



National Alliance on Mental Illness

nami | **San Francisco**

Crisis Resource Guide

Last updated: April 2023

Psychiatric Emergency Service

Summary: A 24-hour facility with capacity to evaluate and treat psychiatric emergencies for both voluntary and involuntary clients. Provides intensive medical oversight, nursing care, medication support, assessment & reassessment, linkage and referral to ongoing mental health services; has general mental health services and case management with the capacity to treat patients for up to 20-23 hours to stabilize an acute crisis.	
Fees/Programs: <ul style="list-style-type: none">- Billing & Financial Assistance- Sign Up, Enrollment, Insurance	
Language(s): Interpreter Services Available	
Website: Psychiatric Emergency Services (PES)	Address: 1001 Potrero Avenue, San Francisco, CA 94110
Email: <i>see following website for email info</i> Psychiatric Emergency Services (PES)	Phone Number: (628) 206-8125

San Francisco Department of Homelessness and Supportive Housing

Summary: The Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one-time, through the provision of coordinated, compassionate, and high-quality services.	
Fees/Programs: <ul style="list-style-type: none">- Accessing Temporary Shelter- Housing Assistance and Problem Solving- The Homelessness Response System- Other Services- Other Resources	
Language(s): Arabic, Mandarin, Cantonese, English, Tagalog, Spanish	
Website: https://hsh.sfgov.org/	Address: 440 Turk Street, San Francisco, CA 94102
Email: dhsh@sfgov.org	Phone Number: (628) 652-7700

Mobile Crisis Treatment Team (MCTT)

Summary: Provides evaluation and treatment to San Francisco adults who are experiencing psychiatric emergencies. The service is mobile and will provide services wherever necessary. Its goal is to stabilize crises, to link and restore clients in community services, and to divert from hospitalization and emergency

<p>services whenever possible. It is not the purpose of Mobile Crisis to supplant other transportation, mental health or social services. If you have questions about the service or need to make a referral please call.</p>	
<p>Fees/Programs:</p> <ul style="list-style-type: none"> - For individuals with Medi-Cal benefits: Services are either free or cost a small fee. - For others without Medi-Cal: Service fee is based on a sliding scale. 	
<p>Language(s): English, Spanish, Chinese, Tagalog, Vietnamese. Other languages can be accommodated</p>	
<p>Website: https://www.sfdph.org/dph/comupg/oservices/mentalHlth/provman/obtain.htm#urgent</p>	<p>Address: N/A</p>
<p>Email: N/A</p>	<p>Phone Number: 415-970-4000</p>

Westside Crisis Clinic

<p>Summary: The Westside Crisis Clinic provides culturally competent crisis and urgent care services to San Francisco adults (18 years or older). 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.</p>	
<p>Fees/Programs:</p> <ul style="list-style-type: none"> - Adult Mental Health Services 	
<p>Language(s): No information given on website</p>	
<p>Website: https://www.westside-health.org/programs/crisis-clinic</p>	<p>Address: 245 11th Street, San Francisco, CA 94103</p>
<p>Email: crisisclinic@westside-health.org</p>	<p>Phone Number: (415) 355-0311</p>

San Francisco Suicide Prevention

<p>Summary: A 24-hour service available for crisis intervention. SFSP aims to support those at risk for suicide and those who have lost someone to suicide. Crisis lines and in-person peer-based support groups are available.</p>	
<p>Fees/Programs:</p> <ul style="list-style-type: none"> - Grief Support Group <ul style="list-style-type: none"> - An eight-week peer-led (not clinical) support groups for people who have lost a loved one to suicide. These groups offer a safe and non-judgmental space to share experiences and listen to other survivors. All participants are asked to meet with our Grief Coordinator in advance to discuss the loss and whether the support group would be helpful. - Youth Risk Reduction <ul style="list-style-type: none"> - A peer-based service that provides free education to young people in public schools and social service agencies through a risk reduction curriculum. Youth Outreach Coordinator provides in-school workshops to provide prevention tools to students in San Francisco. 	

- [Community Outreach](#)

- San Francisco Suicide Prevention visits businesses, schools, hospitals, mental health agencies, community centers, and more to raise awareness about suicide and provide training in crisis intervention and de-escalation. Training topics can include: risk factors and warning signs, risk assessment recommendations, de-escalation and safety planning, and guidelines for emergency protocol.

Language(s): *See website for more information.*

Website: <https://www.sfsuicide.org/>

Address: San Francisco Suicide Prevention, P.O. Box 191350, San Francisco, CA 94119

Email: sfsuicide@felton.org

Phone Number:

24/7 Crisis Line: 415-781-0500

HIV Nightline: 415-434-2437

HIV Nightline: 1-800-273-2437

TTY Line: 415-227-0245

Drug Info Line: 415-362-3400

Relapse Line: 415-834-1144

Crisis Support Textlines: Text CRISIS, YOUTH, or HIV to 415-200-2920

New Resources

Latinx Community

[Carecen SF](#)

- Their goal is to empower the immigrant community to counter xenophobic attacks and discrimination through education about local, state, and federal laws designed to protect individuals and families regardless of their immigration status. They provide legal consultation and aid, processing of documents and applications, legal representation in immigration court and USCIS, and education on immigrant rights.
- Legal team; immigration

[Community Youth Center SF](#)

- Services include academic and college counseling, job placement and employment training, substance abuse and violence prevention education, crisis intervention and mediation, leadership development, and technology and computer training.

[Comunidad Promesa de la Mission \(Mission Promise Neighborhood\)](#)

- The Mission Promise Neighborhood is a citywide community partnership that was created to support kids and families living, working, and attending school in the Mission District. It brings together schools, colleges, community organizations and community leaders to help kids graduate and families achieve financial stability.

[Hermanos de Luna y Sol](#)

- Hermanos de Luna y Sol (Brothers of the Moon and Sun), is an HIV risk-reduction intervention program for Spanish-speaking gay/bisexual men. HLS offers peer social support and a safe, fun environment where participants can connect with others with similar experiences. The program emphasizes cultural pride, community building, and personal empowerment as key factors that enhance a person's ability to practice safer sex, avoid HIV infection and have healthy relationships. Program participants have reported safer sex practices, higher self-esteem and increased pride of being Latino/Hispanic and gay/bisexual as a result of participating in HLS. All services are provided in Spanish.

[Instituto Familiar de la Raza, Inc.](#)

- They are committed to addressing the most difficult issues impacting our community, whether that is HIV, violence, trauma, or other behavioral & mental health issues. Programs recognize the full spectrum of wellness, spanning a continuum of mental health, HIV-related & social services, including health promotion & prevention, family support, early intervention, case management, violence prevention, comprehensive behavioral health services, and cultural activities and practices.

[La Casa de las Madres](#)

- La Casa offers a continuum of comprehensive and empowering services to women, teens, and children exposed to and at risk of abuse. They provide access, tools and support—clinical and peer-based—that strengthen their ability to affect change and break the cycle of violence.
- 24/7 hotline for survivors of abuse & preventing abuse

[Larkin Street Youth Services](#)

- Larkin Street provides a robust continuum of wraparound care to help young people thrive, including outreach/engagement services, health/wellness, housing, education and employment, with the ultimate goal of helping young people develop the knowledge and skills needed for independent adulthood.
- Emergency shelters for youth

[Latino Prevention Center](#)

- The Latino Prevention Center, a collaboration with Instituto Familiar de La Raza, offers prevention and wellness services for individuals at risk for or living with HIV, including free, rapid HIV tests, and enrollment in Healthy San Francisco and health plans through Covered California

[LTF Latino Task Force](#)

- This website provides information and resources in English, Spanish, and Maya languages. Resource topics include: health, food, education, small businesses, housing, employment, artists support, and more. Frontline service providers and organizers are encouraged to use this

information when conducting wellness calls, street outreach, food pantry distributions, social media communications, and forms of assisting clients and members.

PEERS

- PEERS is a diverse community of people with mental health experiences. They envision a world where people can freely choose among many mental health options that address the needs of the whole person. PEERS delivers peer-led support groups, trainings, and workshops.

LGBTQIA+ Community

A Woman's Place

- A Woman's Place is the only 24-hour supportive residential service in San Francisco that offers both emergency shelter and long-term treatment to all women (cis and trans), no matter their special needs. A Woman's Place offers support to women who have mental health issues, HIV+/AIDS, a history of mental illness, and/or who are victims of sexual or domestic violence. It offers support including health care, mental health counseling, case management, and money management, to help at-risk women of all ethnicities and orientations attain permanent housing, gainful employment, stability, and independence.
- Emergency shelter for domestic violence survivors

AGUILAS

- AGUILAS is dedicated to creating a supportive, culturally sensitive environment for gay/bisexual Latinos. They strive to foster knowledge and pride of the diversity of our language, culture, history and spirituality. AGUILAS is committed to developing programs that promote health, well-being and community building that foster positive self-identities, healthy relationships and leadership skills. The program's goal is to give members the information and tools needed to practice safer sex, as well as provide them with a safe, interactive environment to discuss LGBTQIA+ issues that are specific to Latinx culture. They provide a range of workshops – hosted in Spanish, English and Portuguese – geared towards reducing both isolation and high-risk sexual behaviors.

AIDS Healthcare Foundation (AHF) Pharmacy

- The AIDS Healthcare Foundation (AHF) Pharmacy is a nonprofit organization providing cutting-edge medicine, advocacy, and client support for HIV/AIDS medical care in the U.S.

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Contra Costa County Gender Clinic for Transgender Patients

- This monthly outpatient clinic provides a welcoming environment for transgender and non-binary people to receive culturally competent medical care including medication and hormone management, surgical referrals, connection to legal and mental health resources as well as other transition-related care. The clinic is staffed by providers trained in transgender health issues.

Dimensions Clinic

- Dimensions Clinic is a welcoming, safe and open space for queer and trans youth to get comprehensive medical and mental health services. We offer free or low-cost healthcare for youth, ages 18 to 65.

Gender Health SF

- The San Francisco Department of Public Health (SFDPH) established Gender Health SF to provide access to gender-affirming surgeries, education, and preparation services to eligible uninsured and publicly insured transgender, nonbinary, and intersex residents. SFDPH currently offers a range of health services to transgender, nonbinary, and intersex residents such as primary care, prevention, behavioral health, hormone therapy, specialty, and inpatient care.

Gender Spectrum

- Gender Spectrum's online programs provide information, community and personal experiences about navigating gender with children and youth. Programs include videos created by and for young people, parenting programs, and interviews with professionals whose work informs the best-practices for supporting children and youth.

Lyon-Martin Community Health

- The mission of Lyon-Martin Community Health Services is to provide high quality, compassionate and trauma-informed medical, gynecological, and mental health care services to trans,

non-binary, gender non-conforming, and intersex (TGI) communities and cis-gender women with specific sensitivity to LGBTQA sexual orientation, disability, size, race, ethnicity, and language regardless of immigration status or ability to pay.

[LYRIC Center for LGBTQQ+ Youth](#)

- LYRIC's mission is to build community and inspire positive social change through education enhancement, career trainings, health promotion, and leadership development with LGBTQQ youth, their families, and allies of all races, classes, genders, and abilities.

[SFSU Family Acceptance Project](#)

- Resources include: support services for LGBTQ youth; peer support for parents, caregivers and families; LGBTQ community centers; crisis services; LGBTQ health clinics; gender clinics; school supports; affirming faith-based organizations and resources; and a national list of culture-based resources for ethnically and racially diverse LGBTQ communities.

[STRUT](#)

- Strut is our health and wellness center in the heart of the Castro, offering community events, sexual health services, substance use counseling, PrEP, HIV and STI testing, learning events and so much more. Stop by to check out our rotating art displays from queer artists and talk with folks at our front desk about what services are available.

[TGI Justice Center](#)

- Transgender Gender-Variant & Intersex Justice Project (TGIJP) was founded in 2004 with the help of a Soros Justice Fellowship from the Open Society Institute to provide legal services for transgender and gender variant/non-conforming people, primarily those in CA prisons, jails and detention centers. TGI Justice Project is a group of transgender, gender variant and intersex people—inside and outside of prisons, jails and detention centers—creating a united family in the struggle for survival and freedom.

[Transgender Law Center](#)

- This is the largest national trans-led organization advocating self-determination for all people. They have programs dedicated to helping transgender people with legal representation, HIV education and advocacy, disability services, leadership programs, etc.

[UCSF Child and Adolescent Gender Center](#)

- The UCSF Child and Adolescent Gender Center (CAGC) offers comprehensive medical and psychological care, as well as advocacy and legal support, to transgender, nonbinary and gender-diverse children and adolescents. Accepts new patients ages 3 through 17.

Older Adults Population

[Central City Older Adult Clinic](#)

- Central City Older Adult Clinic provides mental health services to clients 60 years of age or older who reside in the Civic Center, South of Market, and the Tenderloin areas of the City. Services include medication management, crisis intervention, dual diagnosis treatment, consultation, and case management services.

[Curry Senior Center](#)

- Curry Senior Center is a multi-purpose center that provides a wide spectrum of elderly health care programs and services to senior residents in San Francisco. Curry Senior Center provides medical and social support to San Francisco residents who are 55 years and older. They also provide elderly health education and behavioral health services.

[Department of Disability and Aging Services \(DAS\)](#)

- DAS provides services, policies, and research that promote health, safety, and independence for older adults, veterans, and people with disabilities. Services include grocery and community meals pickup and delivery, in home care, Adult Protective Services, conservatorship, and emergency preparedness.

[Felton Institute](#)

- Felton's Senior Division specializes in mental health, workforce development, and community engagement, along with a full range of other aging services. Programs include a senior full service wellness program (mental health act), which partners with other community-based programs and housing partners to support older adults who are unhoused and/or in need of the highest level of intensive case management. These services include mental health and substance

abuse treatment, connection to housing and medical health care, vocational and educational support, and therapy.

[Institute on Aging](#)

- Institute on Aging works to enhance the quality of life for adults as they age by enabling them to maintain their health, well-being, independence and participation in the community. They provide a variety of services, including comprehensive dementia care, personalized home care, and a friendship line.

[Richmond Area Multi-Services](#)

- RAMS Adult/Older Adult Outpatient Clinic, RAMS' first program, was founded to provide culturally and linguistically responsive services to historically underserved immigrant communities, including Asian and Pacific Islander communities and San Francisco's Russian-speaking communities. RAMS Adult/Older Adult Outpatient Clinic provides services to adult and older adult clients who struggle with mental health symptoms and emotionally debilitating conditions.

[Self-Help for the Elderly](#)

- Self-Help for the Elderly promotes independence, well-being, and dignity for older adults through culturally aligned services and programs in the San Francisco Bay Area. Their non-profit services and companionship help guide seniors to wellness and happiness.

[Therapy for Older Adults - Crisis Support Services of Alameda County](#)

- Their mission is to help older adults maintain their independence to the greatest extent possible and age in place by providing quality mental health services and emotional support. Therapy services are provided by mental health trainees and registered associates who are trained in geriatric mental health, grief, and crisis intervention and are supervised by licensed mental health professionals. Services include group, individual, couples, and family therapy.
- Crisis intervention

[TIES](#)

- TIES serves as the main entry point for Aging and Adult Services, including Adult Protective Services. Social Workers answer questions about the variety of services available through the County and in the community. TIES also provides phone support and counseling on issues of concern to older and dependent adults with disabilities and their families.

[Westside Community Services - Adult Mental Health Services](#)

- Westside Integrated Full Service Division provides Community Behavioral Health Services and treatment to San Francisco adult residents 18 or older who are chronically mentally ill, homeless and mentally ill, elderly, individuals with ethnic and/or lifestyle diversity, or individuals with co-occurring disorders. Community Behavioral Health Services also provides a comprehensive range of chemical dependency services. Westside seeks to provide an integrated mental health and substance abuse treatment service to residents in need, to foster a holistic plan of care and recovery.

Asian American and Pacific Islanders Community

[Asian American Recovery Services](#)

- Outpatient treatment for adults and youth, integrated behavioral health services, case management, community-based outreach and education, linkages and referrals to primary care and ancillary support, school-based mental health services, pro-social activities for youth, adults, and families, substance abuse and HIV prevention, juvenile justice and probation youth services

[Asian Americans for Community Involvement](#)

- AACI Behavioral Health offers linguistically and culturally sensitive services that help clients overcome barriers to care. Our trauma-informed, client-centered, community-based approach includes individual, group, and family counseling from birth to older adults at our clinics, in the home, at school, or in the community
- Crisis line

[Asian and Pacific Islander Legal Outreach](#)

- Provides culturally competent and linguistically appropriate legal representation, social services, and advocacy for marginalized Bay Area AAPI residents

[Asian Mental Health Collective](#)

- Through projects such as our Facebook group, resource library, video web-series, and meetup groups, they hope to not only provide mental health support, but also facilitate the difficult conversations we need to have to move forward together

[Asian Women's Shelter](#)

- Direct services include our nationally recognized shelter program, language advocacy program, crisis line, case management, and programs in support of underserved communities such as queer Asian survivors and trafficked survivors
- 24/7 crisis line

[Cameron House](#)

- Specializes in providing culturally competent services for Asian Americans. Offers Individual, couples, and family counseling services. Issue areas include marital, familial, and other relationship problems, the impact of domestic violence, emotional and mental health issues, acculturation challenges, and difficulties adjusting to various life changes and stressors

[Center for the Pacific Asian Family](#)

- Technically based in LA county, but has a multilingual crisis line assisting API survivors of domestic violence and sexual assault in the nation

[Each Mind Matters API Mental Health Info & Resources](#)

- Specific information and national resources geared toward Asian and Pacific Islander mental health in California

[Filipino Mental Health Initiative of San Francisco \(FMHI-SF\)](#)

- The Bayanihan Center provides an integrated array of cultural activities, space for community gatherings, and a home for vital service organizations, businesses, and housing.

[Maitri](#)

- Maitri primarily helps families from South Asia (Bangladesh, India, Nepal, Pakistan, Sri Lanka among others) facing domestic violence, emotional abuse, cultural alienation, human trafficking or family conflict
- Helpline, legal advocacy, housing, economic empowerment

[Narika](#)

- Narika's confidential toll-free Helpline 1-800-215-7308 enables individuals who are survivors of domestic violence to call in and speak to any one of our multilingual and trauma informed advocates
- Support groups and other programs

Black/African American Community

[Association of Black Psychologists](#)

- A national database of participating members of The Association of Black Psychologists who either have a private practice or work for a hospital or other agency

[Black Emotional and Mental Health Collective](#)

- BEAM is a national training, movement building, and grant making institution that is dedicated to the healing, wellness, and liberation of Black and marginalized communities.
- Training, community events, peer support

[Black Men Heal](#)

- To provide access to mental health treatment, psycho-education, and community resources to men of color. goals are to eliminate the barriers that contribute to health disparities and inequities that exist for BIPOC communities to seek treatment, and to help increase the likelihood that Black men will self-initiate treatment for mental health struggles.

[Boris Lawrence Henson Foundation](#)

- National nonprofit founded by actress Taraji Henson to provide information and services to Black Americans with "life-changing stressors and anxiety"; Free Virtual Therapy Support Campaign pays for up to five individual sessions for a select number of clients. Apply online; you will be notified within a few days if you are accepted into the program. The site also includes resources on free virtual support groups for teens and young adults in various states

[Community Youth Center](#)

- The Behavioral Health component provides case management and individual and family therapy for youth and their families. Clinicians and case managers conduct psycho-social assessments, address mental health stigma, limited access to linguistically and culturally appropriate services, and co-factors specific behavioral health issues such as violence, chronic truancy, and substance use prevention.

[Ma'at Program \(Homeless Children's Network\)](#)

- Through these values, we provide individual and family therapy, mobile community outreach, culturally-based referrals, and community organizing and advocacy. Ma'at is a healing community based on Afri-Centric and culturally opulent principles. In Ma'at, Black therapists and program staff work with Black children, youth, and families to help them feel seen, understood, and echoed. The purpose of the Ma'at Program is to improve behavioral health outcomes for Black/African American children, youth, and families in San Francisco and address the historical legacy of intergenerational racism, inequity, and trauma. HCN's vision is to support families to passionately and unconditionally affirm Blackness.

[Mental Health Association of San Francisco \(MHA SF\) People of Color Support Group](#)

- A weekly supportive group to discuss issues, strategies, and resources relevant to People of Color in our community, particularly during the crisis of COVID-19.

[Steve Fund](#)

- dedicated to supporting the mental health and emotional well-being of young people of color
- TEXT STEVE to 741741 to access a culturally trained Crisis Text Line counselor.

[Therapy for Black Girls database](#)

- Website is an online space dedicated to encouraging the mental wellness of Black women and girls; site includes this database for finding therapists, among other features and resources.

[Therapy for Black Men](#)

- Nationwide nonprofit provides a searchable database of culturally sensitive therapists and life coaches. Website includes applications for financial assistance for individual therapy.

[Westside Community Services](#)

- Focused interventions include using Afrocentric evidence-based treatments (i.e. utilizing the history, culture, philosophy and collective experience of African people as the frame of reference for providing treatment). Westside Ajani is a comprehensive multi-service program that provides outpatient mental health, school-based mental health and consultation case management and outreach.