trust

Proxy Parent Foundation safeguards public benefits for disabled persons through the PLAN of California Master Pooled Trust and provides "family-like" Personal Support Services for people with mental illness and other brain disorders.

Toll Free(888	574-1258
Baron Miller(415	522-0500

SPECIAL NEEDS TRUST: Estate planning for an individual with severe mental illness/disability (who is receiving or is eligible for government benefits such as SSI or MediCal) to ensure future care for that individual.

*Need to consider:

- Who has access to funds (be careful who is selected); who has the final decision of how the money is used
- How the money may affect public benefit programs
- Plan for when the beneficiary is no longer alive
- If/when the beneficiary is considered stable and may gain access to funds

^{*}For specific questions, contact Baron Miller (Lawyer - 415-522-0500, EXT 03)

^{*}Proxy Parent Foundation (Miller is on the Board of Directors) info@proxyparentfoundation.org

Social Security Assistance

To apply for SSI, make certain that the psychiatrist fills out the forms properly. For example, the doctor must state that the patient is not able to work due to a mental health condition. A diagnosis of substance abuse will disqualify you for SSI. Expect to be denied the first time and always demand a hearing. Remind your doctor that you must have an Axis 1 diagnosis to qualify.

People with Disabilities Foundation.......(415) 931-3070507 Polk Street, Suite 430, San Francisco, CA 430

Legal clinic for social security beneficiaries with post-entitlement/ eligibility issues. Uses sliding scale for attorney fees. http://www.pwdf.org

Independent Living Resource Center of San Francisco(415) 543-6222 825 Howard Street, San Francisco, CA 94103

ILRCSF advocates for individuals who experience disability-related barriers or discrimination, and also advocates to promote needed systems and community change so people with disabilities have full access to services, physical structures, and activities. Our core services focus on assistive technology, housing, and economic empowerment. We also run weekly workshops and support groups on a variety of topics. For more information about any of these programs and services, please contact us. https://www.ilrcsf.org/

Bay Area Legal Aid SF, Legal Advice Line (LAL).....(415) 354-6360 1035 Market Street, 6th Floor, San Francisco, CA 94103

Mondays and Thursdays: 9:30AM – 3PM, Tuesdays and Wednesdays: 9:30 AM – 1 PM

Provides legal advice on matters involving housing, public benefits, health access. https://baylegal.org

Psychiatric Advance Directives are legal instruments that may be used to document a competent person's specific instructions or preferences regarding future mental health treatment in preparation for the possibility that the person may lose capacity to give or withhold informed consent to treatment during acute psychiatric illness.

Vocational Programs

Hire-Ability (Division of Rams)......(415) 282-9675

1234 Indiana Street, San Francisco, CA 94107

Serves as a bridge between those ready and willing to return to work and possible employers. Offers training programs for food service, janitorial, Help Desk and DeskTop support work.

Vocational Rehabilitation Services (VRS) serves individuals who may benefit from real work experiences in a supported setting. VRS provides paid internships at SF Dept. of Public Health sites in fields such as clerical/reception, customer service, and janitorial. Participants are scheduled up to 20 hours per week and assigned a Vocational Case Manager who provides job support. VRS assists participants in returning to work by utilizing real work activity. www.hire-ability.org or office@hire-ability.org

Independent Living Resource Center of San Francisco(415) 543-6222 825 Howard Street, San Francisco, CA 94103

Employment and Benefits Related to Services focuses primarily on work incentive programs and the employment rights of persons with disabilities as provided under the Americans with Disabilities Act (ADA).

Medication Options

-
NeedyMeds
Partnership for Prescription Assistance (PPA
Rx Assist
Housing
Tenderloin Housing Clinic
Progress Foundation
Conard House
Walden House
Episcopal Community Services
Canon Kip Senior Center

is served at 11:30 a.m. Also provides case management and community services.

DISH San Francisco(415) 776-3474

123 10th Street, 2nd Floor, San Francisco, CA 94103

Assists with providing permanent housing for the formerly homeless/chronically ill, has 6 housing sites in SF's Tenderloin and Mission neighborhoods. Offers various community services and activities.

Residential Substance Abuse Treatment

Positive Resource Center (PRC), formerly Baker Places.....(415) 864-1515

Services include emergency financial assistance for short-term security; legal representation for access to basic income and healthcare benefits; and residential treatment, supportive housing, and employment training for longer-term social rehabilitation. Having recently merged with the AIDS Emergency Fund and Baker Places, Inc., PRC's newly interconnected services help over 5,000 clients per year on their path toward long-term stability and success. http://prcsf.org

Ohlhoff Recovery Programs......(877) 677-4543

Treatment services for chemical dependency (drug/alcohol) in SF. www.ohloff.org

- Skip Byron Primary Program (SBPP)
- https://www.ohlhoff.org/skip-byron
- Men's Residential Program (6-12 months)
- https://www.ohlhoff.org/henry-ohlhoff-house
- Women's Residential (30-day & 3-6 months)
- https://www.ohlhoff.org/womens-residential
- Intensive Outpatient
- https://www.ohlhoff.org/outpatient
- Teen Intervene
- https://www.ohlhoff.org/teen-intervene

Delancey Street Foundation (Intake Line)(415) 512-5104

600 Embarcadero, San Francisco, CA 94107

Residential alcohol and drug rehabilitation program accepting both men and women. Residents range from teens to senior citizens. Minimum stay is 2 years; program is drug/alcohol/and crime free. Residents receive substance abuse treatment, GED, and are trained in 3 different marketable skills. http://www.delanceystreetfoundation.org/facsf.php

Clean and Sober Houses

TLC Residential(800) 852-7374

Offers over 24 sober living homes throughout the greater San Francisco Bay Area. These homes are set up exclusively for men & women recovering from alcohol and drug addiction. TLC's intention is to provide the highest quality of living at affordable rates for those serious about recovery. http://www.tlcresidential.com

Good Shepherd Gracenter(415) 337-1938

1310 Bacon Street, San Francisco, CA 94134

A Licensed Recovery Residence, provides transitional housing for women in recovery coming out of treatment programs who want to live in a drug/alcohol free environment to support their sobriety. It serves women between the ages of 18 to 35 with a commitment to succeed. Participant fees are on a sliding scale, based on the participant's income. Gracenter holds a State license as a Residential Alcoholism/Drug Abuse Recovery Facility. https://www.gsgracenter.org/program/program-overview

Salvation Army Harbor Lights
Oxford Houses
SF 12 Step Meetings
Alcoholics Anonymous (AA) San Francisco Chapter(415) 674-1821 Call or visit www.aasf.org to locate a meeting and obtain support
Narcotics Anonymous (NA) San Francisco Chapter
Al-Anon/Alateen San Francisco Chapter
SF Outpatient Substance Abuse Services
BAART Programs(415) 863-3883
or(415) 341-4040
1111 Market Street, San Francisco, CA 94102 Provides individual and group therapy for individuals with substance use disorders who may also have a co-occurring mental health condition. Offers Methadone and Suboxone maintenance therapy, mental health services, and primary care. Accepts Medicaid/MediCal, most private insurance, and self-pay. https://baartprograms.com/baart-market/
UCSF Division of Substance Abuse and Addiction Medicine(415) 552-6242
OBIC prepares patients for long-term treatment that is integrated with other aspects of health care. Patients served are largely indigent and many are homeless or marginally housed. As the first buprenorphine induction clinic in the country, OBIC has initiated treatment for well over 1,400 patients. All patients receive culturally, linguistically, and age-appropriate care based on best-practice principles. Emphasis is placed on eliminating the stigma associated with substance use and other behavioral health problems. http://psych.ucsf.edu/zsfg/saam
Treatment Options
San Francisco County Mental Health Access(415) 255-3737
or
UCSF Langley Porter LPPH&C (Inpatient Psychiatric Unit, Intake Desk)(415) 476-7000
401 Parnassus Avenue, San Francisco, CA 94143 Consists of an adult innatient unit, an adult Partial Hospitalization Program, and adult/child outpatient

Consists of an adult inpatient unit, an adult Partial Hospitalization Program, and adult/child outpatient services accounting for more than 20,000 visits per year. Primary diagnoses for patients in all services include major depression, anxiety, and psychosis. LPPH&C serves all ethnic and socio-economic groups

who reside in San Francisco and the greater Bay Area, as well as those referred from areas throughout
the western United States. http://psych.ucsf.edu/lpphc

California Pacific Medical Center (CMPC) Outpatient Mental Health Clinic......(415) 600-3247 2323 Sacramento Street, 2nd Floor, San Francisco, CA 94115

Individual therapy, family/couples therapy, group therapy, medication evaluation/consultation, and psychological testing provided. Clinic fees are based on a sliding scale.

Felton's Early Psychosis Programs, formerly PREP......(415) 614-5970

PREP is an early-intervention treatment program for schizophrenia and early psychosis, which uses a strength-based roster of services to create a 2-year plan designed specifically to support families. Provides assessment, diagnosis, and treatment in order to reduce crisis and hospitalization. http://prepwellness.org

Kaiser Permanente Psychiatry.....(415) 833-2292

4141 Geary Boulevard, San Francisco, CA 94115

Monday - Thursday, 7:30am-8pm

Friday, 7:30am-5pm

Psychiatric evaluation, psychotherapy, crisis intervention, group therapy, psychotherapy, and med management services. Patients may self-refer. Spanish and Chinese speaking staff available.

Child/Adolescent Outpatient Therapy

UCSF Langley Porter Child & Adolescent Psychiatric Clinic (Intake)......(415) 476-7000 401 Parnassus Avenue, San Francisco, CA 94143

http://psych.ucsf.edu/lpphc/cas

CPMC Child and Adolescent Psychiatry Outpatient Clinic......(415) 600-3247

2323 Sacramento Street, 2nd Floor, San Francisco, CA 94115

http://www.cpmc.org/advanced/pediatrics/services/psychiatry.html

Westside Community Services(415) 431-8252

245 11th Street, San Francisco, CA 94103

Offers child and adolescent ADHD/ADD clinic, teen mental health clinic (Monday- Saturday 9am-7pm, last intake seen at 6pm), and community case management.

http://www.westside-health.org/services/westside-child-and-adolescent-services

Community Youth Center(415) 775-2636

1038 Post Street, San Francisco, CA 94109

Offers early screening, diagnosis, and treatment for youth age 12-17 and their families (MediCal eligible youth up to age 21). Individual and family psychotherapy, case management, assessment, school site clinical services, and referrals. Also provides culturally appropriate services for at-risk youth, LGBTQ issues, HIV/AIDS issues, and substance abuse. https://www.cycsf.org

SF Community Clinics

YMCA Family Resource Center (Oceanview, Merced, Ingleside)......(415) 406-1370 156 Broad Street, San Francisco, CA 94112

https://www.ymcasf.org/programs/family-resource-centers-workforce-development

Sunset Mental Health Clinic(415) 753-7400 1990 41st Ave San Francisco, CA 94116

Provides individual therapy and medication management. Accepts MediCal, Medicare (without HMO),	
Healthy Workers, and Healthy SF. Self-pay option available through sliding scale.	
http://sfhomeless.wikia.com/wiki/Sunset_Mental_Health_Services	

South of Market (415) 836-1700 760 Harrison Street San Francisco, CA 94107
Provides outpatient mental health services: individual therapy, group therapy (limited) and medication management. Accepts MediCal, Medicare, and SF Health Plan
Mission Mental Health/Mission ACT(415) 401-2700 2712 Mission St, San Francisco, CA 94110
Chinatown North Beach MH Clinic
Castro Mission Health Center(415) 934-7700
3850 17th Street (at Noe Street) San Francisco, CA 94114 Offers primary care services and <i>Dimensions Queer Youth Clinic</i> . Clinic has staff who speak Spanish, Cantonese, Vietnamese, and Tagalog. http://www.sfcenter.org/resources/castro-mission-health-center-0
TAY Services Unit
Central City Older Adults MH OP
Southeast Mission Geriatric MH OP Clinic
Richmond Area Multi-Services
Asian-American Recovery Services

Westside Community Mental Health Center Services
http://www.sfcenter.org/resources/westside-community-services
Bayview Hunters Point Community Foundation
and case management. Also has youth and substance abuse programs. https://bayviewci.org
Family Services Agency (Felton Institute)
Curry Senior Center(415) 885-2274
333 Turk Street San Francisco, CA 94102 Provider of senior services to include health clinic, meals, housing, case management, behavioral health services, health education, and social programs. http://curryseniorcenter.org
UCSF Division of Citywide Case Management Programs
Hyde St. Community Services(415) 673-5700
815 Hyde Street, San Francisco, CA 94102 Tenderloin Outpatient Clinic offers mental health assessment and treatment to any resident of San Francisco County. Provides medical treatment and lab work, case management, housing assistance, and vocational training. http://hydestreetcs.org
Alliance Health Project—UCSF Psychiatry
Instituto Familiar de la Raza(415) 229-0500 2919 Mission Street San Francisco, CA 94110
Oversees programs addressing the needs of the Chicano/Latino community in SF including outpatient mental health clinic, school programs, HIV services, social wellness programs, and case management.

http://ifrsf.org/en/

Additional Resources

http://sf4tay.org/placecategory/behavioralhealth/