City and County of San Francisco
Department of Public Health - Community Programs
Community Behavioral Health Services

Consumers and Family Members

Behavioral Health Service Providers

Community Behavioral Health Services

~~ 2010-2011 ~~
ORGANIZATIONAL PROVIDER MANUAL
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</tbody>
</table>
A well-designed system of care builds around the knowledge that every door is the right door, listens to consumers and providers, embraces wellness and recovery, and uses science as well as heart.

We strive to be this system of care.

~ Jo Robinson, MFT ~
Director Community Behavioral Health Services

Welcome to the 8th Annual edition of the CBHS Organizational Provider Manual. This manual is designed with you in mind, to provide you with helpful and useful information. It contains an updated list of CBHS Providers, 1380 Howard staff, policies, procedures, and new initiatives.

You will also find basic information on how to access CBHS services and the ongoing requirements for services. Programs will find contract maintenance information. And, generally, each section lists additional contacts and telephone numbers for more information. Some procedures contained herein are specific to mental health service programs and some are specific to substance abuse treatment. Please visit www.sfdph.org/cbhs for more information.

As you know, in a dynamic system of care such as ours, information changes frequently. We’ve made great efforts to up-date this edition, but please understand that some items may have changed after we’ve published. Thank you all for sending your revisions and updates.

2010-2011 Manual Editors are Office of Quality Management for Community Programs staff Lucy Arellano and Kellee Hom.
Community Behavioral Health Services Mission and Vision Statements

**Vision**

The vision of behavioral health services is to have a welcoming, culturally and linguistically competent, gender responsive, integrated, comprehensive system of care with timely access to treatment in which “Any Door is the Right Door” and individuals and families with behavioral health issues have medical homes.

**Mission**

The mission of behavioral health services (in the San Francisco Department of Public Health) is to maximize clients’ recovery and wellness for healthy and meaningful lives in their communities.

**Principles**

- Welcoming: Any door is the right door — “Welcome, you’re in the right place”— will be the warm message all clients will receive at all entry points in the integrated system.
- Co-Occurring issues/dual diagnosis (COI/DD) is the “expectation,” not the exception.
- All programs will be “COI/DD capable” and work in collaboration to meet the multiple needs of clients.
- Both substance abuse and mental health issues and disorders will be addressed with appropriate services.
- Integrated services will be the standard of practice.
- Recognition that all COI/DD clients are not the same; each type of client will be provided with different, appropriate, approaches to care.
- Best practices will be employed, such as harm reduction, motivational interviewing and the use of the stages-of-change perspective.
- The inner strengths and potentials of all clients will be recognized at all times. Caregivers will use non-blaming, non-judgmental language, seek to instill hope, and practice positive engagement.
Who is Served by the San Francisco Department of Public Health, CBHS

Mental Health Services in San Francisco are offered under the San Francisco Mental Health Plan. All San Francisco Medi-Cal beneficiaries are automatically members of the San Francisco Mental Health Plan. Healthy Families and Healthy Workers members of the San Francisco Health Plan are also SFMHP members. In addition, the SFMHP recognizes the public mental health system’s role as a safety net for San Francisco residents who lack insurance coverage or the means to cover the cost of mental health care. San Francisco has opted to provide a single Mental Health Plan with the same services offered to Medi-Cal beneficiaries and indigent San Francisco residents.

In 2009-2010 we provided Mental Health services to over 25,000 individuals representing an ethnically diverse population: approximately 20% African American, 20% Asian Pacific Islander, 41% Caucasian, 15% Latino, 4% Other. Recipients of services spanned all age groups: 19% under 18, 7% 18-24, 67% 25-64, 8% 65 and over.

Substance Abuse Services are provided through agencies certified by the California Department of Alcohol and Drug Administration. In 2009-2010 we provide SA services to over 9,000 individuals representing an ethnically diverse population: 36% African American, 5% API, 39% Caucasian, 15% Latino, 5% Other. Recipients of services were represented by the following age groups: 8% under 18, 8% 18-24, 82% 25-64, 2% 65 and older.

What Services are provided?

Consumers may access behavioral health services by calling the San Francisco Behavioral Health Access Center, using the local or toll-free Central Access phone numbers (255-3737 or 1-888-246-3333) or TDD Access line (1-888-484-7200) or by walking into any of our many clinics. Consumers have access to a comprehensive array of community-based services, including but not limited to:

- Information and referral services.
- Prevention services.
- A full range of voluntary behavioral health services for children, adults and older adults, including self-help, peer support, outpatient, case management, medication support, social rehabilitation, vocational rehabilitation, day treatment, dual diagnosis treatment, substance abuse services, supported housing, residential care, transitional residential treatment, sub-acute residential treatment, and crisis residential treatment.
- Behavioral health services for children with special education needs.
- 24-hour psychiatric emergency services, mobile crisis services, and a crisis hotline (415-781-0500).
- Involuntary assessment, inpatient hospitalization, and long-term care services for individuals found to be a danger to themselves or others, or who are gravely disabled due to a psychiatric problem.

Outside of our county network of services, the State of California’s Fee-for-Service Medi-Cal program continues to offer some services to Medi-Cal beneficiaries that have been “carved out” of County mental health plans. These include substance abuse services; private psychologist and psychiatrist services for individuals who have both Medi-Cal and Medicare; and services for individuals with cognitive and organic brain disorders.

Mental health services delivered by primary care providers are not covered by SFMHP, but these services may be covered either through the Fee-for-Service Medi-Cal program or one of the two health plans for those enrollees.
Who Provides These Services?

Institutions

Institutional service providers include hospitals, Skilled Nursing Facilities (SNF), Institutes for Mental Disease (IMD), and Mental Health Rehabilitation Facilities (MHRF) licensed by the California State Department of Health Services and meeting national accreditation standards.

Organizational Providers

Organizational Providers are certified by SFMHP and the State to deliver mental health services through Short-Doyle Medi-Cal clinics staffed by licensed mental health professionals and interns under licensed supervision. Some of these clinics employ peer counselors.

Private Provider Network (PPN)

The San Francisco Mental Health Plan contracts with licensed psychiatrists, psychologists, marriage and family therapists, and licensed clinical social workers in the community to offer mental health outpatient treatment in their private practice offices, or professional services during an inpatient stay. Additional services include foster care counseling, assessment for AB3632 child clients, and psychiatric services to Residential Care clients.
CBHS PROVIDERS

Category Listing
Children, Youth, & Family (CYF) - Mental Health Service Providers

## CYF Prevention and Early Intervention Programs

To promote wellness among San Francisco’s children, CYF provides mental health prevention and early intervention through partnerships with community-based agencies, schools, health centers, shelters, child care centers and family care providers. Services may include outreach, assessment, child/classroom observation, screening, clinical/program consultation, individual/family therapy, parent support groups and other related activities and training. CYF has been very successful in implementing a nationally recognized early childhood mental health consultation initiative that links and integrates mental health services to 100-plus center-based child care programs and family child care providers and homeless shelters serving at-risk and high-risk young children, birth to 5, and their families throughout the City.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Council of San Francisco</td>
<td>445 Church Street</td>
<td>(415) 343-3329</td>
</tr>
<tr>
<td>Family Service Agency of San Francisco</td>
<td>1010 Gough Street</td>
<td>(415) 474-7310</td>
</tr>
<tr>
<td>Fu Yau Project, A joint project of Chinatown Child Development Center and Richmond Area Multi-Services, Inc. (RAMS)</td>
<td>720 Sacramento Street</td>
<td>(415) 392-4453</td>
</tr>
<tr>
<td>Homeless Children’s Network</td>
<td>3265 17th Street, Suite 404</td>
<td>(415) 437-3990</td>
</tr>
<tr>
<td>Instituto Familiar de la Raza</td>
<td>2919 Mission Street</td>
<td>(415) 229-0500</td>
</tr>
<tr>
<td>Jewish Family &amp; Children’s Services</td>
<td>2150 Post Street</td>
<td>(415) 449-1286</td>
</tr>
<tr>
<td>San Francisco Psychoanalytic Institute &amp; Society</td>
<td>2420 Sutter Street</td>
<td>(415) 563-5065</td>
</tr>
<tr>
<td>Westside Community Mental Health Center</td>
<td>1140 Oak Street</td>
<td>(415) 431-8252</td>
</tr>
</tbody>
</table>

In addition to its child care mental health consultation initiative, other key CYF early intervention and prevention programs include:

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian’s Women Shelter</td>
<td>3543 18th Street, Suite 19</td>
<td>(415) 751-7110</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>180 Howard Street, Suite 100</td>
<td>(415) 972-1200</td>
</tr>
<tr>
<td>Hamilton Family Center</td>
<td>1631 Hayes Street</td>
<td>(415) 409-2100</td>
</tr>
<tr>
<td>Infant Parent Program/Day Care Consultants</td>
<td>2550 23rd Street, Bldg. 9, Room 130</td>
<td>(415) 206-5082</td>
</tr>
<tr>
<td>La Casa de las Madres</td>
<td>1850 Mission Street, Suite B</td>
<td>(415) 503-0500</td>
</tr>
<tr>
<td>Safe Start Project</td>
<td>755 South Van Ness</td>
<td>(415) 642-4555</td>
</tr>
</tbody>
</table>
## CYF Outpatient Mental Health Services

Twenty-one child outpatient clinics (including comprehensive clinics) provide most of the mental health treatment under CYF. Traditionally, outpatient clinics have primarily provided psychological testing, medication monitoring, parent support groups, parenting classes, and individual, group, couple, and family therapy. Outpatient providers have expanded their outreach by providing services at the client’s home, school sites, health centers, childcare facilities, shelters and other community facilities.

AB3632 Unit: Mandated by state law, the AB3632 program provides mental health intervention for students receiving services under an IEP (special education) who need mental health services to benefit from their special education. AB3632 provides the mental health assessments that determine eligibility for these services.

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Address 1</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB3632 Unit</td>
<td>755 South Van Ness Avenue</td>
<td>(415) 642-4522</td>
</tr>
<tr>
<td>Bayview Hunter’s Point Foundation Family Center</td>
<td>5815 Third Street</td>
<td>(415) 822-7500</td>
</tr>
<tr>
<td>Boys and Girls Club</td>
<td>450 Guerrero Street</td>
<td>(415) 445-5460</td>
</tr>
<tr>
<td>Chinatown Child Development Center</td>
<td>720 Sacramento Street</td>
<td>(415) 392-4453</td>
</tr>
<tr>
<td>CASARC – Child and Adolescent Support Advocacy and Resource Center</td>
<td>995 Potrero Avenue, Bldg. 80</td>
<td>(415) 206-8386</td>
</tr>
<tr>
<td>Chinatown/North Beach Clinical Services</td>
<td>729 Filbert Street</td>
<td>(415) 352-2000</td>
</tr>
<tr>
<td>Edgewood Children’s Center</td>
<td>101 15th Street</td>
<td>(415) 681-3211</td>
</tr>
<tr>
<td>Family Service Agency</td>
<td>1010 Gough Street</td>
<td>(415) 474-7310</td>
</tr>
<tr>
<td>Foster Care Mental Health Program</td>
<td>3801 Third Street, Building B, Suite 400</td>
<td>(415) 970-3875</td>
</tr>
<tr>
<td>Homeless Children’s Network</td>
<td>2940 – 16th Street Suite 301</td>
<td>(415) 437-3990</td>
</tr>
<tr>
<td>Horizons Unlimited of SF Inc.</td>
<td>440 Potrero Avenue</td>
<td>(415) 487-6700</td>
</tr>
<tr>
<td>Huckleberry Youth Programs</td>
<td>555 Cole St., 1292 Page Street</td>
<td>(415) 621-2929</td>
</tr>
<tr>
<td>Infant-Parent Program</td>
<td>SFGH, 2550-23rd Street, Bldg. 9, Rm. 130</td>
<td>(415) 206-5270</td>
</tr>
<tr>
<td>Instituto Familiar de La Raza</td>
<td>2919 Mission Street</td>
<td>(415) 229-0500</td>
</tr>
<tr>
<td>Jewish Family &amp; Children’s Services</td>
<td>2150 Post Street</td>
<td>(415) 449-1286</td>
</tr>
<tr>
<td>Mission Family Center</td>
<td>759 South Van Ness Avenue</td>
<td>(415) 642-4550</td>
</tr>
<tr>
<td>Oakes Children’s Center</td>
<td>1348 Tenth Avenue</td>
<td>(415) 564-2310</td>
</tr>
<tr>
<td>O.M.I. Family Center</td>
<td>1760 Ocean Avenue</td>
<td>(415) 452-2200</td>
</tr>
<tr>
<td>Richmond Area Multi-Services, Inc. (RAMS)</td>
<td>3626 Balboa Street</td>
<td>(415) 668-5955</td>
</tr>
<tr>
<td>South of Market Outpatient Clinic</td>
<td>760 Harrison Street</td>
<td>(415) 836-1700</td>
</tr>
<tr>
<td>Southeast Child/Family Therapy Center</td>
<td>100 Blanken Street</td>
<td>(415) 330-5743</td>
</tr>
<tr>
<td>Southeast Child/Family Therapy Center 2</td>
<td>4527 Mission Street</td>
<td>(415) 337-4800</td>
</tr>
<tr>
<td>Sunset Mental Health</td>
<td>1990 - 41st Avenue (Main Office)</td>
<td>(415) 753-7400</td>
</tr>
<tr>
<td></td>
<td>1351 – 24th Avenue (Satellite Site)</td>
<td></td>
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### CYF Mental Health and School Partnerships

This partnership works to support teachers and other special education personnel who serve children with serious emotional disturbances by providing on-site clinical services, consultation, and case-related work from mental health staff. Every ED classroom in the SFUSD is supported by a mental health partnership.

<table>
<thead>
<tr>
<th>Partnership</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview Hunters Point Mental Health</td>
<td>5815 Third Street</td>
<td>(415) 822-7500</td>
</tr>
<tr>
<td>Chinatown Child Development Center</td>
<td>720 Sacramento Street</td>
<td>(415) 392-4453</td>
</tr>
<tr>
<td>Edgewood Center for Children &amp; Families</td>
<td>1801 Vicente Street</td>
<td>(415) 865-3000</td>
</tr>
<tr>
<td>Instituto Familiar de la Raza</td>
<td>2919 Mission Street</td>
<td>(415) 229-0500</td>
</tr>
<tr>
<td>Mission Family Center</td>
<td>759 South Van Ness Avenue</td>
<td>(415) 642-4550</td>
</tr>
<tr>
<td>Oakes Children’s Center</td>
<td>1550 Treat Avenue</td>
<td>(415) 642-4550</td>
</tr>
<tr>
<td>Richmond Area Multi-Services, Inc. (RAMS)</td>
<td>3626 Balboa Street</td>
<td>(415) 668-5955</td>
</tr>
<tr>
<td>Southeast Child/Family Therapy Center</td>
<td>100 Blanken Street</td>
<td>(415) 330-5743</td>
</tr>
<tr>
<td>Westside SED Partnership</td>
<td>1140 Oak Street</td>
<td>(415) 431-8252</td>
</tr>
</tbody>
</table>

### CYF Primary Care/ Mental Health Interface Project

As part of the managed care implementation plan, the Primary Care/Mental Health Interface Project provides on-site psychiatric and psycho-social consultation to primary pediatric care providers (i.e. family practitioners, nursing staff, social workers, and other ancillary clinical staff) at community-based health centers throughout San Francisco.

<table>
<thead>
<tr>
<th>Project</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Mental Health Project</td>
<td>1380 Howard Street, 2nd Floor</td>
<td>(415) 255-3625</td>
</tr>
</tbody>
</table>

### CYF Day Treatment Programs

Day treatment programs are offered when less structured services are insufficient or as a step toward community living for children and youth leaving the hospital or residential treatment environment. Programs are typically integrated with a non-public school placement for children or youth who may be living at home, with foster parents, or in group care. The mornings include structured classes, with clinical staff available for support and individual therapy. Afternoon programs typically include additional individual therapy, group therapy sessions and family counseling. CYF funds three 5-day-a-week day treatment programs.

<table>
<thead>
<tr>
<th>Program</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edgewood Day Treatment Center</td>
<td>1733 Vicente Street</td>
<td>(415) 681-3211</td>
</tr>
<tr>
<td>McAuley Adolescent Day Treatment Center</td>
<td>450 Stanyan Street</td>
<td>(415) 750-5580</td>
</tr>
<tr>
<td>Oakes Children’s Center</td>
<td>1348 Tenth Ave.</td>
<td>(415) 564-2310</td>
</tr>
</tbody>
</table>

### Child Crisis

This team provides a 24-hour response to any child in San Francisco undergoing a mental health crisis. Children are evaluated during the crisis for assaultiveness, suicidality, agitation, and absence of behavior control, psychosis, or severe depression. The crisis team functions as a gatekeeper into hospital services and coordinates closely with shelter and placement agencies for youth in need of these alternatives. Children can be evaluated at CCCS office or a crisis team may be sent directly to the site of the crisis—whether it is the home, school, medical emergency room, clinic or other locations in San Francisco—to provide psychiatric evaluation.

Upon arrival, the team conducts a crisis evaluation to determine whether the child needs involuntary hospitalization at a psychiatric hospital.

<table>
<thead>
<tr>
<th>Program</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Child Crisis</td>
<td>3801 Third Street Building B, Suite 400</td>
<td>(415) 970-3800</td>
</tr>
</tbody>
</table>

### CYF Intensive Care Management (ICM) Services
The Family Mosaic Project (FMP) provides intensive care management and wraparound services to seriously emotionally disturbed (SED) children and youth at high risk for out-of-home placement as a result of emotional and behavioral difficulties. FMP also works with clients who are in out-of-home placement and in the process of transitioning back home. Utilizing a strength-based, family-focused wraparound approach, the assigned Family Advocate/Care Manager first completes an assessment of the family’s needs, and then develops a comprehensive Plan of Care (POC) with the client and caregivers. The POC identifies specific services and goals to improve the overall functioning and quality of life of the family. In conjunction with a collaborative network of service providers throughout the system of care, the Family Advocate authorizes, brokers, and coordinates mental health and wraparound services to facilitate achievement of POC goals, and gradually, to less restrictive levels of care.

The Intensive Care Management component of CSOC is a unique team of clinicians, care managers, and peer parents working together in partnership with children, youth and their families to help them get necessary services. The goal is to keep children and youth at home, in school, and out of trouble. CSOC recognizes parents as equal partners with professionals in the planning and managing of their child’s care. CSOC never determines a plan of care without the parent or caregiver.

<table>
<thead>
<tr>
<th><strong>Family Involvement Team</strong></th>
<th>1305 Evans Avenue</th>
<th>(415) 920-7700</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family Mosaic Project</strong></td>
<td>1309 Evans Avenue</td>
<td>(415) 206-7646</td>
</tr>
<tr>
<td><strong>System of Care Intensive Case Management</strong></td>
<td>1305 Evans Avenue</td>
<td>(415) 920-7700</td>
</tr>
<tr>
<td><strong>Youth Task Force</strong></td>
<td>1305 Evans Avenue</td>
<td>(415) 920-7700</td>
</tr>
</tbody>
</table>

**CYF Hospitalization and Post-Hospitalization Transition Services**

CYF staff coordinates and authorizes all acute and partial hospitalization, lengths of stay, and transition services from hospitals when children are hospitalized based on medical necessity. During the hospitalization, CYF staff conduct bi-weekly chart reviews and determine medical necessity for continued hospitalization. Hospital liaison managers work on discharge and transition planning for services such as outpatient therapy, day treatment, intensive case management, in-home support, respite services, and wrap-around services.

<table>
<thead>
<tr>
<th><strong>Utilization Review</strong></th>
<th>Miriam Damon</th>
<th>(415) 255-3761</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inpatient Discharge Case Management</strong></td>
<td>Joe Lai, Demitra Paras</td>
<td>(415) 970-3800 (415) 970-3800</td>
</tr>
<tr>
<td><strong>McAuley Behavioral Health Services (St. Mary’s)</strong></td>
<td>450 Stanyan Street</td>
<td>(415) 750-5649</td>
</tr>
</tbody>
</table>
Residential, Sub-acute and Community Treatment Facilities

Overview: The philosophy and belief of CBHS is that children and youth should be served in their own homes whenever possible, and that services should be designed to strengthen families. However, at times, a child or youth may need to be placed out-of-home. This may be in order to meet their educational needs (AB 3632/Special Education); for their own protection (Court Dependency/300 status and placement through the Department of Human Services); or for the protection of society (Wardship/602 status and placement through the Juvenile Probation Department).

No clinician should make recommendations regarding out-of-home placement or residential treatment without going through the process described below. This includes recommendations to parents, clients, DHS or Probation workers, teachers, or anyone else involved with the client.

If you are working with a client whom you think may need out-of-home residential placement, or if a parent or other interested party suggests the client may need that type of care, consult your supervisor. With your supervisor’s agreement, you can have the client scheduled for your Program Utilization Review Quality Committee (PURQC).

If the PURQC cannot identify alternative resources to out-of-home placement, the client’s situation can be reviewed at the weekly CYF Risk Management meeting, which may either identify alternatives or concur.

Eligibility for placement through AB 3632 (the IEP process), involves the following:

- The San Francisco Unified School District determines the student to be meeting the (educational) criteria of "emotionally disturbed" and this must be written on the student’s Individualized Education Plan (IEP).
- The student has been referred for, and has received, a mental health assessment by San Francisco CBHS to determine eligibility for mental health services under AB 3632.
- An expanded IEP team meeting has been held, which included San Francisco CBHS. The expanded IEP team has considered and documented a broad range of less restrictive alternatives to residential treatment before determining that residential placement is necessary for the student to receive special education and mental health services.
- Parental or guardian support of this plan.

For more information about AB 3632 placement, contact Alison Lustbader, LCSW, at 970-3849.

Residential treatment programs are privately run, licensed facilities that combine residential, educational, and clinical services in one setting. Care provided at the facilities can include 24-hour residency, non-public school special education, and diagnostic evaluation, therapeutic and medical/psychiatric services. Most offer intensive day treatment for residents.

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seneca Center - CTF</td>
<td>SFGH 887 Potrero Street L Unit</td>
<td>(415) 206-4228 (415) 206-6469</td>
</tr>
<tr>
<td>Edgewood Center for Children &amp; Families</td>
<td>1801 Vicente Street</td>
<td>(415) 681-3211</td>
</tr>
<tr>
<td>Lincoln Child Center</td>
<td>4368 Lincoln Ave. Oakland CA 94602</td>
<td>(510) 531-3111</td>
</tr>
<tr>
<td>Rebekah Children's Services</td>
<td>290 IOOF Avenue, Gilroy CA 95020</td>
<td>(408) 846-2430</td>
</tr>
<tr>
<td>St. Vincent’s School for Boys</td>
<td>1 St. Vincent Drive, San Rafael CA 94903</td>
<td>(415) 507-4200</td>
</tr>
<tr>
<td>Sunny Hills Services</td>
<td>300 Sunny Hills Drive, San Anselmo CA 94940</td>
<td>(415) 457-3200</td>
</tr>
<tr>
<td>Thunder Road</td>
<td>390 40th Street, Oakland, CA 94609</td>
<td>(510) 653-5040</td>
</tr>
<tr>
<td>Victor Homes</td>
<td>2561 California Park Drive, Chico CA programs in Santa Rosa, Redding, Stockton</td>
<td>(530) 893-0758</td>
</tr>
<tr>
<td>Willow Creek Treatment Center</td>
<td>341 Irwin Lane Santa Rosa CA 95401</td>
<td>(707) 576-7218</td>
</tr>
</tbody>
</table>
Foster Care Mental Health

The Foster Care Mental Health Program (FCMHP) oversees access to, and authorization of, planned, (outpatient) mental health services for 3,400 children and their families served by the Family and Children's Services Division of the Department of Human Services (DHS). The FCMHP is unique; it offers a hybrid of authorization and clinical services. FCMHP provides centralized access to mental health assessments and referrals for all children in foster care who need mental health services. Services include referrals to community mental health clinics, group providers, or a network of approximately 250 private practitioners who specialize in services for this population. FCMHP monitors the quality of care offered by FCMHP-authorized private providers that request reauthorization, provides treatment and placement consultation on various interagency and multidisciplinary teams, offers urgent care, and acts as a liaison with the juvenile court system.

| Foster Care Mental Health Program | 3801 Third Street, Bldg. B, Suite 400 | (415) 970-3875 |

Therapeutic Behavioral Services

Therapeutic Behavioral Services (TBS) are one-to-one therapeutic contacts between a mental health provider and a client designed to provide the child or youth with skills to effectively manage behavior(s) or symptom(s) that are preventing or placing at risk the child/youth’s ability to live in the lowest appropriate residential level. These services are short-term, and are designed to maintain the child/youth in his/her current residential placement, or to allow the child/youth to transition to a lower level of residential care.

The TBS provider is available on-site to provide individualized one-to-one behavioral assistance and one-to-one interventions to accomplish outcomes specified in a written treatment plan.

TBS is a Medi-Cal reimbursable EPSDT supplemental specialty mental health service for clients who meet eligibility criteria, which include age, full-scope Medi-Cal eligibility, mental health diagnosis, and other mental health service(s) in place. Other criteria related to client’s living situation, history of psychiatric hospitalizations or prior TBS services must be met.

For more information about TBS, contact Chris Lovoy, at 206-7612.

| Edgewood | Seneca | (415) 642-5968 |
| St. Vincent’s School for Boys |

Substance Abuse Services for Youth and Young Adults

Substance abuse services for youth and young adults consist of a continuum of services that encompasses prevention, early intervention, and outpatient and day treatment. CBHS is committed to ensuring that these services are comprehensive, integrated, inclusive, and gender appropriate and culturally competent.

For more information on substance abuse services for youth and young adults, contact program managers: Denise Jones, Ph.D. at 255-3403
## AOA Crisis Services

**Psychiatric Emergency Services:** 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 and 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 23 hours to stabilize an acute crisis.

| SFGH Psychiatric Emergency Svcs. | 1001 Potrero Avenue | (415) 206-8125 |

**Mobile Crisis:** Provides crisis evaluations, short-term medication support, consultation and linkage to adults (18-59) to least restrictive level of care. Goal is to provide crisis intervention services that ameliorate necessity for acute or emergent psychiatric care. Teams provide 5150 assessments and transports clients to next level of service. Mobile Crisis receives direct referrals from consumers, support systems, CBHS, SFPD, SFFD, private medical emergency rooms and 911. MCTT covers for Geriatric Crisis services after 4PM and AIDS Crisis after 5PM. MCTT is open 8:30 AM-11PM (last field response at 10 PM) Mondays through Fridays. MCTT is open 12 noon-8PM (last field response at 7PM) Saturdays, Sundays and county holidays.

| Mobile Crisis Treatment Team | (415) 355-8300 |

**Westside Crisis:** Immediate treatment or triage for voluntary individuals suffering from emotional crisis or symptoms of acute psychiatric illness, including symptoms induced by substance use or HIV infection. Brief crisis treatment and ongoing outpatient care. PRN medication for clients who can remain in the community with medication support. Provides 5150 as needed to inpatient hospital care. Linkage to community and follow-up treatment.

| Westside Crisis Clinic | (415) 355-0311 |

**Suicide Prevention:** 24-hour telephone crisis intervention, emotional support, counseling, and referral for depressed, anxious, and suicidal people by phone. Drug relapse prevention support available 24-hours/day at (415) 834-1144. Support for persons with HIV/AIDS available 5 pm to 5 am at (415) 434-AIDS. Support for Spanish speakers available 6 pm to 12 pm at (415) 989-5212.

| San Francisco Suicide Prevention 24-hrs | (415) 781-0500 |

**Urgent Care:** Brief intervention provided in cases of non-emergent but stressful conditions that require contact within 24 hours. Services include assessment, general mental health services, case management and medication support.

| Westside Crisis Clinic and select Outpatient Clinics | See listings starting on p. 25 for these programs. |
## AOA Acute Services

**Acute Psychiatric Inpatient:** 24-hour facility with capacity to evaluate and treat acute and severe psychiatric conditions for both voluntary and involuntary clients. Provides intensive medical oversight, 24-hour nursing care, medication support, assessment, reassessment, general mental health services and case management.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>California Pacific Medical Center</td>
<td>2323 Sacramento 1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
<td>(415) 600-3252</td>
</tr>
<tr>
<td>San Francisco General Hospital, Wards 7A, 7B, 7C, 6B</td>
<td>1001 Potrero Avenue</td>
<td>7A - 206-8391, 7B - 206-5158&lt;br&gt;7C - 206-5065, 6B - 206-5612</td>
</tr>
<tr>
<td>St. Francis Memorial Hospital</td>
<td>900 Hyde Street</td>
<td>(415) 353-6230</td>
</tr>
</tbody>
</table>

**Long-term IP (State Hospital):** A facility licensed as an acute psychiatric inpatient unit that provides 24-hour nursing care, medical oversight, assessment, general mental health services, case management, and medication support for patients needing treatment for an extended period.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Napa State Hospital</td>
<td>2100 Napa-Vallejo Highway, Napa 94558</td>
<td>(707) 253-5000</td>
</tr>
</tbody>
</table>

**Sub-Acute/ IMD/ SNF (L Facilities):** A facility that provides involuntary treatment for patients needing an extended period of recovery and rehabilitation due to the severity and persistence of symptoms and impairments. Services include: at least monthly assessment, nursing care, daily medication administration, weekly medical oversight. Generally patients cannot require seclusion and restraint, medical acute care, be at a high elopement risk or need medication regimens requiring assessment more than once a week.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canyon Manor</td>
<td>655 Canyon Road, Novato 94947</td>
<td>(415) 892-1628</td>
</tr>
<tr>
<td>Crestwood Treatment Center</td>
<td>2171 Mowry Avenue, Fremont 94538</td>
<td>(510) 793-8383</td>
</tr>
<tr>
<td>Crestwood Manor-Idylwood</td>
<td>1002 W. Fremont Ave Sunnyvale 94087</td>
<td>(408) 739-2383</td>
</tr>
<tr>
<td>Crestwood Manor-Stockton</td>
<td>1130 Monaco Court, Stockton 95207</td>
<td>(209) 478-2060</td>
</tr>
<tr>
<td>Crestwood Manor-Crestwood Recovery and Rehabilitation Center</td>
<td>115 Oddstad Drive, Vallejo 94589</td>
<td>(707) 552-0215</td>
</tr>
<tr>
<td>San Francisco Behavioral Health Center – Skilled Nursing Facility</td>
<td>887 Potrero Avenue, 2&lt;sup&gt;nd&lt;/sup&gt; Floor 2 North, 2 South</td>
<td>(415) 206-6300</td>
</tr>
<tr>
<td>San Francisco Behavioral Health Center - MHRC</td>
<td>887 Potrero Avenue, 2&lt;sup&gt;nd&lt;/sup&gt; Floor 3 North, 3 South (L Facility) Licensed by Dept of Mental Health</td>
<td>(415) 206-6300</td>
</tr>
<tr>
<td>San Francisco Behavioral Health Center – Adult Residential Facility</td>
<td>887 Potrero Avenue, 2&lt;sup&gt;nd&lt;/sup&gt; Floor 1 North (Unlocked) Licensed by Dept of Social Services, Community Care Licensing</td>
<td>(415) 206-6300</td>
</tr>
</tbody>
</table>
### CBHS Pharmacy Service

All clients who receive authorized or acute services within the CBHS network of services are eligible for pharmacy benefits.

The CBHS Pharmacy Benefits Manager (PBM) is MedImpact. MedImpact Help Line (800) 788-2949.

Our system maintains a network of community pharmacies in San Francisco through the PBM. Patients with Medi-Cal coverage may go to any local pharmacy for services.

Uninsured (including Healthy San Francisco) clients who obtain prescription services from CBHS providers may use the network of community pharmacies in San Francisco. All prescriptions for uninsured patients must be written via Infoscriber, the CBHS electronic prescribing system. PPN who are not using Infoscriber should use the San Francisco Mental Health Plan Prescription Form.

Medications may also be accessed through the licensed pharmacy at 1380 Howard Street.

**Hours of Service:** 8:30 am - 5:00 pm *(Monday through Friday, excluding holidays)*

*General hours, please call to confirm before picking up an order*

| CBHS Pharmacy | 1380 Howard Street (at 10th St.)  
|               | 1st floor, Room 130 San Francisco, CA 94103 | Telephone: 255-3659 |
|               |                                            | Fax: 255-3754 |

**In addition to prescription services, the following programs are also available:**

- Medication support groups (e.g. Clozapine)
- Medication refill clinics for stabilized patients
- Drug interaction screening and monitoring
- Pharmacist consultation with clients and prescribers
- Pharmacist coordinated chronic medication management
- Client-specific medication education and counseling
- Training and inservice education programs to medical and non-medical staff

The above named services are provided at the following sites:

- Chinatown/North Beach
- Ocean Mission Ingleside
- San Francisco Behavioral Health Center / SFGH
- Sunset MH
- Mission MH
- South of Market MH

### Drug Information Service

This service provides telephone clinical psychopharmacology consultation to CBHS psychiatrists and staff.

**Hours of Service:** 9 a.m. - 4:30 p.m. *(Monday through Friday, except holidays)*

| Telephone: 252-3055 | Fax: 252-3036 |

For General information and pharmacy and prescription services, please call **255-3659**.
AOA Residential Services

**Crisis Residential**: Short-term unlocked social model crisis residential programs designed as an alternative to hospitalization for individuals experiencing an acute episode or crisis OR as a stepdown from acute inpatient treatment. Services include assessment, general mental health services, medication prescription and administration, 24-hour monitoring and case management.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avenues</td>
<td>1443 Seventh Avenue</td>
<td>(415) 242-8033</td>
</tr>
<tr>
<td>Cortland House</td>
<td>77 Cortland Avenue</td>
<td>(415) 550-1881</td>
</tr>
<tr>
<td>Grove Street House, Baker Places</td>
<td>2157 Grove Street</td>
<td>(415) 387-2275</td>
</tr>
<tr>
<td>La Posada</td>
<td>810 Capp Street</td>
<td>(415) 285-0810</td>
</tr>
<tr>
<td>Shrader House</td>
<td>50 Shrader Street</td>
<td>(415) 668-4166</td>
</tr>
</tbody>
</table>

**Intensive Residential Treatment**: A community alternative to hospitalization and/or stepdown transition from long-term care. This social rehab model program emphasizes interpersonal communication, social skill development, medication monitoring and support, and limited 24-hour monitoring.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clay Street Residential Treatment Program</td>
<td>2210 Clay Street</td>
<td>(415) 776-4647</td>
</tr>
<tr>
<td>Carroll House</td>
<td>73 Anderson Street</td>
<td>(415) 821-0697</td>
</tr>
<tr>
<td>Rypins House Senior Residential Treatment Services</td>
<td>1405 Guerrero Street</td>
<td>(415) 821-0697</td>
</tr>
</tbody>
</table>

**Transitional Residential Treatment**: Residential treatment most appropriate for individuals who are no longer in crisis but continue to require stabilization in a safe and supportive 24-hr. therapeutic setting. Assists individuals to gain and maintain self-care skills; also provides general mental health services and limited 24-hour monitoring.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashbury House</td>
<td>212 Ashbury Street</td>
<td>(415) 775-6194</td>
</tr>
<tr>
<td>Baker Street House</td>
<td>730 Baker Street</td>
<td>(415) 567-1498</td>
</tr>
<tr>
<td>Jackson Street Residence</td>
<td>2441 Jackson Street</td>
<td>(415) 346-6380</td>
</tr>
<tr>
<td>Jo Ruffin Place, Baker Places</td>
<td>333 7th Street</td>
<td>(415) 252-1853</td>
</tr>
<tr>
<td>La Amistad</td>
<td>2481 Harrison Street</td>
<td>(415) 285-8100</td>
</tr>
<tr>
<td>Progress House</td>
<td>25 Beulah Street</td>
<td>(415) 668-1511</td>
</tr>
<tr>
<td>Robertson Place Residential, Baker Places</td>
<td>921 Lincoln Way</td>
<td>(415) 664-4876</td>
</tr>
<tr>
<td>San Jose Place</td>
<td>673 San Jose Ave</td>
<td>(415) 282-3789</td>
</tr>
</tbody>
</table>

**Residential Care Facility**: A residential facility that provides clients with medication supervision, assistance with ADLs, and structuring for daily activities. Some homes require clients to be involved in day treatment/socialization or some other day structure. Many clients are from the IMDs or acute inpatient.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broderick Street Adult Residential Facility (RAMS)</td>
<td>1421 Broderick Street</td>
<td>(415) 292-1760</td>
</tr>
</tbody>
</table>
### Supportive Housing and Shelter-Based Services

**Supported Housing:** Includes co-ops, in housing such as flats or apartments shared by several clients with some case management, and hotels, where clients have their own rooms, money management, and some case management. Clients maintain responsibility for their own medications and follow mutual group living agreements.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Independent Living Program (Co-ops)</td>
<td>3450 3rd Street, Bldg. 2A</td>
<td>(415) 695-8360</td>
</tr>
<tr>
<td>Conard House Outpatient (Hotels and Co-ops)</td>
<td>2441 Jackson Street</td>
<td>(415) 346-6380</td>
</tr>
<tr>
<td>Odyssey House</td>
<td>484 Oak Street</td>
<td>(415) 626-5199</td>
</tr>
<tr>
<td>Peter Claver Community: AIDS/ARC Program</td>
<td>1340 Golden Gate Avenue</td>
<td>(415) 749-3800</td>
</tr>
<tr>
<td>Progress Supported Living Program (Co-ops)</td>
<td>7002 Geary Blvd.</td>
<td>(415) 752-3416</td>
</tr>
</tbody>
</table>

**Homeless Shelter-Based Services:** CBHS funds on-site mental health case management staffing for shelter residents. Case management staff provide weekday and evening coverage.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Episcopal Sanctuary Case Management</td>
<td>201 - 8th Street</td>
<td>(415) 863-3893</td>
</tr>
<tr>
<td>Next Door: Mental Health &amp; Substance Abuse Case Managers</td>
<td>1001 Polk Street</td>
<td>(415) 292-2180</td>
</tr>
<tr>
<td>South of Market Multi-Service Center: Mental Health Case Managers</td>
<td>525 - 5th Street</td>
<td>(415) 597-7960</td>
</tr>
</tbody>
</table>

### Wellness Recovery Services

Wellness and Recovery Programs are designed to increase social interaction and to decrease isolation. Daily attendance is not required.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinatown/North Beach Mental Health Services OP</td>
<td>729 Filbert Street</td>
<td>(415) 352-2000</td>
</tr>
<tr>
<td>Office of Self Help Community Center</td>
<td>1095 Market Street, Room 202</td>
<td>(415) 575-1400</td>
</tr>
<tr>
<td>Recovery Center Clubhouse</td>
<td>259 Hyde Street</td>
<td></td>
</tr>
<tr>
<td>San Francisco Community Clubhouse</td>
<td>134 Golden Gate</td>
<td>(415) 673-5700</td>
</tr>
<tr>
<td>Sunset Mental Health Services OP and Socialization</td>
<td>1990 - 41st Avenue (Main Office)</td>
<td>(415) 753-7400</td>
</tr>
<tr>
<td></td>
<td>1351 – 24th Avenue (Satellite Site)</td>
<td></td>
</tr>
</tbody>
</table>
### Dialectical Behavioral Therapy (DBT)

DBT is a cognitive-behavioral approach that was developed for the treatment of adult chronically suicidal clients. Treatment efficacy is well-established with individuals diagnosed with borderline personality disorder (BPD) and other related disorders. It is a multi-component treatment that is provided as weekly individual psychotherapy, weekly skills training groups, and 24-hour phone access to a therapist. It primarily focused on decreasing problematic behavior in a descending hierarchy as follows: decreasing suicidal behaviors; reducing behaviors that interfere with therapy; minimize behaviors that interfere with quality of life; and promoting skills, mindfulness, interpersonal effectiveness, emotional regulation, and self management.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Phone Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citywide Community Focus</td>
<td>597-8000</td>
<td>Accepts referrals of high utilizers from CBHS</td>
</tr>
<tr>
<td>Citywide Case Management</td>
<td>597-8000</td>
<td>Accepts referrals of high utilizers from CBHS</td>
</tr>
<tr>
<td>Citywide Forensics</td>
<td>597-8000</td>
<td>Adults with serious mental illness and significant criminal justice history with current case pending, probation, or parole.</td>
</tr>
<tr>
<td>Citywide Linkage</td>
<td>597-8000</td>
<td>Accepts referrals from inpatient psychiatry or CBHS</td>
</tr>
<tr>
<td>Mission Mental Health</td>
<td>401-2705</td>
<td>Dual Diagnosed adults between 18-59 who meet medical necessity criteria.</td>
</tr>
<tr>
<td>Mission Act (SPR)</td>
<td></td>
<td>Accepts referrals of high utilizers from CBHS</td>
</tr>
<tr>
<td>Walden House Outpatient</td>
<td>934-3459</td>
<td>All clients must complete intake process is conducted at 1885 Mission, first floor. Orientation is Monday's at 8:45.</td>
</tr>
<tr>
<td>Walden House Outpatient - Matrix</td>
<td>934-3459</td>
<td>Mission, first floor. Orientation is Monday's at 8:45.</td>
</tr>
<tr>
<td>Walden House Outpatient - Oasis</td>
<td>934-3459</td>
<td>Mission, first floor. Orientation is Monday's at 8:45.</td>
</tr>
</tbody>
</table>

### Intensive Case Management (ICM)

ICMs provides in-office and off-site crisis intervention, drop-in medication visits, general mental health and service linkage services to facilitate successful community integration. Service contact can be daily and on a 24-hour basis.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternatives Program</td>
<td>2712 Mission Street, Lower Level</td>
<td>(415) 401-2630</td>
<td></td>
</tr>
<tr>
<td>Bayview Hunters Point Mental Health Community Based Case Management</td>
<td>5815 Third Street</td>
<td>(415) 822-7500</td>
<td></td>
</tr>
<tr>
<td>Citywide Case Management Team &amp; Citywide Forensics</td>
<td>982 Mission Street</td>
<td>(415) 597-8000</td>
<td></td>
</tr>
<tr>
<td>Emergency Dept Case Management</td>
<td>1001 Potrero Avenue</td>
<td>(415) 206-5071</td>
<td></td>
</tr>
<tr>
<td>FSA Adult Care Management</td>
<td>1010 Gough Street</td>
<td>(415) 474-7310</td>
<td></td>
</tr>
<tr>
<td>Mission ACT</td>
<td>2712 Mission Street</td>
<td>(415) 401-2760</td>
<td></td>
</tr>
<tr>
<td>Westside ACT</td>
<td>888 Turk Street, 2nd Floor</td>
<td>(415) 353-5050</td>
<td></td>
</tr>
<tr>
<td>UC Community Focus</td>
<td>939 Market Street, 4th Floor 4B</td>
<td>(415) 597-8000</td>
<td></td>
</tr>
</tbody>
</table>

### Transitional Age Youth (TAY)

Transitional Age Youth is a Full Service Partnership that provides intensive wrap around and intensive clinical case management services for 16-25yo. with SMI. We also have a step-down mental health program for SMI youth who need less intensive services. Both services provide medication support.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transitional Age Youth Services</td>
<td>755 South Van Ness Avenue</td>
<td>(415) 642-4500</td>
<td></td>
</tr>
</tbody>
</table>
### AOA Outpatient Services

Designed to reduce mental disability and to restore and maintain independent function in the community. Services include assessment, general mental health services, urgent care, medication support and case management.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview Hunters Point Mental Health Center</td>
<td>5815 Third Street</td>
<td>(415) 822-7500</td>
</tr>
<tr>
<td>Central City Seniors' Unit (Older Adult Mental Health Consultation)</td>
<td>90 Van Ness Avenue</td>
<td>(415) 558-5900</td>
</tr>
<tr>
<td>Chinatown/North Beach Mental Health</td>
<td>729 Filbert Street</td>
<td>(415) 352-2000</td>
</tr>
<tr>
<td>FSA Community Aftercare Program</td>
<td>6221 Geary, 3rd Floor</td>
<td>(415) 379-1048</td>
</tr>
<tr>
<td>FSA Geriatric Services West</td>
<td>6221 Geary Blvd., 2nd Floor</td>
<td>(415) 386-6600</td>
</tr>
<tr>
<td>Instituto Familiar de La Raza</td>
<td>2919 Mission Street</td>
<td>(415) 229-0500</td>
</tr>
<tr>
<td>Mission Mental Health Services Team I</td>
<td>2712 Mission Street</td>
<td>(415) 401-2700</td>
</tr>
<tr>
<td>O.M.I. Family Center</td>
<td>1701 Ocean Avenue</td>
<td>(415) 452-2200</td>
</tr>
<tr>
<td>Richmond Area Multi-Service (RAMS)</td>
<td>3626 Balboa Street</td>
<td>(415) 668-5955</td>
</tr>
<tr>
<td>RAMS Day Treatment Program</td>
<td>3654 Balboa Street</td>
<td>(415) 668-5955</td>
</tr>
<tr>
<td>Southeast Mission Geriatric Services</td>
<td>3905 Mission Street</td>
<td>(415) 337-4722</td>
</tr>
<tr>
<td>South of Market Mental Health Services</td>
<td>760 Harrison Street</td>
<td>(415) 836-1700</td>
</tr>
<tr>
<td>Sunset Mental Health Services</td>
<td>1990 - 41st Avenue (Main Office)</td>
<td>(415) 753-7400</td>
</tr>
<tr>
<td>Sword to Plowshares</td>
<td>1060 Howard Street</td>
<td>(415) 252-4788</td>
</tr>
<tr>
<td>Team II Adult Outpatient Services</td>
<td>3850 17th Street</td>
<td>(415) 337-4795</td>
</tr>
<tr>
<td>Tenderloin Outpatient Clinic</td>
<td>134 Golden Gate Avenue</td>
<td>(415) 673-5700</td>
</tr>
<tr>
<td>UC Center on Deafness</td>
<td>3333 California Street, Suite 10</td>
<td>(415) 476-4980</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TDD 476-7600</td>
</tr>
<tr>
<td>Walden House Outpatient</td>
<td>1885 Mission Street</td>
<td>(415) 554-1131</td>
</tr>
<tr>
<td>Westside CalWorks Program</td>
<td>1663 Mission Street #310</td>
<td>(415) 581-0449</td>
</tr>
<tr>
<td>Westside Outpatient Services</td>
<td>888 Turk Street</td>
<td>(415) 353-5050</td>
</tr>
</tbody>
</table>

### Practitioner Private Network (PPN)

When clients are able to benefit from referral to a private practitioner and do not need the support of a clinic’s multiple services, the PPN can be used instead of a clinic. Services include assessment, general mental health services and medication support. Clients, who have difficulty keeping appointments, using public transportation, or who need the support of multiple services should not be referred to the PPN until they can meet these criteria. For clients, access to the PPN is via Central Access 255-3737.

| Provider Relations Office 1380 Howard St., Provider Relations | (415) 255-3519 |

---

**Note:** The document contains a table of outpatient services with addresses and contact information, as well as a section on the Practitioner Private Network (PPN) outlining its use criteria and access information.
### Vocational, Self Help, and Advocacy Services

**Vocational Support & Training:** Vocational services offer a variety of support services, including evaluations, socialization and job seeking skills workshops, benefits counseling, on-the-job training programs, community job development. Provides assistance in finding employment for clients interested in returning to the work force. Provides support services as needed to enable clients to develop skills and obtain employment in San Francisco. Support services are also available to assist consumers in their transition from client to employee. Many outpatient programs also provide vocational services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Vocational Services</td>
<td>1425 Folsom Street</td>
<td>(415) 544-0424</td>
</tr>
<tr>
<td>Conard House Supportive Employment</td>
<td>1385 Mission Street</td>
<td>(415) 864-2002 ext. 202</td>
</tr>
<tr>
<td>RAMS Hire-Ability Vocational Services</td>
<td>1234 Indiana Street</td>
<td>(415) 282-9675</td>
</tr>
</tbody>
</table>

**Self/ Mutual Help and Advocacy services:** Uses a variety of peer support techniques. Self-help staff members work with consumers to help them address issues of concern. These peer support techniques include, but are not limited to, education, peer counseling, peer case management, alternatives to medical treatment, drop-in centers, and social activities such as outings. The San Francisco Mental Health Clients' Rights Advocates provide advocacy services to respond, educate, and monitor potential and actual violations of clients’ rights.

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Self Help Community Center</td>
<td>1095 Market Street, Room 202</td>
<td>(415) 575-1400</td>
</tr>
<tr>
<td>SFMH Client's Rights Advocates</td>
<td>1095 Market Street, Room 618</td>
<td>(415) 552-8100 (800) 729-7727</td>
</tr>
</tbody>
</table>
Substance Abuse Service Providers

**Drop-In Centers**
Drop-in Centers provide time away from street influences and center staff members make referrals to other substance abuse, medical, mental health and housing resources. Many Drop-in Centers are open 24/7. Duration of stay is 2 to 23 hours with referrals available.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAFCI Oshun Drop-In Center</td>
<td>101 Taylor Street</td>
<td>746-1967</td>
</tr>
<tr>
<td>SVDP Drop-In Center at Ozanam Center</td>
<td>1175 Howard Street</td>
<td>864-0296 or 252-5361</td>
</tr>
</tbody>
</table>

**Detoxification - Medically Assisted Residential**
Medically Assisted Detox provides 24/7 on-site medical coverage in a community-based, non-hospital residential setting for detoxification from alcohol and other drugs. Duration of stay is 7 to 21 days. Clients in reasonably good health needing assistance with drug and alcohol withdrawal are appropriate for these services.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baker Places Joe Healy Detox</td>
<td>120 Page Street, 2nd - 3rd Flrs.</td>
<td>553-3252</td>
</tr>
</tbody>
</table>

**Detoxification - Social Model Residential**
Social Model Residential Detox provides 24/7 staffing without on-site medical support in a residential setting for detoxification from all drugs. Duration of stay is 3 to 7 days. Clients in good health who do not need medication for withdrawal are appropriate for these services.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SVDP Howard Street Detox, Ozanam Center</td>
<td>1175 Howard Street</td>
<td>252-5305</td>
</tr>
<tr>
<td>SVDP Howard Street BASN Detox in Ozanam Center</td>
<td>1175 Howard Street</td>
<td>252-5305</td>
</tr>
</tbody>
</table>

**Detoxification - Outpatient Non-Methadone**
Outpatient Detoxification using medications other than methadone is a service unique to San Francisco. Program provides week-day staffing with on-site medical support in an outpatient setting for detoxification from all drugs. Duration of detox is 1-3 weeks with extended follow-up counseling. Clients appropriate for these services need symptomatic medical assistance with substance withdrawal and are in good health.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAFCI Detox, Rehab, &amp; Aftercare</td>
<td>529 Clayton Street</td>
<td>565-1908</td>
</tr>
</tbody>
</table>
### Methadone Detoxification

Methadone detox is provided 365 days/year with on-site medical support in outpatient settings. Clients appropriate for treatment are those addicted to heroin or other narcotic drugs who meet criteria for taking methadone as an opiate replacement. Duration of treatment is 21-180 days.

<table>
<thead>
<tr>
<th>Clinic/Program</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART Market St. Cal Detox Clinic</td>
<td>1111 Market Street, 1st Flr</td>
<td>863-3883, 552-7914</td>
</tr>
<tr>
<td>BVHP Jail Methadone Courtesy</td>
<td>1625 Carroll Street</td>
<td>822-8200</td>
</tr>
<tr>
<td>BVHP Methadone Detox</td>
<td>1625 Carroll Street</td>
<td>822-8200</td>
</tr>
<tr>
<td>DSAAM Opiate Tx Outpatient (OTOP)</td>
<td>1001 Potrero, Bldg 90, Ward 93/Ward 95</td>
<td>206-8412</td>
</tr>
<tr>
<td>Westside Methadone Detox</td>
<td>1301 Pierce Street</td>
<td>563-8200</td>
</tr>
</tbody>
</table>

### Methadone Maintenance

Methadone Maintenance is provided 365 days/year with on-site medical support in outpatient settings. Clients appropriate for treatment are those addicted to heroin or other narcotic drugs who meet criteria for taking methadone as an opiate replacement. Duration of treatment is long-term, often years.

<table>
<thead>
<tr>
<th>Clinic/Program</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAART Turk St. Methadone Maint. &amp; Detox Clinic</td>
<td>433 Turk Street</td>
<td>928-7800</td>
</tr>
<tr>
<td>BVHP Jail Methadone Maintenance</td>
<td>1625 Carroll Street</td>
<td>822-8200</td>
</tr>
<tr>
<td>BVHP Methadone Maintenance</td>
<td>1625 Carroll Street</td>
<td>822-8200</td>
</tr>
<tr>
<td>DSAAM Methadone Maintenance Van</td>
<td>1001 Potrero, Bldg 90, Ward 93/Ward 95</td>
<td>206-4651</td>
</tr>
<tr>
<td>DSAAM Office Based Opiate Tx (OBOT)</td>
<td>18th Street</td>
<td>502-7223</td>
</tr>
<tr>
<td>DSAAM Opiate Tx Outpatient (OTOP)</td>
<td>1001 Potrero, Bldg 90, Ward 93/Ward 95</td>
<td>206-8412</td>
</tr>
<tr>
<td>Fort Help Methadone Maintenance</td>
<td>915 Bryant Street/Third Street</td>
<td>777-9953</td>
</tr>
<tr>
<td>Westside Methadone Maintenance</td>
<td>1301 Pierce Street</td>
<td>563-8200</td>
</tr>
</tbody>
</table>
### Substance Abuse Outpatient Treatment

Outpatient is the least intensive level of non-medicated outpatient services. Time commitment averages 1-2 hours of individual and group counseling weekly. Treatment issues vary, but generally, appropriate candidates are in good health and need family, social or legal counseling in addition to addiction counseling. Duration of treatment varies from 2-12 months.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARS Lee Woodward Counseling Center for Women</td>
<td>2166 Hayes Street, #305 776-1001</td>
</tr>
<tr>
<td>AARS Project ADAPT</td>
<td>2020 Hayes Street 750-5125</td>
</tr>
<tr>
<td>BVHP Center for Problem Drinkers</td>
<td>1625 Carroll Street 822-8200</td>
</tr>
<tr>
<td>BVHP Youth Services (OP Counseling)</td>
<td>5015 3rd Street 822-1585</td>
</tr>
<tr>
<td>UCSF Center on Deafness Sub. Abuse Prog.</td>
<td>3333 California Street, Suite 10 476-4980</td>
</tr>
<tr>
<td>Curry Center Older Adult Outpatient</td>
<td>333 Turk Street 885-2274</td>
</tr>
<tr>
<td>Drug Court Treatment Center</td>
<td>509 6th Street 222-6150</td>
</tr>
<tr>
<td>Hz Juventud Outpatient Program</td>
<td>440 Potrero Avenue 487-6706</td>
</tr>
<tr>
<td>Iris Center - Outpatient Services</td>
<td>333 Valencia Street, Suite 222 864-2364</td>
</tr>
<tr>
<td>Mission Council Latino Family Outpatient</td>
<td>474 Valencia Street, Suite 235 864-0554</td>
</tr>
<tr>
<td>Mission Council Outpatient</td>
<td>820 Valencia Street 826-6767</td>
</tr>
<tr>
<td>MSJ SE Epiphany Ctr for Families in Recov</td>
<td>100 Masonic Avenue 351-4052</td>
</tr>
<tr>
<td>Ohlhoff Adol./ Young Adt. Outpatient Prog.</td>
<td>2423 Clement Street 841-1775</td>
</tr>
<tr>
<td>Potrero Hill Zap Project</td>
<td>953 DeHaro Street 826-8080</td>
</tr>
<tr>
<td>RAMS PAES Counseling Svc</td>
<td>1235 Mission Street 558-1363</td>
</tr>
<tr>
<td>SAGE Trauma &amp; Recovery Ctr (STAR)</td>
<td>1275 Mission Street 905-5050</td>
</tr>
<tr>
<td>SAGE Satellite Sex Trauma Coun (SSTC)</td>
<td>1275 Mission Street 905-5050</td>
</tr>
<tr>
<td>SFAF Stonewall</td>
<td>One Sixth Street 487-3100</td>
</tr>
<tr>
<td>WH Continuing Care</td>
<td>1885 Mission Street 554-1130</td>
</tr>
<tr>
<td>WH SISTER</td>
<td>1885 Mission Street 554-1130</td>
</tr>
<tr>
<td>YMCA Urban Svcs-OMI/Excelsior Youth Ctr</td>
<td>241 Oneida Avenue 406-1290</td>
</tr>
<tr>
<td>Kaiser Permanente Chemical Dependency</td>
<td>1201 Fillmore Street 292-5030</td>
</tr>
<tr>
<td>Recovery Program</td>
<td></td>
</tr>
<tr>
<td>Northern California Service League</td>
<td>28 Boardman Place 863-2323</td>
</tr>
<tr>
<td>Swords to Plowshares</td>
<td>1060 Howard Street 252-4788</td>
</tr>
<tr>
<td>Tom Waddell Health Center</td>
<td>50 Ivy Street 355-7400</td>
</tr>
</tbody>
</table>
### Substance Abuse Day Treatment Services

Day Treatment is the most intensive of the non-medicated, outpatient services. Time commitment equals 9 hours or more of individual and group counseling weekly. Treatment issues vary, but generally, appropriate candidates are in good health and need family, social, legal, vocational, educational, and housing counseling in addition to addiction counseling. Duration of treatment varies from 2-12 months.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Council Latino Family Day</td>
<td>474 Valencia Street, Suite 235</td>
<td>864-0554</td>
</tr>
</tbody>
</table>

### Substance Abuse Residential Treatment

Residential treatment for substance abuse is a commitment to live clean and sober with others in a community setting while working to change family, social, housing, legal, educational and vocational lifestyle patterns. Clients who want to change their substance abuse and other related aspects of their lifestyle are appropriate. Duration of treatment is 2-6 months with outpatient follow-up often available.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARS Residential Recovery Service</td>
<td>2024 Hayes Street</td>
<td>750-5111</td>
</tr>
<tr>
<td>BP Acceptance Place</td>
<td>1326 4th Avenue</td>
<td>682-2080</td>
</tr>
<tr>
<td>CATS AWP (A Woman’s Place)</td>
<td>1049 Howard Street</td>
<td>487-2140</td>
</tr>
<tr>
<td>CATS AWP - Post Hospital</td>
<td>1049 Howard Street</td>
<td>487-2140</td>
</tr>
<tr>
<td>CATS Golden Gate for Seniors</td>
<td>637 So. Van Ness Avenue</td>
<td>626-7553</td>
</tr>
<tr>
<td>CJ CJ Supportive Living Program</td>
<td>1622 Folsom Street</td>
<td>621-5661</td>
</tr>
<tr>
<td>Friendship House - Residential</td>
<td>56 Julian Avenue</td>
<td>865-0964</td>
</tr>
<tr>
<td>Jelani House</td>
<td>1601 Quesada Avenue</td>
<td>822-5977</td>
</tr>
<tr>
<td>Jelani Mission Recovery House</td>
<td>2261-63 Bryant Street</td>
<td>206-1560</td>
</tr>
<tr>
<td>Jelani Family Program</td>
<td>1638 Kirkwood Avenue</td>
<td>671-1165</td>
</tr>
<tr>
<td>LC Casa Aviva</td>
<td>1724 Bryant Street</td>
<td>558-9125/35</td>
</tr>
<tr>
<td>LC Casa Ollin</td>
<td>161 Margaret Avenue</td>
<td>337-4065</td>
</tr>
<tr>
<td>LC Casa Quetzal</td>
<td>635 Brunswick</td>
<td>337-4065</td>
</tr>
<tr>
<td>MSJSE Epiphany House</td>
<td>1615 Broderick Street</td>
<td>351-4052</td>
</tr>
<tr>
<td>Ohlhoff Women’s Residential Prg</td>
<td>634 Las Palmas Street</td>
<td>841-1775</td>
</tr>
<tr>
<td>WH Adult Residential</td>
<td>890W Hayes Street</td>
<td>241-5555</td>
</tr>
<tr>
<td>WH Adult Residential</td>
<td>815 Buena Vista West</td>
<td>554-1450</td>
</tr>
<tr>
<td>WH Adult Residential-BASN</td>
<td>815 Buena Vista West</td>
<td>554-1130</td>
</tr>
<tr>
<td>WH Adult Residential-Drug Court</td>
<td>815 Buena Vista West</td>
<td>554-1450</td>
</tr>
<tr>
<td>WH Adult Residential-HAVEN</td>
<td>890W Hayes Street</td>
<td>241-5555</td>
</tr>
<tr>
<td>WH Adult Residential-PAES</td>
<td>815 Buena Vista West</td>
<td>554-1450</td>
</tr>
<tr>
<td>WH Adult Residential-Post SFGH</td>
<td>815 Buena Vista West</td>
<td>554-1450</td>
</tr>
<tr>
<td>WH Adult Residential-Transgender</td>
<td>815 Buena Vista West</td>
<td>554-1450</td>
</tr>
<tr>
<td>WH Adult Residential-WHITS</td>
<td>890E Hayes Street</td>
<td>554-1130</td>
</tr>
<tr>
<td>Casa Las Hermanos</td>
<td>693 7th Avenue, San Bruno</td>
<td>(650) 615-8902</td>
</tr>
<tr>
<td>Ferguson Place, Baker Places</td>
<td>1249 Scott Street</td>
<td>922-9104</td>
</tr>
<tr>
<td>Good Shepherd Grace Center</td>
<td>1310 Bacon Street</td>
<td>337-1938</td>
</tr>
<tr>
<td>Henry Ohlhoff Recovery Program</td>
<td>601 Steiner</td>
<td>621-4388</td>
</tr>
<tr>
<td>La Casa de Las Madres</td>
<td>1850 Mission Street</td>
<td>503-0500</td>
</tr>
<tr>
<td>Rafiki House, Black Coalition on AIDS</td>
<td>2800 Third Street</td>
<td>615-9945</td>
</tr>
<tr>
<td>Salvation Army Harbor Light Center</td>
<td>1275 Harrison Street</td>
<td>503-3000</td>
</tr>
<tr>
<td>San Francisco Women’s Rehabilitation Foundation Inc. The Stepping Stone</td>
<td>255 - 10th Avenue</td>
<td>751-5921</td>
</tr>
<tr>
<td>St. Anthony’s Foundation (SAF)</td>
<td>121 Golden Gate Avenue</td>
<td>592-2890</td>
</tr>
</tbody>
</table>
### Driving Under the Influence (DUI) programs

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPI Driving Under the Influence (DUI)</td>
<td>330 Townsend Street, Suite 230</td>
<td>905-5555</td>
</tr>
<tr>
<td>IADET Driving Under Influence (DUI)</td>
<td>2141 C Mission Street</td>
<td>255-0371</td>
</tr>
<tr>
<td>MsnCoun Dry Zone</td>
<td>820 Valencia Street</td>
<td>920-0720</td>
</tr>
<tr>
<td>NCADA First Offender DUI</td>
<td>944 Market Street, 3rd Floor</td>
<td>296-0500</td>
</tr>
</tbody>
</table>

### Substance Abuse Prevention

Prevention Programs aim to reach individuals before their pattern of substance use becomes problematic. Often the programs are geared to young people and offer alternatives to a substance abusing lifestyle.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARS COPPASA-Prim &amp; Sec Prevention</td>
<td>965 Mission Street, Suite 325</td>
<td>541-9404</td>
</tr>
<tr>
<td>BVHP Youth Services (Prevention)</td>
<td>5015 3rd Street</td>
<td>822-1585</td>
</tr>
<tr>
<td>CATS MDIC Early Intervention Couns</td>
<td>39 Fell Street</td>
<td>241-1180</td>
</tr>
<tr>
<td>CATS Mobile Assistance Patrol (MAP)</td>
<td>1446 Market Street</td>
<td>431-7400</td>
</tr>
<tr>
<td>CHD Youth Striving for Excellence</td>
<td>2940 16th Street, Suite 307</td>
<td>487-6001</td>
</tr>
<tr>
<td>Curry Center Secondary Prevention</td>
<td>333 Turk Street</td>
<td>885-2274</td>
</tr>
<tr>
<td>HAFCI Oshun Drop-In Ctr</td>
<td>101 Taylor Street</td>
<td>746-1967</td>
</tr>
<tr>
<td>HAFCI Oshun Drop-In Ctr/Intervention</td>
<td>101 Taylor Street</td>
<td>746-1967</td>
</tr>
<tr>
<td>Hz Inhalant Prevention Program</td>
<td>440 Potrero Avenue</td>
<td>487-6714</td>
</tr>
<tr>
<td>Hz Substance Abuse Prevention Prg</td>
<td>440 Potrero Avenue</td>
<td>487-6733</td>
</tr>
<tr>
<td>Hz Youth AIDS Education Program</td>
<td>440 Potrero Avenue</td>
<td>487-6733</td>
</tr>
<tr>
<td>Iris Center - Prevention Svcs</td>
<td>333 Valencia Street, Suite 222</td>
<td>864-2364 x233</td>
</tr>
<tr>
<td>JCYC Asian Youth Prevention Svcs</td>
<td>2012 Pine Street</td>
<td>563-8052</td>
</tr>
<tr>
<td>Larkin Street Youth Center-Homeless Youth</td>
<td>1138 Sutter Street</td>
<td>673-0911 x222</td>
</tr>
<tr>
<td>MSJ SE Epiphany Center Infants Program</td>
<td>100 Masonic Avenue</td>
<td>351-4052 x4213</td>
</tr>
<tr>
<td>NCADA Information Center</td>
<td>944 Market Street, 3rd Floor</td>
<td>296-9909</td>
</tr>
<tr>
<td>NCADA Youth Aware Life Skills</td>
<td>944 Market Street, 3rd Floor</td>
<td>296-9921</td>
</tr>
<tr>
<td>SF Suicide Prevention Drug Phone Lines</td>
<td>P.O. Box 191350 SF 94119</td>
<td>984-1900</td>
</tr>
<tr>
<td>SVDP Withe Reception Center</td>
<td>1175 Howard Street</td>
<td>252-5303</td>
</tr>
<tr>
<td>YLI Friday Night Live/Club Live</td>
<td>246 First Street, Suite 400</td>
<td>836-9160</td>
</tr>
</tbody>
</table>

### Ancillary Services

Ancillary Services are generally medically related, for example, limited primary care, acupuncture, HIV, TB, and perinatal outreach, or case management without extensive counseling.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIDS Health Project-Case Mgmt.</td>
<td>1855 Folsom Street, Suite 670</td>
<td>476-3951</td>
</tr>
<tr>
<td>BVHP AIDS Emotional Support Unit</td>
<td>1625 Carroll Street</td>
<td>822-8200</td>
</tr>
<tr>
<td>DSAAM HIV Set-Aside Interven &amp; Prev</td>
<td>SFGH-7M</td>
<td>502-5762</td>
</tr>
<tr>
<td>DSAAM TB Prevention Program</td>
<td>SFGH-7M</td>
<td>502-5762</td>
</tr>
<tr>
<td>Episcopal Svcs - Next Door Case Mgmt.</td>
<td>1001 Polk Street</td>
<td>292-2180</td>
</tr>
<tr>
<td>HAFCI AIDS/ HIV Prev &amp; Otrch</td>
<td>409 Clayton Street - 3rd Flr.</td>
<td>565-1940</td>
</tr>
<tr>
<td>Homeless Prenatal Programs-Sub. Abuse</td>
<td>2500 18th Street</td>
<td>546-6756</td>
</tr>
<tr>
<td>Sheriff's Dept PREP</td>
<td>555 7th Street</td>
<td>558-2470</td>
</tr>
<tr>
<td>Sheriff's Dept Roads To Recovery</td>
<td>555 7th Street</td>
<td>558-2470</td>
</tr>
<tr>
<td>SVDP Multi-Service Center-South</td>
<td>525 5h Street</td>
<td>597-7960</td>
</tr>
<tr>
<td>Tom Waddell/ McMillan Linkage</td>
<td>39 Fell Street</td>
<td>554-2958</td>
</tr>
<tr>
<td>Westside CTRPN (HIV testing)</td>
<td>489 Clementina Street, 3rd Flr.</td>
<td>495-6071</td>
</tr>
</tbody>
</table>
### 12-Step and Other Self Help Organizations

Self-Help programs are appropriate for anyone wishing to change their lifestyle and seeking the support and encouragement of others in similar situations.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA-Alcoholics Anonymous</td>
<td>1821 Sacramento Street</td>
<td>674-1821</td>
</tr>
<tr>
<td>Alanon Family Groups</td>
<td>50 Oak Street, 3rd Floor</td>
<td>626-5633</td>
</tr>
<tr>
<td>Alateen</td>
<td>50 Oak Street, 3rd Floor</td>
<td>626-5633</td>
</tr>
<tr>
<td>CA-Cocaine Anonymous</td>
<td>P.O Box 640669 San Francisco, 94164</td>
<td>821-6155</td>
</tr>
<tr>
<td>CBHS-TAP SF Drug Court Treatment Center</td>
<td>509 6th Street</td>
<td>222-6150</td>
</tr>
<tr>
<td>CBHS-Treatment Access Program (TAP)</td>
<td>679 Bryant Street</td>
<td>538-5500</td>
</tr>
<tr>
<td>GA-Gamblers Anonymous</td>
<td>P.O Box 280925 San Francisco, 94128</td>
<td>(800) 287-8670</td>
</tr>
<tr>
<td>MA-Marijuana Anonymous</td>
<td>P.O Box 460024 San Francisco, 94146</td>
<td>522-7373</td>
</tr>
<tr>
<td>NA-Narcotics Anonymous</td>
<td></td>
<td>621-8600</td>
</tr>
<tr>
<td>Nar-Anon Family Groups, Inc.</td>
<td>P.O Box 193164 San Francisco, 94119</td>
<td>292-3241</td>
</tr>
<tr>
<td>NCADA National Council On Alcoholism and other Drug Addiction</td>
<td>944 Market Street, 3rd Floor</td>
<td>296-9900</td>
</tr>
<tr>
<td>NCADA National Council On Alcoholism and other Drug Addiction DUI Program</td>
<td>944 Market Street, 3rd Floor</td>
<td>296-9900</td>
</tr>
<tr>
<td>San Francisco Suicide Prevention Crisis Line</td>
<td>P.O. Box 191350 San Francisco, 94119</td>
<td>781-0500 24-hrs</td>
</tr>
<tr>
<td>San Francisco Suicide Prevention Drug Line</td>
<td>P.O. Box 191350 San Francisco, 94119</td>
<td>362-3400 24-hrs</td>
</tr>
</tbody>
</table>

**FOR MORE INFORMATION Contact:**

CBHS Behavioral Health Access Center: Treatment Access Program (TAP) at (415) 538-5500
CBHS PROVIDERS

Detail Listing
### AARS - Comprehensive Outreach Project for Pacific Islanders & Asian Substance Abuse  
**COPPASA (99015)**  
965 Mission Street, Suite 325 San Francisco CA 94103  
TDD n/a  
Dyonemoto@aars-inc.org

Primary and Secondary prevention services with API focus. Provides culturally sensitive support, case management, assessment, information, referral, and advocacy. COPPASA provides intervention, health education and information, family and individual counseling, emotional support, crisis intervention, assessment, referrals, and help provide access to drug treatment.

Languages: Japanese, Cantonese, Cambodian

### AARS - Lee Woodward Counseling Center  
**(01201)**  
Sara Barnes  
2201 Sutter Street San Francisco CA 94117  
TDD n/a  
sbarnes@aars-inc.org

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. Group Therapy includes, mental health process, anger management, domestic violence, grief and loss, depression, 12-step, personal empowerment, creative therapy, life skills and relapse prevention. Services are available Monday-Friday, 9:00am to 5:30pm. Evening groups (Psychotherapy and Relapse Prevention) are available on Monday and Friday evenings from 6:30pm-8:30pm.

Languages: Chinese, French, German, Japanese

### AARS - PAES Counseling Services  
**(38A53)**  
Gail Winston  
1235 Mission Street, 2nd Floor San Francisco CA 94103  
TDD n/a  
gail.winston@sfgov.org

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. Clients with Asian American Recovery Services for outpatient integrated behavioral health services for DHS welfare-to-work single adult clients.

Languages: Greek, Japanese, Korean, Laotian (Khmmu), Nigerian, Russian

### AARS - Project Adapt  
**(38371, 99371, 38BF8)**  
Faye Ocomen,ASW  
2020 Hayes Street San Francisco CA 94117  
TDD n/a  
focomen@aars-inc.org

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. Clients receive individualized, client-centered treatment made up of structured activities that can include group and individual counseling; psychoeducation; relapse prevention; and eastern healing therapies. The emphasis is a holistic approach that strives to create a process of belonging and connection in a person's life by fostering supportive relationships and an encouraging community.

Languages: Japanese, Tagalog
### AARS - Residential Recovery Service & SACPA  
**RU#99252 and 38252**  
Susan Okada  
(415) 750-5111  
(415) 386-2048  
TDD n/a  
2024 Hayes Street, San Francisco CA 94117  
sokada@aars-inc.org

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 from the age of 18 and up.

Languages: Cantonese, Tagalog

### AARS - San Francisco Project Reconnect (RU#01211)  
Tony Tabangcura  
(415) 541-9404x244  
(415) 541-9986  
TDD n/a  
965 Mission Street, Suite 325 San Francisco CA 94103  
ttabangcura@aars-inc.org

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

### AB 3632 Children's Mental Health  
**RU#38BH3**  
Jack Rabin  
(415) 642-4525  
(415) 642-4529  
TDD n/a  
755 South Van Ness San Francisco CA 94102  
jack.rabin@sfdph.org

This program provides mental health assessments ofr special education students referred by the SFUSD. Students are assessed to determine their eligibility for mental health services as an addendum to their special education planning. Cases are referred to outpatient clinics for treatment. Eligible cases are also referred for day treatment and residential treatment when appropriate. The program also maintains an active database on these cases in the system as well as case management where indicated.

### Adult Care Management  - see Family Service Agency Adult Care Management Services Program

### AIDS Health Project (UCSF) (RU#38A)  
Joanna Rinaldi, Deputy Dir.  
(415) 476-3902  
(415) 502-7271  
TTY (415) 476-3587  
joanna.rinaldi@ucsf.edu

The AIDS Health Project (AHP) is the leading HIV-related mental health agency in San Francisco and has been so since 1984, when it helped to pioneer the San Francisco Model of Care. Its no-fee and low-fee 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. For more information visit AHP's web site [www.ucsf-ahp.org](http://www.ucsf-ahp.org). The clinic is equipped with an elevator.

Languages: German, Spanish, Tagalog
Alternatives Program
Damon Eaves, LCSW  (415) 401-26307 (415) 643-6437 (415) 401-2780
damon.eaves@sfdph.org
2712 Mission Street, Lower Level, S.F. CA 94110

The Alternatives Program is a City and State funded 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 & individual counseling delivered through the model of African Centered treatment principles and strategies. Its mission is to successfully place and re-integrate African American men coming from locked mental health facilities into the community and thereby reduce the use of inpatient psychiatric services.

Anchor Program
Barbara Devaney, MFT  (415) 452-2202/2219 (415) 334-5712 TDD n/a
1701 Ocean Avenue, Suite 24 San Francisco CA 94112  barbara.devaney@sfdph.org

Provides outpatient psychotherapeutic services using expressive arts therapies for adults with developmental disabilities. Medication support is provided in conjunction with psychotherapy.

Languages: English

Ashbury House - see Progress Foundation Ashbury House

Asian American Recovery Services
Lee Woodward Counseling Center
Susan Okada  (415)776-1001
2166 Hayes street Suite 303 San Francisco, CA 94117  sokada@aars-inc.org

Asian American Recovery Services
AARS-Residential Recovery Service
Anjelle Louie  (415)75-5111
2024 Hayes Street San Francisco, CA 94117  alouie@aars-inc.org

Avenues - see Progress Foundation Avenues

Baker Places- Acceptance Place (RU#38752)
Mike Richards  (415) 682-2080 (415) 665-4782 TDD n/a
1326 4th Avenue San Francisco CA 94122  ccjbearers@bakerplaces.org

Maximum stay of 90 days. Shorter stays consistent with client goals and treatment plan. Treatment for Men who have sex with men.

Baker Places Administration
Jonathan Vernick  (415) 864-4655 (415) 869-6622 TDD n/a
600 Townsend St., Ste. 200 San Francisco CA 94103  jvernick@bakerplaces.org

Baker Places - Assisted Independent Living Program (AILP)
Trevor Hogan  (415) 695-8360 (415) 695-8369 (415) 974-0389
3450 3rd Street, Bldg. 2A San Francisco CA 94124  thogan@bakerplaces.org
Program assists clients with psychiatric/substance abuse histories to facilitate the formation of cooperative households emphasizing independent living. Provides ongoing case management support to maintain these households and link clients to community resources to meet vocational, educational, social service and recreational needs.

Baker Places - Baker Vocational Rehabilitation Services  
Trevor Hogan  
(415) 255-6544  (415) 695-8369  (415) 974-0389  
120 Page Street, Bldg 1A San Francisco CA 94124  
thagton@bakerplaces.org

Vocational assessment and rehabilitation services for residents of Baker Places, Inc. residential treatment programs. Provides job placement and training referrals to Baker Places' clients in its mental health programs.

Baker Places - Baker Street House  
Vince Mo  
(415) 567-1498  (415) 567-1365  
TDD n/a  
730 Baker Street San Francisco CA 94115  
vmo@bakerplaces.org

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. No on-site day treatment.

Baker Places - Ferguson Place  
Randy Campbell  
(415) 922-9104  (415) 922-1427  
TDD n/a  
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. Hrs. 9 a.m. – 5 p.m. Intake: call for appointment. Eligibility: 18 years and older, HIV+ men and women, San Francisco resident, 72 hours clean.

Baker Places - Grove Street House  
Gregory Freeman  
(415) 387-2275  (415) 387-2677  (415) 974-0389  
gfreeman@bakerplaces.org  
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 - Intake & Placement Services  
Robyn Collins  
(415) 864-1515x202  (415) 864-2086  
TDD n/a  
101 Gough Street, 1st Floor San Francisco CA 94102  
rcollins@bakerplaces.org

Baker Places - ISN  
Lynn Lively  
(415) 255-6544 x 22  (415) 285-1217  
TDD n/a  
120 Page Street, Bldg 1A San Francisco CA 94124  
llively@bakerplaces.org

Baker Places – Joe Healy Detox Project  
John Fostel  
2nd Fl (415) 553-3252  (415) 252-1851  
3rd Fl (415) 553-4490  (415) 974-0389  
Intake (415) 864-1515  
jfostel@bakerplaces.org  
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. The 2nd floor residence is wheelchair accessible and provides a woman-focused curriculum. The 3rd floor residence serves men only. Medical clearance is required to establish eligibility. Transportation is provided.

**Baker Places - Jo Ruffin Place (Residential) with Day Treatment Component**
Richard Lovell  
(415) 252-1853 (415) 252-1851  
(415) 974-0389

333 7th St. San Francisco CA 94102  
rlovel@bakerplaces.org

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. Residents are expected to also participate in an on-site intensive day treatment program. Referrals to vocational rehabilitation and community treatment. Maximum length of stay is up to 90 days.

**Baker Places - Odyssey House**
Larry Smith  
(415) 626-5199 (415) 626-2645  
(415) 974-0389

484 Oak Street San Francisco CA 94102  
lsmith@bakerplaces.org

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, and referrals to vocational rehabilitation and community treatment.

**Baker Places - Robertson Place Residential with Day Treatment Component**
(415) 664-1414 (415) 664-7741  
(415) 974-0389

921 Lincoln Way San Francisco CA 94122  
msolorzano@bakerplaces.org

Provides a 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. Residents are expected to participate in on-site intensive day treatment program. Referrals to vocational rehabilitation and community treatment transitional planning.

**Baker Places - San Jose Place with Day Treatment Component**
Richard Lovell  
(415) 282-3789 (415) 695-0829  
TDD n/a

673 San Jose Avenue San Francisco CA 94110  
rlovel@bakerplaces.org

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. Residents are expected to participate in on-site day treatment program. Referrals to vocational rehabilitation and community treatment.

**Balboa Teen Health Center (RU#38518)**
Michael Baxter  
(415) 469-4512 (415) 469-4096  
TDD n/a

1000 Cayuga Street Room 156 San Francisco CA 94112  
michael.baxter@sfdph.org  
susan.obata@sfdph.org
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.

Languages: Spanish and Sign speaking therapist, Chinese and Tagalog available for translation purposes

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**Bay Area Addiction Research & Treatment Inc. (BAART CDP)**

**Geary Street**  
Nadine Laurent  
(415) 928-7800  
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. Low cost primary medical care for substance abusers and non-substance abusers. Walk-ins welcome!

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**Bay Area Addiction Research & Treatment Inc. (BAART)**

**Turk Street Methadone Maint. & Detox Clinic**  
(38114, 89114, 38104, 89104)  
Nadine Laurent  
(415) 928-7800  
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). Buprenorphine available. Low cost primary medical care for substance abusers and non-substance abusers. Child care provided while parent is on site. Specialized FACET program for pregnant opiate dependent women. Walk-ins welcome!

Languages: Albanian, French, Russian, Spanish, Tagalog

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**Bayview Hunter’s Point**

**Children’s Outpatient Services**

**BVHP AB 3632 Children’s Services**  
Diane Scarritt, LCSW  
(415) 822-7500  
5815 Third Street San Francisco CA 94124

The child specialist team provides mental health services to children through the age of 13 and their families. Services for adolescents age 14 through 18 are also available within the comprehensive clinic. The modalities used include individual therapy, collaboration with caregivers, play therapy, and conjoint family therapy. Classroom observation and collaboration with school staff are also offered when useful. Preventive consultation is provided to childcare agencies within the community.

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**Bayview Hunter’s Point**

**Family Center Outpatient Mental Health Services**  
Debberra Burrell, MFT  
(415) 822-7500  
5815 Third 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.

**Bayview Hunter's Point Foundation Administration**
Jacob Moody, D. Div., MSW  
(415) 822-7500  
(415) 822-9767  
TDD n/a
5815 Third Street San Francisco CA 94124  
www.BayviewCI.org

Administrative offices for the Bayview Foundation.

**Bayview Hunter's Point Methadone Program (RU#38164, 38163)**
Alfredta Nesbitt  
(415) 822-8200  
(415) 822-6822  
(415) 822-2241
1625 Carroll Street San Francisco CA 94124  
anesbitt2000@yahoo.com

Outpatient methadone maintenance and 21-day detoxification services, providing individual, group, and family counseling. Acupuncture and herbal treatment. Hours 6:00 a.m. to 2:00 p.m.

Languages: Spanish

**Bayview Hunter's Point Youth Services Program**
James Mc Elroy  
(415) 822-1585  
(415) 822-6443  
TDD n/a
5015 Third Street San Francisco CA 94124  
jamdalaw@aol.com

Substance abuse counseling for youth: Prevention and social activities; and educational development. Hrs: 9 a.m. - 7 p.m.

**Boys & Girls Clubs of San Francisco (38BT3)**
Debby Machold  
(415) 503-1735  
(415) 520-0838  
TDD n/a
450 Guerrero Street San Francisco CA 94110 (at 16th Street)  
160 London Street San Francisco CA 94112 (at Excelsior Street)  
pmurillo@kidsclub.org

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.

Languages: English, limited Spanish support available

**California Pacific Medical Center:**
**Adult Psychiatric Inpatient Services**
Theo Jacobsen, RN  
(415) 600-3252  
(415) 771-3573  
TDD n/a
2323 Sacramento Street San Francisco CA 94115  
e-mail n/a

**Canon Kip Senior Center**
Lolita Kintanar, MSW  
(415) 861-6801  
(415) 892-6388  
TDD n/a
705 Natoma Street San Francisco CA 94103  
lkintanar@ecs-sf.org

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.

**Canyon Manor Residential MHRC (RU#38BX1)**
Alan Jamison  
(415) 892-1628  
(415) 892-8624
Canyon Manor MHRC is licensed by the Department of Mental Health and is an 89-bed locked facility. The program provides psychosocial rehabilitation services for clients between 18-60. The facility offers 24-hour nursing care with day and evening programming for residents in-house. Dual diagnosis services are also offered within the program.

Languages: French, Spanish, Tagalog

Carroll House - see Progress Foundation Senior Program Carroll House

Casa Ollin (RU#97037)  
Michelle Hill (415) 469-5897 (415) 337-4067  
161 Margaret Avenue, San Francisco CA 94112 e-mail n/a  
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. 24/7. Call for intake.

Community Awareness & Treatment Services, Inc  
Medical Respite Center  
Yvette Blair (415)0734-4228 (415)734-4222  
1171 Mission Street 3rd Floor San Francisco, CA 94103 ykym@ymail.com

CATS Community Awareness and Treatment Services, Inc.  
Janet Goy, Exe. Dir. (415) 241-1199 (415) 553-3939  
TDD n/a  
1446 Market Street San Francisco CA 94102 admin@catsinc.org

Administrative offices of CATS Services.

CATS A Woman’s Place (RU#97027)  
Felicia Houston (415) 487-2140 (415) 703-9657  
1049 Howard Street San Francisco CA 94101 e-mail n/a  
A Woman’s Place is a 3-to-6 month residential program for women. A Woman’s Place shelter stay may last up to 18 months, substance abuse 30 days. Focus group for seniors, emergency shelter for women and transgenders, HIV/AIDS services.

Languages: Monolingual

CATS Golden Gate for Seniors (RU#00202)  
Perry Zinnanti (415) 626-7779 (415) 626-9198  
637 South Van Ness San Francisco CA 94110 info@catsinc.org

Program provides individual and group counseling. Art therapy, social enhancement and referrals is provided on an as-needed basis. Stay: 3 to 12 month residential treatment for adults 55 or older. In-house, reentry, 12-Step groups, case management. Hrs: 24 hours. Business hrs. M-F 9 a.m. - 5 p.m. Intake: call for appointment.

Program requires 72 hours clean (detox) abstinence and T.B. test prior to admission. Fees based on sliding scale.
### CATS MAP Mobile Assistance Patrol

**Max Hapstonstal**  
(415) 241-1188  
(415) 206-6212  
(415) 241-1193  
mapdir@catsinc.org  
1446 Market Street San Francisco CA 94102

Assesses needs of individuals on the street, transports willing clients to reception center for detox/shelter; shuttles clients to and from detox programs and shelters. Wheelchair access currently seeking funding to acquire a wheelchair lift van.  
**24 Hour Dispatch: (415) 431-7400**  
Languages: limited Spanish available depending on staff schedule.

### CATS Redwood Center  
(RU#00212 and 99212)

**Perry Zinnanti**  
(650) 366-5723  
(650) 366-5326  
rwc-dir@catsinc.org  
100 Edmond Road Redwood City CA 94062

Provides social model residential treatment. 30-to-90 day 12-Step based program. Focus on relapse prevention, family recovery, HIV education, and referral. Intake: call for screening appointment. Eligibility: Men 18 and older.

### CBHS Pharmacy

**Gloria Wilds**  
(415)255-3659  
(415)255-3403

### Center for Human Development  
Youth Striving for Excellence

**Paul Bolick**  
(415) 487-6001  
(415) 487-6002  
paul@chd-prevention.org  
2940 16th Street, Room 307 San Francisco CA 94103


Languages: Spanish Capability

### Center For Recovery, HAFCI

**Richard Beal**  
(415) 394-9071  
(415) 394-5249  
e-mail n/a  
1443 Chinook Ct. Treasure Island CA 94130

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

### Center for Special Problems (RU#88103, 88104, 88106, 88107, 88108, 88109)

**Melissa Bloom, Ph.D.**  
(415) 292-1500  
(415) 292-2030  
(415) 292-1511  
1700 Jackson Street San Francisco CA 94109  
melissa_bloom@sfdph.org

The Center for Special Problems (CSP) is an adult outpatient clinic, serving approximately 1,000 clients yearly, 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 through self-help for clients enrolled in treatment at CSP.
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Person</th>
<th>Phone Number 1</th>
<th>Phone Number 2</th>
<th>TDD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Center of Juvenile &amp; Criminal Justice</strong></td>
<td>Abu Alamin</td>
<td>(415) 621-5661 x310</td>
<td>(415) 621-5466</td>
<td>n/a</td>
</tr>
<tr>
<td>54 Dore Street San Francisco CA 94103</td>
<td></td>
<td><a href="mailto:abu@cjcj.org">abu@cjcj.org</a></td>
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<tr>
<td>A clean-and-sober living environment for up to 120 days for male parolees. Hrs: 9 a.m. to 5 p.m., M-F. Intake: Parole Office Referral to BASN. Languages: , Spanish. Handicap accessible.</td>
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<tr>
<td><strong>Central City Hospitality House</strong></td>
<td>Jackie Jenks</td>
<td>(415) 749-2113</td>
<td>(415) 749-2136</td>
<td>n/a</td>
</tr>
<tr>
<td>Tenderloin Self-Help Center (RU#38CJ 2)</td>
<td></td>
<td><a href="mailto:jackiejenks@gmail.com">jackiejenks@gmail.com</a></td>
<td></td>
<td></td>
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<tr>
<td>288 / 290 Turk Street Francisco CA 94102</td>
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<tr>
<td>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.</td>
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<tr>
<td>Languages: Spanish</td>
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<tr>
<td><strong>Central City Older Adult</strong></td>
<td>Kim Schoen, RNP, MS, CNS</td>
<td>(415) 558-5900</td>
<td>(415) 558-5959</td>
<td>n/a</td>
</tr>
<tr>
<td>90 Van Ness Avenue San Francisco CA 94102</td>
<td></td>
<td><a href="mailto:kim.schoen@sfdph.org">kim.schoen@sfdph.org</a></td>
<td></td>
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<tr>
<td>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. Cultural competence is available through Spanish and Tagalog speaking staff.</td>
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<td>Languages: Spanish, Tagalog</td>
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<tr>
<td><strong>Child and Adolescent Support Advocacy and Resource Center (CASARC)</strong></td>
<td>Janet Hines, MSN, PNP</td>
<td>(415) 206-8386</td>
<td>(415) 206-6273</td>
<td>n/a</td>
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<tr>
<td>RU#89553</td>
<td></td>
<td><a href="mailto:janet.hines@sfdph.org">janet.hines@sfdph.org</a></td>
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<tr>
<td>995 Potrero Ave., Bldg. 80 San Francisco CA 94110</td>
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<tr>
<td>This program, located at San Francisco General Hospital, provides 24/7 crisis intervention, medical treatment, and evidence collection to victims of sexual abuse from newborns to 17-year-olds. It also provides psychological assessment and psychotherapy to victims and their families. The program works closely with the police and the Department of Human Services.</td>
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<tr>
<td>Languages: Spanish</td>
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<tr>
<td><strong>Children’s System of Care (CSOC)</strong></td>
<td>Joseph Turner, Ph.D.</td>
<td>(415) 920-7700</td>
<td>(415) 920-7729</td>
<td>n/a</td>
</tr>
<tr>
<td>RU#38A83, 38A85, 38A86</td>
<td></td>
<td><a href="mailto:joe.turner@sfdph.org">joe.turner@sfdph.org</a></td>
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<tr>
<td>1305 Evans Avenue San Francisco CA 94124</td>
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</table>
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. CSOC care managers apply the System of Care principles (family-driven and youth-guided care) to engage caregivers/parents as partners in service planning and delivery. CSOC care managers collaborate with system partners and community agencies to access and coordinate services. Its goal is to keep children and youth at home, in school, and out of trouble. CSOC care managers work closely with specialists from the Family Involvement Team and the Youth Involvement Team.

Languages: Spanish

Chinatown Child Development Center (RU#38746)  
Nancy Lim-Yee, LCSW  (415) 392-4453  (415) 433-0953  
720 Sacramento San Francisco CA 94108  
Nancy.LimYee@sfdph.org

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. We 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) provides mental health consultation to children 0 to 5 years and their families in childcare, preschool, and family daycare settings.

Languages: Cambodian, Chinese (Cantones, Mandarin, Toishanese dialects), Vietnamese

Chinatown/North Beach Mental Health Services (RU#3872)  
Wilma Louie, LCSW  (415) 352-2000  (415) 352-2050  
729 Filbert Street San Francisco CA 94133  
wilma.louie@sfdph.org

Chinatown/North Beach Mental Health Services (CTNB) offers an array of mental health services to adolescent (14 years and older), adult, and older adult residents primarily in the Chinatown and North Beach areas. Services include psychiatric evaluation, individual therapy/counseling, family intervention, urgent care, medications, group activities, acupuncture for psychiatric disorders, as well as adult/geriatric socialization program recovery center. Services are also provided at Galileo High School. CTNB operates with the basic philosophy that services must be accessible and culturally appropriate. Staffs are multidisciplinary and multilingual.

Languages: Cambodian, Chinese, Italian, Laotian, Thai, Vietnamese

Chinese Community Problem Gambling Project - see NICOS Chinese Community Problem Gambling Project

City College of San Francisco, Drug & Alcohol/ Counselor Certification Program  
Tandy Iles, MPH  (415) 452-5160  (415) 452-5157  
TDD n/a

50 Phelan Ave, C363, San Francisco CA 94112  
tiles@ccsf.edu

City College's Drug & Alcohol Certification Program is a California Association of Alcohol and Drug Educators (CAADE) certified training program. Our curriculum is designed to prepare individuals for work in the addiction field. We emphasize a harm reduction approach that addresses community, social and individual factors of addiction while providing certificate candidates with a strong background in cultural competency, working with incarcerated populations, professional and ethical responsibilities, working with clients with co-occurring disorders, client advocacy and motivational counseling. For more information, please call 415-452-5160
Citywide Case Management (RU#89113)  
Citywide Forensics (RU#89119)  
982 Mission Street, San Francisco CA 94103  
Dave Fariello, LCSW  (415) 597-8000  (415) 597-8004  (800) 735-2929  
david.fariello@ucsf.edu

Citywide Case Management and Citywide Forensics provide intensive clinical, medication, crisis, and case management services to mentally ill adults who are high-end users of inpatient psychiatric hospitals or correctional facilities. Group therapy and skill building is available to clients as well as on-site job training and treatment for dual disorders. Staff reflect the languages and cultural diversity of the clients served.

Languages: Cantonese, Farsi, Korean, Mandarin, Russian, Spanish, Taiwanese

Clay Street - see Progress Foundation Clay Street

Community Aftercare Program - see Family Service Agency Community Aftercare Program

Community Awareness & Treatment Services, Inc
Eddy Street Apatments
Willie Hall  (415)563-0432
425 Eddy Street San Francisco, CA 94109  
mdic@catsinc.org

Community Focus (UCSF)  
982 Mission Street, San Francisco CA 94103  
Dave Fariello, LCSW  (415) 597-8065  (415) 597-8004  (800) 735-2929  
david.fariello@ucsf.edu

Assertive community treatment program for 200 clients. Staff members speak 11 dialects and languages, serving a multicultural population.

Languages: Cantonese, Mandarin, Spanish, Taiwanese

Comprehensive Child Crisis Services (RU#8988)  
3801 3rd Street, Suite 400 San Francisco CA 94124  
Rita Perez, Asst. Dir.  (415) 970-3800  (415) 970-3855  TDD n/a  
fawn.downs@sfdph.org

Comprehensive Child Crisis Services (CCCS) is 24/7 multilingual crisis intervention service for San Francisco children (under age 18) and their families. CCCS helps children experiencing problems such as acute depression, suicidal ideation, homicidal ideation, psychosis, family violence, truancy, and school behavioral problems. Immediate crisis evaluations and crisis stabilization services are offered both in the CCCS office and in the community. Upon arrival, the CCCS team conducts a crisis evaluation to determine if the child needs to be involuntarily hospitalized at a psychiatric facility (5150 evaluation) or if the child is safe to receive treatment on an outpatient basis. In addition to the crisis evaluation, CCCS provides crisis stabilization services following a crisis for up to two months. Other services provided by CCCS include crisis bridging for recently hospitalized youth, emergency response to community crises (e.g., fires, shootings), and DBT treatment. Brochures are available in English, Spanish, Cantonese, and Vietnamese. All referrals are made by calling the 24-hour number, 970-3800. Consult liaison services with primary care MDs from M- F, 9 a.m. -5 p.m.

In addition to 2 months short term counseling, CCCS provides PTSD treatment, Multi-Systemic Therapy, therapeutic interventions for children with fire setting behaviors.

Languages: Cantonese, Mandarin, Spanish, Vietnamese, Tagalog

Conard House Administration
Richard Heasley, M.P.A., Exec. Dir  (415) 864-7833  (415) 864-2231  (415) 318-8958  rheasley@conard.org
1385 Mission, Suite 200 San Francisco CA 94103-2631
### Conard House CBHS Rep Payee Services (RU#8949RP)

**Kalifa Coulibaly**  
160 Ninth Street San Francisco CA 94103  
kalifa@conard.org  
(415) 558-8767
(415) 558-6973
(415) 318-8958

Provides representative payee and money management exclusively to CBHS clients. Full service case management including housing referrals and assistance maintaining stable housing.

Languages: French, Spanish, Tagalog, Vietnamese

### Conard House Cooperative Apartment Program (RU#8949SH)

**Heath Hodge**  
2441 Jackson Street San Francisco CA 94115  
heath.hodge@conard.org  
(415) 346-6384
(415) 346-1058
(415) 318-8958

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

### Conard House Jackson Street Residential Program (RU#38621)

**Katharine (Kate) Feder, MA**  
2441 Jackson Street San Francisco CA 94115  
katef@conard.org  
(415) 346-6380
(415) 346-1058
(415) 318-8958

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. Referrals are made for vocational rehabilitation, community treatment, and independent living.

Languages: Cantonese, Fujian, Mandarin, Tagalog

### Conard House Outpatient Services (RU#89492)

**Louise Foo, Ph.D.**  
1385 Mission Street, Suite 200 San Francisco CA 94103  
louise@conard.org  
(415) 346-6380
(415) 346-1058
(415) 318-8958

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.

Languages: Arabic, Cantonese, French, Hindi, Mandarin, Spanish, Urdu, Vietnamese, Tagalog
### Services (RU#8949 SE)

Julio Montes de Oca  
(415) 864-4002x202  
(415) 864-7093  
(415) 318-8958

1385 Mission Street, Suite 240 San Francisco CA 94103  
julio@conard.org

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

Languages: Spanish

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### Conard House Supportive Housing (RU#8949SH)/Community Services (RU#8949RP & 38CLRP)

Seth Katzman  
(415) 864-4002 x216  
(415) 864-7093  
(415) 318-8958

1385 Mission Street, Suite 240 San Francisco CA 94103-2631  
seth@conard.org

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.

Languages: Arabic, Cantonese, French, Hindi, Mandarin, Spanish, and Urdu

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### Cortland House – see Progress Foundation Cortland House

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### Crestwood Behavioral Health, Inc.

**Administration**

Gary Zeyen  
(916) 471-2242  
(916) 471-2212  
TDD n/a

P.O. Box 7877 Stockton CA 95267-0877  
gzeyen@cbhi.net

Subacute care for mentally ill individuals in need of long-term supervision and treatment, usually involuntarily. Clients are usually between the ages of 18 and 60 years, and referred from local acute inpatient units. Latino-focused program available. Referrals to community-based treatment providers.

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### Crestwood Manor - Stockton

Mary Carrick  
(209) 478-2060  
(209) 478-3175  
TDD n/a

1130 Monaco Court Stockton CA 95207  
jblaufus@cbhi.net

Subacute care for mentally ill individuals in need of long-term supervision and treatment, usually involuntarily. Clients are generally age 60 or older and referred from local acute inpatient units. Referrals are made to community-based treatment providers.

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### Crestwood Manor - Crestwood Recovery and Rehabilitation Center

Luzviminda Bunggay  
(707) 552-0215  
(707) 553-2161  
TDD n/a

115 Oddstad Drive Vallejo CA 94589  
mbunggay@cbhi.net

Our program is geared towards Wellness and Recovery based on the following aspects of recovery which are hope and self determination, medication and treatment, empowerment, education and knowledge, self-help and support, spirituality and employment/meaningful roles.

Languages: Chinese, Filipino, Spanish

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### Crestwood Treatment Center

Janet Trimble, Administrator  
(510) 793-5927  
(510) 793-4921  
TDD n/a

2171 Mowry Avenue Fremont CA 94538  
jtrimble@cbhi.net
Provides specialized neurobehavioral program for residents with severe neurological problems, including Huntington’s Chorea, traumatic brain injury, etc.

**Crisis Resolution Team (UC/ SFGH)**  
(NU#38BPCR and 8812CR)  
Mitzi Goya, LCSW, PsyD.  
SFGH, 1001 Potrero Ave., Trailer #9 San Francisco CA 94110  
Mitzi.Goya@sfdph.org  
(415) 206-5731  
(415) 206-6012  
TDD n/a

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.

Languages: Cantonese, French, and Spanish

**Curry Senior Center**  
(formerly North of Market Senior Services)  
John Staley, Interim Director  
333 Turk Street San Francisco CA 94102  
john.staley@sfdph.org  
(415) 885-2274  
(415) 885-2344  
TTY(415) 885-4861

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, mental health and community services as needed.

**Curry Senior Center**  
Substance Abuse Outpatient  
Susmita Shah, MFT  
(415)885-2274  
315 Turk Street, San Francisco, CA 94102

**CVE, Inc.**  
Beth Urfer, COO  
Lorna Jones, CEO  
818 Mission Street San Francisco CA 94103  
burer@cve.org  
ljones@cve.org  
(415) 544-0424  
(415) 544-0351  
(415) 544-0424

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. In addition to serving the general adult population of mental health consumers, CVE’s Youth Employment Services (YES) Program specifically serves young adults ages 16 to 24, while the Bilingual Employment Services and Training (BEST) Program serves Spanish-speaking clients.

**CYF - Day Treatment Programs**  
Tony Taylor, Chief Porg Off.  
4368 Lincoln Avenue Oakland CA 94602  
tonitaylor@lincolncc.org  
(510) 531-3111  
(510) 530-8083  
TDD n/a

Lincoln’s Campus -based Day Treatment Program is an intensive full day program with integrated mental health and educational components planned around the needs of seriously emotionally disturbed children and their families. Services
are provided five days a week and support the physical, emotional, social and intellectual development of each child and help family members support the child. Service planning is strength-based, culturally sensitive, and outcome driven. In all interactions will children, staff members utilize positive behavioral learning approaches with the goal of eliminating forcible controls and the use of hospital or crisis services. Lincoln's Day Treatment Program serves seriously emotionally and behaviorally disturbed children, ages 6 through 14. The child must qualify under special education laws or Medi-cal.

Languages: Spanish

**CYF - Residential, Subacute & CTF**

Tony Taylor, Chief Porg Off.  (510) 531-3111  (510) 530-8083 TDD n/a

4368 Lincoln Avenue Oakland CA 94602
tonitaylor@lincolncc.org

Lincoln Child Center provides residential care for seriously emotionally disturbed children, 7 days a week, 24 hours a day. Short of hospitalization or a locked facility, Lincoln’s programs are the highest, most intensive mental health treatment programs available for children who cannot live at home. The program is multidisciplinary, providing a range of treatment and educational service year-round, including special educational programming; speech, language and recreational therapies; individual, group and family psychotherapy; crisis intervention; medical and psychiatric treatment, clinical case management, and community outings and social events. Lincoln’s Residential Treatment Program serves seriously emotionally and behaviorally disturbed children, ages 6-14 years.

Languages: Spanish

**Disability Evaluation Assistance Program (DEAP)**

(415) 865-5250  Fax n/a

1060 Howard St (between 6th & 7th), San Francisco, CA 94103  me.garth@sfdph.org

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.

**Driver Performance Institutes (DPI)**

Jeffrey Nilsen  (415) 905-5555  (415) 905-5565 TDD n/a

350 Townsend Street. Suite 205 San Francisco CA 94107  sfdpi@yahoo.com

First Offender Drinking Driver Program. DPI provides education and group counseling sessions for a 30-hour (3-month), 45-hour (6-month) or 12-hour (8 weeks) DDP program. Topics include DUI prevention, DUI law, substance abuse and problem drinking. The program offers a supportive atmosphere in which participants assess their relationship with alcohol and/or drugs.

Hrs: M-F 9 a.m. – 5 p.m. Intake: call for appointment. Eligibility: first offender.

DUI Fees: $843 (45-hour); $605 (30-hour); $268 (12-hour).

**Drug Court Treatment Center** - see Treatment Access Program (TAP) - San Francisco Drug Court Treatment Center

**Dry Zone Mission Council on Alcohol Abuse for the Spanish Speaking**

Roberto Alfaro  (415) 826-6767  (415) 826-6774 TDD n/a

820 Valencia Street San Francisco CA 94101  e-mail n/a

Training seminars for drinking drivers and their families; DUI prevention training; individual and group counseling. Hrs: 9 a.m. – 9 p.m., M-F. Intake: call for appointment. Eligibility: 2nd or multiple offender DUI, Court referral or DMV. Fees: Sliding scale.
**DSAAM Office Based Opiate Tx (OBOT) (80134)**

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. The OBIC physicians work closely with primary care physicians and psychiatrists to induce and stabilize patients with buprenorphine.

**Early Childhood Mental Health Consultation Initiative**

Rhea Durr, MPH  
(415) 255-3639  
(415) 255-3567

1380 Howard, 2nd Fl., San Francisco CA 94103  
Rhea.Durr@sfdph.org

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. The Initiative is supported by funding from the Departments Human Services, and Children, Youth and Families, and First 5, and is administered by the Department of Public Health.

**Edgewood Center for Children and Families Administration**

**Edgewood Subacute Stepdown Program**

**Edgewood Day Treatment, Medication and Shadow Services**

Nancy Rubin, CEO  
(415) 681-3211  
(415) 681-1065

101 15th Street San Francisco CA 94103  
info@edgewoodcenter.org

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. Relative care support services provide case management, training, respite and advocacy to parents, grandparents and extended family members taking care of special needs children. Community-based services offer individualized services for children and adolescents including therapeutic behavioral services and a shadow program. Another office is located at 1 Rhode Island Street, San Francisco.

**Edgewood’s School and Community Based Programs**

**AB3632 Clinic (RU#38AF5)**

**ED/ Mental Health Partnership (RU#38AFSD)**

**Kinship Mental Health (RU#38AF3)**

**School-Based Mental Health (RU#38AF4)**  
Jenny McTackett  
(415) 682-3281  
(415) 865-3099

TDD n/a
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. Mental Health services are provided in the Potrero Hill clinic (101 15th Street), in schools, or in client homes.

Languages: Spanish

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**Edgewood Center for Children and Families,**  
**Day Treatment Program,**  
**Day Treatment Intensive Services**  
(Day - RU#88585, Residential - RU#88586)  
David Lurie  
(415) 682-3138  
(415) 665-7852  
TDD n/a

1801 Vicente Street San Francisco CA 94116  
e-mail n/a

Program serves children ages 6-16 who face severely 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. The children, and their families, may also struggle with co-occurring substance abuse issues as well. All services are predicated on a thorough assessment, clinical formulation, and individual Care Plan that outlines the specific needs and mental health goals of each child. Services include intensive individualized care through highly integrated clinical, milieu, behavioral, and therapeutic arts/recreation services, and are coordinated through comprehensive care management. These services are always accompanied close and planned supervision. The program also provides comprehensive psychiatric evaluation and consultation, as well as medication management.

Languages: Spanish

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**Edgewood Therapeutic Behavioral Services**,  
**Edgewood Subacute Stepdown Program & Respite (Crisis Bed) Programs Edgewood Center for Children and Families Administration**  
Jenny McTackett  
(415) 682-3281  
(415) 865-3099  
TDD n/a

101 15th Street San Francisco CA 94103  
e-mail n/a

Therapeutic Behavioral Services (TBS) is a short-term one-on-one service for Medi-Cal beneficiaries. Youth must be exhibiting a serious behavior that jeopardizes their living situation or their transition and they must be a member of a state-defined "class." The one-on-one support is defined by a strength-based behavioral plan and reviewed monthly.

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**Emergency Department Case Management (RU#8812HU)**  
Kathy O’Brien, LCSW  
415-206-5071  
415-206-8345  
TDD N/A

SFGH Dept of Psychiatry1001 Potrero San Francisco, CA 94110  
kathy.o'brien@sfdph.org

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 inter-disciplinary team of social workers, nurse practitioner, primary care physician, and psychiatrist employs creative, flexible, and nonjudgmental approaches for minimizing harm and improving the quality of life for clients while reducing overall health care costs. Hours: M-F 8 a.m. to 5 p.m.

Languages: Spanish
### Epiphany Center for Families in Recovery

**Epiphany Center for Families in Recovery**  
(RU#38431, 89431, 97117)  
Sister Estella Morales  
(415) 351-4052  
(415) 346-2356  
TDD n/a  
website: [http://www.msje.org](http://www.msje.org)

100 Masonic Avenue San Francisco CA 94118

Outpatient and residential dual-diagnosis treatment programs for adult women (over 18) with or without children. Also eligible are pregnant women and women with children under 3 years of age. Treatment services for women include integrated substance abuse treatment and mental health services, case management, individual counseling, life skills classes, parenting education, health assessments and vocational internship program. Services for children include therapeutic childcare, early interventions to counteract the effects of prenatal drug exposure, physical therapy and an on-site pediatric clinic. Ancillary services for partners and other family members.

### Episcopal Community Services

**Episcopal Community Services Administration**  
Ken Reggio  
(415) 487-3300  
(415) 252-1743  
TDD n/a

165 - 8th Street, 3rd Floor San Francisco CA 94103  
kreggio@ecs.sf.org

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. Case management in both shelters and supportive housing sites with expertise in mental health and substance abuse.

### Episcopal Sanctuary (RU#8929OP)

**Episcopal Sanctuary (RU#8929OP)**  
Linzie Coleman  
(415) 863-3893  
(415) 487-3729  
TDD n/a

201 - 8th Street San Francisco CA 94103  
lcoleman@ecs-sf.org

This program is a 200-bed harm reduction transitional homeless shelter for adults. CBHS funds on-site mental health case management staffing for shelter residents. Case management services are offered to all clients who have accepted case management. Case management staff includes weekday, Saturday, and evening coverage.

Languages: French, Samoan, Spanish

Only on the 1st Floor

### Family Involvement Team (FIT)

**Family Involvement Team (FIT)**  
Alicia Joseph Rivers  
(415) 920-7700  
(415) 920-7729  
TDD n/a

1305 Evans Avenue San Francisco CA 94124  
alicia.joseph@sfdph.org

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; bridging and helping to develop the parent-professional partnership, which is such an invaluable component of service delivery. FIT is committed to ongoing systems reform and as change agents,
ensure family members can participate in supportive and empowering activities, which allows them to have a voice and stay connected long after other services have ceased. Family-driven care (including youth) is the ultimate goal.

Languages: Spanish

**Family Mosaic Project**
Hannibal Lowry, MSW  (415) 206-7646  (415) 206-7630
(415) 206-7680
1309 Evans Avenue San Francisco CA 94124  e-mail n/a

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. If a child is residing outside of the home, FMP attempts to provide services that will either maintain or reduce the current level of care in order to avoid institutionalization, juvenile detention, or other restrictive treatment settings.

FMP adheres to a strength-based, family-focused approach to assessing individuals’ needs and developing effective plans of comprehensive care. Through a network of established providers in the Bay Area, FMP delivers a wide range of culturally competent services that enhance family unity, capability, and responsibility in order to maintain children in the least restrictive levels of care within their home communities. This may include the coordination of mental health, public health, recreational, educational, and supportive resources, that serve to reduce targeted symptoms and problematic behaviors.

Languages: Cantonese, English, Spanish

**Family Service Agency**
Administrative Services for Community Mental Health
Thomas Mayer, Credential Coordinator  (415) 255-3774  (415) 931-3773
(415) 750-1544  TDD n/a
1380 Howard Street, San Francisco, CA 94103  tmayer@fsasf.org

The primary goal of this program is to provide on-site cost-efficient, high quality mental health administrative services to the San Francisco Mental Health Plan staff, who serve low income, culturally diverse, Medi-Cal or uninsured populations with mental health needs in San Francisco. By providing administrative services to SFMHP staff, this program promotes clients’ higher satisfaction with treatment.

**Family Service Agency**
Adult Care Management Services Program (RU#3822OP)
Ted Snyderman, MSW  (415) 474-7310 x 471  (415) 931-3773
TDD n/a
1010 Gough Street San Francisco CA 94109  tsnyderman@fsasf.org

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. Every attempt is made to ensure continuity of care.
and to develop a community support system. Individuals are connected to appropriate resources and community health and mental health services, for the development and implementation of their plans to achieve their desired outcome. Wheelchair accessible. No fees are charged to participants.

Languages: Korean, Mandarin, Russian, Spanish, Tagalog

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**Family Service Agency**
**CARE (Comprehensive Adult Recovery and Engagement)**
Carrie Banks, LCSW  
Jeff Schoenfeld, LCSW  
(415) 474-7310X470  
(415) 931-3773  
TDD n/a

1010 Gough Street San Francisco CA 94109  
jschoenfeld@fsasf.org

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.

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**Family Service Agency**
**Community Aftercare Program**
(RU#8977OP)
Al Cabeza  
(415) 379-1048  
(415) 750-1544  
TDD n/a

6221 Geary Blvd, 3rd Floor San Francisco CA 94121  
acabeza@fsasf.org

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. FSA works with clients to help them remain in the community and to maintain the greatest possible independence, stability, and level of functioning. No fees are charged to participants.

Languages: Chinese Cantonese/Mandarin, English, Spanish. Tagalog and Vietnamese

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**Family Service Agency**
**Curry Center Drop-In Center**
Andrew Brown Ph D  
(415)292-1081

333 Turk Street S.F. CA, 94102  
abrown@fsasf.org

**Family Service Agency**
**Geriatric Outpatient Mental Health Services (RU#38223)**
Carole McKindley-Alvarez  
(415) 474-7310x445  
(415) 931-0388  
TDD n/a

1010 Gough Street San Francisco CA 94109  
cmckindley-alvarez@fsasf.org

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. Fees are provided at no cost for MediCal. Sliding scale for private pay and MediCare recipients. Some private insurance coverage is accepted.

Languages: Japanese, Spanish

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**Family Service Agency**
**Geriatric Services West (RU#89903)**
Marquitta Wilson, MSW  
(415) 474-7310x217  
(415) 751-3226  
TDD n/a

6221 Geary Blvd., 2nd Floor San Francisco CA 94121  
mwilson@fsasf
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. Fees are provided at no cost for MediCal. Sliding scale for private pay and MediCare recipients. Some private insurance coverage is accepted.

Languages: Cantonese, Mandarin, Russian

Family Service Agency
MAP for Youth (Moving Ahead Program for Youth)
Carrie Banks, LCSW
Jeff Schoenfeld, LCSW
(415) 474-7310x470  (415) 931-3773
TDD n/a
6221 Geary Blvd., 2nd Floor San Francisco CA 94121
jschoenfeld@fsasf

The Moving Ahead Program for Youth (MAP for Youth) assists transitions 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 collaborative, integrated partnership including Larkin St. Services, CATS and Tom Waddell Health Center.

Family Service Agency
Tender Lion Family Program
(RU#382201, 3822SD, 382203)
Carole McKindley-Alvarez
(415) 474-7310x445  (415) 673-2488
TDD n/a
1010 Gough Street San Francisco CA 94109
dfletcher@fsasf.org

Tender Lion 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. Referral sources include the San Francisco County Mental Health Department, San Francisco Unified School District, and foster care and social service programs, as well as parents themselves. Services are also provided for teen parents at FSA's TAPP program. Languages: Spanish. Wheelchair accessible. No fees are charged to families.

Languages: Spanish

Ferguson Place - see Baker Places Ferguson Place

Filipino Commission
Jacqueline Balingit
(650) 244-1444  (650) 244-1447
TDD n/a
301 Grand Avenue, Ste. #301, South San Francisco, CA 94080
filipinocommission@yahoo.com

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.

FOTEP TI Childrens Program
Mardell Gavriel, Psy.D.
(415) 934-3469  (415) 863-1305
TDD n/a
852 Avenue D. Treasure Island San Francisco CA 94130

Individual therapy/group/family therapy, case management, assessment plan/development, collateral, psychiatric services.
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.

The FCMHP is unique; it provides a hybrid of authorization and clinical services. The FCMHP manages approximately 200 new treatment requests per month. Some of these cases are authorized to individual practitioners, as well as to group or clinic providers within the SFMHP. For other cases the FCMHP provides clinical services such as urgent care responses, psychosocial assessments, dyadic and family therapy, individual and group therapy, and/or psychiatric medication evaluations. The FCMHP monitors the quality of care offered by private providers that request reauthorization and provides treatment and placement consultation on various interagency and multidisciplinary teams.

The Foster Care Mental Health Program
Tom Maloney, LCSW  (415) 970-3875  (415) 970-3813
3801 3rd Street, Suite 400 San Francisco CA 94124
Tom.Maloney@sfdph.org

Fred Finch Youth Center Therapeutic Behavioral Services - TBS (RU#89825)
Cris Kinney, LCSW  (510) 482-2244x309 (510) 530-2047
3800 Coolidge Avenue, Oakland CA 94602  criskinney@fredfinch.org

Fred Finch Youth Center
Kathie Jacobsen, LCSW COO  (510) 482-2244 X206  (510) 530-2047
3800 Coolidge Avenue, Oakland CA 94602  e-mail n/a

Friendship House Association of American Indians, Inc.
Helen Waukazoo, Exec. Dir.  (415) 865-0964  (415) 865-5428
56 Julian Street, San Francisco CA 94103  e-mail n/a

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, santa clara intake/outreach and community organizing. In January 2005, the Friendship House began providing expanded services, including 80-beds for residential treatment at its new Friendship House American Indian Healing Center in the Mission District.

Website: www.friendshiphousesf.org

Golden Gate for Seniors - see CATS Golden Gate for Seniors

Grove Street House - see Baker Places - Grove Street House
### HAFCI Haight Ashbury Free Clinics

#### Drug Detox Program HAFCI / DX (RU#38201 and 38CC3)

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<tr>
<th>Name</th>
<th>Contact</th>
<th>Phone 1</th>
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<tbody>
<tr>
<td>Ben Eiland</td>
<td></td>
<td>(415) 565-1908</td>
<td>(415) 255-6706</td>
<td>TDD n/a</td>
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529 Clayton Street San Francisco CA 94117  
e-mail n/a

Offers outpatient medical and social detox for chemical dependencies; education and training services; outreach, prevention, intervention, and medical and mental health services provided. Hrs: M-Th 10 a.m-5 p.m.; Fri 12 noon-6 p.m. Intake: drop-in only, no appointments.

### HAFCI Haight Ashbury Free Clinics - Integrated Services

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<th>Name</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Ben Eiland</td>
<td>Automated</td>
<td>(415) 746-1967</td>
<td>(415) 746-1940</td>
<td>TDD n/a</td>
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</table>

1735 Mission Street San Francisco CA 94103  
e-mail n/a

### HAFCI Haight Ashbury Free Clinics - Jail Psychiatric Services

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<tr>
<th>Name</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Contact: Jo Robinson, MFT</td>
<td></td>
<td>(415) 995-1700</td>
<td>(415) 348-8604</td>
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</table>

650 5th Street, Suite 309, San Francisco CA 94107  
e-mail: cheinen@sfdph.org

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. Jail Aftercare Services (JAS) works with the courts, attorneys, probation officers and community agencies to transition mentally ill inmates from the justice system into an appropriate community setting as an alternative to sentencing, as a condition of probation, or upon release from custody. Clinical staff are available in the jail 7 days a week from 8 a.m. until 10 p.m. Pager coverage is 24 hours, 7 days a week.

### HAFCI, Oshun Center

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<th>Name</th>
<th>Contact</th>
<th>Phone 1</th>
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<tbody>
<tr>
<td>Helena Babington Guiles, Interim Center Manager</td>
<td></td>
<td>(415) 746-1945</td>
<td>(415) 928-6750</td>
<td>TDD n/a</td>
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101 Taylor Street San Francisco CA 94102  
e-mail n/a

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.

Languages: English and Spanish

### HAFCI, Smith House Women’s Detox

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<th>Name</th>
<th>Contact</th>
<th>Phone 1</th>
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<tbody>
<tr>
<td>Regena Grant</td>
<td></td>
<td>(415) 398-4176</td>
<td>(415) 394-5869</td>
<td>TDD n/a</td>
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1441 Chinook Court, San Francisco CA 94130  
e-mail n/a

Three- to 7-day social model non-medical detox. Women only.

### HAFCI, Smith Ryan Detox

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Regena Grant</td>
<td></td>
<td>(415) 398-4176</td>
<td>(415) 394-5247</td>
<td>n/a</td>
<td>TDD n/a</td>
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1441 Chinook Court, San Francisco CA 94130  
e-mail n/a

Three- to 7-day social model non-medical detox. Women only.

### HAFCI, Western Addition Recovery House

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<tbody>
<tr>
<td>Richard Beal</td>
<td></td>
<td>(415) 394-5247</td>
<td>(415) 394-5267</td>
<td>TDD n/a</td>
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1440 Chinook Ct. #A San Francisco CA 94130  
e-mail n/a

Drug and alcohol recovery house for African-American males. 28-bed facility. Also have 4 beds for care clients or HIV beds. Hrs: 9 a.m.-5:30 p.m. Intake: call for appointment. Eligibility: 18 years and older. Fees: GA $300/month, plus food stamps.

### Harm Reduction Coalition

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<tbody>
<tr>
<td>1440 Broadway, Suite 510 Oakland CA 94612</td>
<td>Lauren Enteen</td>
<td>(510) 444-6969x16</td>
<td>(510) 444-6977</td>
<td>TDD n/a</td>
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Harm Reduction Coalition  
Lauren Enteen  
(510) 444-6969x16  
(510) 444-6977  
TDD n/a  
enteen@harmreduction.org

### Henry Ohlhoff Intensive Outpatient

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<th>Address</th>
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<tbody>
<tr>
<td>2418 Clement Street San Francisco CA 94121 99914 Irwin Street San Rafael CA 94901</td>
<td>Lubov Smith, MFT (SF) (San Rafael)</td>
<td>(415) 221-3354</td>
<td>(415) 221-5687</td>
<td>(415) 485-6079</td>
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<td>(415) 415-3411</td>
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Henry Ohlhoff Intensive Outpatient  
Lubov Smith, MFT (SF) (San Rafael)  
(415) 221-3354  
(415) 415-3411  
(415) 221-5687  
(415) 485-6079  
TDD n/a  
enteen@harmreduction.org

Inpatient – outpatient programs for chemical dependency and eating disorders. Hrs: 11 a.m. – 7 p.m., M-F. Eligibility: adolescents & adults. Fees: some insurance and sliding scale.

### Henry Ohlhoff Recovery Programs and Skip Byron Program

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<tbody>
<tr>
<td>601 Steiner San Francisco CA 94117</td>
<td>Daryll Perera, LCSW</td>
<td>(415) 841-1775</td>
<td>(415) 621-6219</td>
<td>TDD n/a</td>
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Henry Ohlhoff Recovery Programs and Skip Byron Program  
Daryll Perera, LCSW  
(415) 841-1775  
(415) 621-6219  
TDD n/a

Inpatient chemical - dependency programs for adults. Hrs: 9 a.m. - 5 p.m., M-F (administration); 24 hrs (residential) Intake: call for assessment appointment. Fees: sliding scale, insurance. Eligibility: Adults 18 years and up with history of substance abuse.

### Henry Ohlhoff Residential Services

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<tbody>
<tr>
<td>601 Steiner San Francisco CA 94117 5394 Nave Drive Novato, CA 94949</td>
<td>Herbert Rivera, MFT(SF) Tom Woolner, MFT(Novato)</td>
<td>(415) 621-4388</td>
<td>(415) 626-0170</td>
<td>(415) 883-2574</td>
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<td></td>
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<td>(415) 883-2494</td>
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Henry Ohlhoff Residential Services  
Herbert Rivera, MFT(SF) Tom Woolner, MFT(Novato)  
(415) 621-4388  
(415) 883-2494  
(415) 626-0170  
(415) 883-2574  
TDD n/a

Residential treatment for drug-addicted men, with variable length of stay. Also provides life skills workshops, multi-family education, group, and is a social model program. 12-Step philosophy. Hrs: M-F 9 a.m.-5 p.m., 24 hour residential. Intake: call for appointment. Eligibility: men 18 years and up with history of substance use. Fees: some insurance and sliding scale.

### Henry Ohlhoff Women’s Program

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<td>601 Steiner Street San Francisco CA 94117</td>
<td>Daryll Perera, LCSW</td>
<td>(415) 841-1775</td>
<td>(415) 621-6219</td>
<td>TDD n/a</td>
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Henry Ohlhoff Women’s Program (RU#38672)  
Daryll Perera, LCSW  
(415) 841-1775  
(415) 621-6219  
TDD n/a

Residential treatment for drug-addicted women, with variable length of stay. Also provides life skills workshops, multi-family education, group, and is a social model program, 12-Step philosophy. Hrs: M-F 9 a.m.-5 p.m. 24 hours residential. Intake: call for appointment. Eligibility: women 18 years and up, with history of substance abuse. Fees: some insurance and sliding scale.

### Hire Ability - see Richmond Area Multi-Services (RAMS) - Hire Ability

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<tr>
<td>Homeless Advocacy Project (HAP)</td>
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Homeless Advocacy Project (HAP)  
(415) 865-9200

48
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.

**Homeless Outreach Team** - see San Francisco Homeless Outreach Team

**Horizons Unlimited of San Francisco Inc.**
Nora Rios-Reddick, E.D.  
440 Potrero Avenue San Francisco CA 94110
(415) 487-6700  (415) 487-6724  
NRReddick@aol.com

Provides substance abuse prevention, substance abuse treatment, employment and entrepreneurial services for high 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. The DJ Project program is a youth leadership program utilizes music and urban culture to inspire youth through a dynamic blend or arts education, job readiness training, entrepreneurship, and community service programming.

Languages: Spanish

**Horizons Unlimited Services Juventud Day Treatment Program**
Karina Bayardo  
440 Potrero San Francisco CA 94110  
(415) 487-6730  
e-mail n/a

Day Treatment program for youth with focus on Latino youth and culture. Hours 9 a.m. to 7 p.m.

**Huckleberry Youth Programs (RU#38BU3)**
Jorge Vega, LCSW  
555 Cole St., 1292 Page St. San Francisco CA 94117
(415) 621-2929  (415) 503-1540
jvega@huckleberryouth.org

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 are provided at Huckleberry House and at Huckleberry’s Cole Street Clinic. The program strives to provide service regardless of family income or health insurance. Medi-Cal is accepted. Fees are based on a sliding scale from $0.

Languages: Spanish
Evaluation Consultation Unit (DECU)  
Kevin Heaner  
(415) 558-4340  
1235 Mission Street (between 8th & 9th) San Francisco, CA 94103

Client needs to be on CAAP (County Adult Assistance Program - previously called General Assistance) to access this service.

Infant-Parent Program (SFGH and UCSFCH & ADOL) - see UCSF Infant-Parent Program / Daycare Consultants

Institute for Advanced Driver Education and Training (IADET)  
Raul Palazuelos  
(415) 255-0371  
(415) 864-3091  
TDD n/a  
3265 Mission Street, Ste. 205 San Francisco CA 94110  
e-mail n/a

30 hours of education/group counseling are provided to the first offender drinking driver; referrals to program through the courts; referrals provided on an as-needed basis for additional services. Hours from: M-F 8 a.m. - 5 p.m. Intake: call for an appointment. Eligibility: Court referred. Program fees: $256 - 12 Hours, $575 - 3 Months, $806 - 6 Months.

Instituto Familiar de la Raza  
(RU#3818-1, 3818SD, 38185, 38186, 38183)  
Dr. Estella Garcia  
(415) 229-0500  
(415) 647-3662  
(415) 285-5419  
2919 Mission Street San Francisco CA 94110  
gwalteros@iifrsf.org

This community-based, multiservice organization is located in the Mission District. 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. Consultation to community agencies is also provided. Services are provided by qualified bilingual/bicultural and multicultural staff who reflect the diversity of the Mission community and who are familiar with the cultural and spiritual norms, practices and beliefs of the Chicano/Latino community.

Languages: Spanish

Intensive Outpatient Program  
Korina Bayardo  
(415) 487-6704  
(415) 487-6724  
TDD n/a  
440 Potrero Avenue San Francisco CA 94110  
e-mail n/a

No longer providing services through the Mission Urban Arts (MUA) Collaborative. All services are now on-site or at new comer.

Iris Center - Woman's Counseling and Recovery Services (RU#38191)  
Angela Green, Interim Dir.  
(415) 864-2364  
(415) 864-0116  
(415) 864-0482  
333 Valencia Street Suite 222 San Francisco CA 94103  
e-mail n/a
Provides drug and alcohol recovery services, HIV services, counseling and mental health services. Focus on women of color, single mothers and lesbians. Hrs. 9 a.m. - 5:30 p.m. Intake: call for appointments, Drop-in OK. Eligibility - Women 18 years and older. Fees: sliding scale.

Languages: Spanish

**Jail Psychiatric Services** - see HAFCI Haight Ashbury Free Clinics Jail Psychiatric Services

**Japanese Community Youth Council - Asian Youth Prevention Service (AYPS)**

- Thong Vang  
  (415) 563-8052  
  (415) 921-1841  
  TDD n/a

2012 Pine Street San Francisco CA 94115

tvang@jcyc.org

Asian and Pacific Islander focused outreach, education, prevention, and counseling services for youth and families.

Languages: Cantonese, Korean, Mandarin, Samoan, Tagalog, Vietnamese

**Jelani Inc. - Jelani Family Program**

- Gwen Otis  
  (415) 671-1165  
  (415) 970-0438  
  TDD n/a

1638 Kirkwood Avenue, San Francisco CA 94124

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

Languages: Spanish

**Jelani Inc. - Jelani House**

- Wendy Butler  
  (415) 822-5977  
  (415) 822-5943  
  TDD n/a

1601 Quesada Avenue San Francisco CA 94124

jelanisf4@aol.com

6-9 month residential substance abuse treatment program for pregnant/postpartum women and women with children up to the age of 5 yrs. 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, and more... Jelani, Inc. Administrative Offices are also located at this address.

Languages: Spanish

**Jelani Inc. - Mission Recovery House**

- Felicia Jones  
  (415) 206-1560  
  (415) 206-1569  
  TDD n/a

2261-63 Bryant Street San Francisco CA 94110

jelanisf4@aol.com

6-9 month residential substance abuse treatment program for women with children up to the age of 12 yrs. 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, and more...

Languages: Spanish

**Jelani Inc. - Jelani Transitional House**

- Loretta Bradford  
  (415) 671-2844  
  (415) 671-0103  
  TDD n/a

1499 Quesada Avenue San Francisco CA 94124

jelanisf4@aol.com
2 year transitional house setting for women with children up to the age of 12 yrs. old. Women must have history of substance abuse and documented clean time. Case Management, referrals, and permanent housing search.

**Jewish Family Children's Services**  
(RU#2380)  
Amy Weiss  
(415) 359-2464  (415) 449-3839  (415) 345-1927  
2150 Post Street San Francisco CA 94115  
gaylez@jfcs.org

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. All staff have graduate degrees and license (or are license-eligible) and receive weekly supervision. They also participate in monthly staff conferences led by a child psychiatrist and confer with each other on a regular basis.

JFCS has existed for over 150 years. Agency has a nationally known model for resettlement of people from the former Soviet Union, one of the first parent resource centers in the country (Parents Place), one of the first open adoption programs in the US (Adoption Connection), and the Early Childhood Mental Health Services Project, in collaboration with CBHS and day care consultants.

Languages: French, Polish, Russian, Spanish

**Jo Ruffin Place** - see Baker Places - Jo Ruffin Place (Residential) with Day Treatment Component

**La Amistad** - see Progress Foundation La Amistad

**La Casa de Las Madres**  
Lisa Polacci  
(415) 503-0500  (415) 503-0301  
1663 Mission Street Suite 225 San Francisco CA 94103  
e-mail n/a

Shelter for women/children escaping domestic violence and abuse in their lives. Hrs: 24 hour crisis line. M-F 9 a.m.-5 p.m. Office Intake: Drop-in counseling M-F 10 a.m.-1 p.m. Intake through crisis line.

**La Posada** - see Progress Foundation La Posada

**Larkin Youth Services**  
Sherilyn Adams, Exec Dir.  
(415) 673-0911  (415) 749-3838  
1138 Sutter Street San Francisco CA 94109  
sherilynadams@larkinstreetyouth.org

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. Hrs: 24 hours/day. Intake: call for appointment, drop-in OK.

Languages: Spanish

**Latino Commission of Alcohol & Drug Abuse Services, Inc.**  
Debra Camarillo, Dir.  
(650) 244-1444  (650) 244-1447  
301 Grand Avenue, Suite 301 San Francisco CA 94080  
Latcom01@aol.com
Substance abuse treatment in a bilingual, bicultural setting. On the Web at www.thelatinocommission.com/

**Latino Commission Casa Quetza**
Annette Mosqueda, Psy.D.  (415) 337-4065  (415) 337-4067
635 Brunswick Street San Francisco CA 94112  e-mail n/a

Clean-and-sober living for men in recovery which provides a stable environment allowing residents an opportunity to prepare financially, education, and vocationally wise to reintegrate back into the community: 24/7. Call for intake.

**Latino Commission Casa Las Hermanos**
Debra Camarillo, Exe. Dir.  (650) 615-8902  (650) 244-1447
693 7th Avenue San Bruno CA 94066  e-mail n/a

Clean-and-sober living for men in recovery that provides a stable environment, allowing residents an opportunity to prepare financially, educationally, and employment-wise to reintegrate back into the community. 24/7. Call for intake.

**MAP Mobile Assistance Patrol** - see CATS MAP Mobile Assistance Patrol

**McAuley Adolescent Day Treatment Program** (RU#38CMDT)
Peggy O'Brien, R.N.  (415) 750-5580  (415) 750-4912
450 Stanyan Street San Francisco CA 94117  pobrien3@chw.edu

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. Emphasis is on talking about problems rather than acting out, improving relationships with adults and peers, increasing self-esteem and working up to academic potential. The Center provides a safe, consistent and therapeutic environment 5 days/week, Mon.-Fri. 8:30 a.m. to 5 p.m.

**McAuley Behavioral Health Services - Adolescent Inpatient Program (38CNF2 & 38CN2)**
Serena Lourie, M.S., R.N.  (415) 750-5872  (415) 750-4845
2200 Hayes Street San Francisco CA 94117  slourie@chw.edu

Brief, intensive psychiatric inpatient hospitalization for adolescents ages 12-18 suffering from severe emotional crisis. Services include psychiatric evaluation, psychological testing, individual and milieu therapy, family therapy, psycho-educational activities, and an academic program. Referrals to outpatient services and longer term programs are also provided.

Language: Spanish

**Mental Health Board**
Helynna Brooke  (415) 255-3429 to 51  (415) 255-3760
(415) 255-3429
The board advises the Director of CBHS, the Health Commission, and the Board of Supervisors on mental health needs, programs, and services. The 17 members are volunteers appointed by the Board of Supervisors. The Board meets at 6:30 p.m. on the 2nd Wednesday of most months. These meetings are open to the public. Categories of Board seats include consumer, family member, mental health professional, and public interest. Anyone interested in applying can call (415) 255-3474 for more information.

Languages: French, Spanish

### Mental Health Conservatorship Services - see Public Conservatorship

#### Methadone Van

- **Edward Pease, RN**
- **(415) 206-4651**
- **(415) 206-6875**
- TDD n/a
- **edward.pease@sfdph.org**
- **1001 Potrero Avenue San Francisco CA 94110**

Provides mobile methadone maintenance services for individuals with a history of long-term opiate treatment. Medication is dispensed in the field at various locations. Cell phone: (415) 250-6649.

#### Mission ACT (RU#3804 SP)

- **Galileo Medrado, LCSW**
- **(415) 401-2760**
- **(415) 401-2774**
- TDD n/a
- **2712 Mission Street San Francisco CA 94110**
- email: n/a

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. Services are provided with special focus for the Latino and gay/lesbian community.

Languages: English and Spanish

#### Mission Council Family Day Treatment and Aftercare Program (RU#38718 and 38711)

- **Vanessa Padilla**
- **(415) 864-0554**
- **(415) 701-1868**
- TDD n/a
- **474 Valencia Street, Suite 135 San Francisco CA 94103**
- vanessapc@sbcglobal.net

Individual and group counseling family and couple therapy. No one will be denied services. Hrs: M-F 9:30 a.m.-5:30 p.m. and Sat. 10 a.m.-2 p.m. Saturday Intake: call for appointment.

Languages: monolingual Spanish program

#### Mission Council on Alcohol Abuse for the Spanish Speaking (RU#38561)

- **Leonard Chavez-Smith**
- **(415) 826-6767**
- **(415) 826-6774**
- **(415) 826-9016**
- **op_mcaasp@yahoo.com**
- **820 Valencia San Francisco CA 94110**

Outpatient treatment for monolingual and bilingual clients with primary diagnosis of alcohol and drug abuse. Individual and group counseling, community services and 12-Step groups. Hrs: 9 a.m. - 9 p.m. Intake: call for appointment.

Languages: English, Portuguese, Russian, Spanish and Tagalog

#### Mission Family Center

- **Lucia Hammond, MFT**
- **(415) 642-4550**
- **(415) 695-6963**

1380 Howard Street, 2nd Floor San Francisco CA 94103  mhbexec@igc.org
Mission Family Center is an outpatient mental health clinic serving children, adolescents, and families of the Mission, Potrero Hill, and Castro-Noe Valley neighborhoods and the citywide Latino population. Staff are bicultural/bilingual. Modalities include individual, group and family work, with a focus on family-centered treatment whenever possible.

Languages: English, Spanish

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**Mission Mental Health Services**  
*(Mission ISC) Team I (RU#38043)*  
Manuel Mena, LCSW  
(415) 401-2700  
(415) 401-2741

2712 Mission Street San Francisco, CA 94110  
e-mail n/a

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.

Services are provided for adults ages 18-59. Hours of operations are 8:30 a.m. to 5 p.m. To provide Advanced Access to the community, no appointment is necessary. Drop in times for new intakes are M-F, 9-11 AM on a first come, first serve basis (arrive as close to 9:00 AM as possible, call the Officer of the Day, if other intake times need to be arranged).

Languages: Spanish, Russian

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**Mobile Crisis Treatment Team**  
Carolyn Kaufman,  
RN, CNS, MFT  
(415) 355-8300  
carolyn_kaufman@sfdph.org

MCTT provides crisis intervention services conducted in the field for early intervention before symptoms or behaviors escalate and require emergency or acute care. Field evaluation services are available to any adult (18-59) within the City and County of SF regardless of payer source. Consultation services are provided for consumers, support systems, SFPD, SFFD, DPH, DSS, CBHS and Environmental Health. MCTT links consumers with the least restrictive level of care and provides short-term case management and medication support until the linkage is achieved. Multidisciplinary and multilingual staff can provide crisis services in Cantonese, Mandarin, Russian and Spanish. MCTT covers for Geriatric Crisis services after 4PM on weekdays and covers for AIDS Crisis after 5PM on weekdays. MCTT is open 8:30AM to 11PM (last field response at 10PM) Mondays through Fridays. MCTT is open on Saturdays, Sundays and county holidays from 12 noon to 8PM (last field response at 7PM).

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**Morrisania West, Inc.**  
Charles Dixon  
(415) 552-4660  
(415) 552-4137  
tunadixon@netscape.net

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. The program, contracted by CBHS, is certified by the State Department of Alcohol and Drug Programs (DADP). The program has a P.36 component that serves court referrals. Hours of operation and intake are from 8:30 a.m. - 7:30 p.m. Call for appointment, referrals.

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**Napa State Hospital**  
Dave Graziani  
(707) 253-5000  
(707) 253-5513  
e-mail n/a

State hospital providing mental health and forensic services to San Francisco residents.
NCADA National Council On Alcoholism and other Drug Addiction
Shelli Rawlings-Fein (415) 296-9900 (415) 296-0626 (415) 296-1108
944 Market Street. 3rd Floor San Francisco CA 94102 info@ncadaba.com

24-Hour Information and referral helpline for substance users and other concerned individuals. Services for substance users, family members and general community. Individual, in-person consultations for substance users and concerned individuals. 5-week Substance Use Awareness Class. Educational trainings and workshops available on and off site. Video/DVD and literature library on-site. Bi monthly educational workshops providing CE credits. Monthly movie night.

NCADA National Council On Alcoholism and other Drug Addiction (RU#91406)
Eddy McLay (415) 296-0500 (415) 296-0626 (415) 296-1108
944 Market Street. 3rd Floor San Francisco CA 94102 dui@ncadaba.com

6 week, 3 month, 6 month, and 9 program for first-time offenders of driving under the influence as referred by the courts and/or DMV. Hrs: Tues-Fri 9 a.m.-5 p.m.; Wed-Thur (evenings); Saturday (mornings). Intake: call 296-9900 to schedule appointment. Eligibility: court-mandated referral.

Languages: Cantonese, Korean, Mandarin, Russian, Vietnamese

New Leaf Youth Services
Cathy Martin (415) 626-7000 x 201 (415) 626-5916 (415) 252-8376
103 Hayes Street San Francisco CA 94102 (Clinical Services)
1390 Market Street, Suite 800 San Francisco CA 94102 (Mailing Address Only) intake@newleafservices.org

Mental health and substance abuse services available for lesbian, gay, bisexual, transgender, queer, questioning and intersexed youth. Individual and group counseling, couples treatment, case management and outreach services at various community locations are provided. Medication/psychiatry services are available.

New Leaf-Services For Our Community (RU#89933)
Cathy Martin (415) 626-7000 x 201 (415) 626-5916 (415) 252-8376
103 Hayes Street San Francisco CA 94102 (Clinical Services)
1390 Market Street, Suite 800 San Francisco CA 94102 (Mailing Address Only) intake@newleafservices.org

Outpatient multi-disciplinary mental health, substance abuse and HIV mental health services for the lesbian, gay, bisexual, transgender, queer, questioning and intersexed adults, seniors and youth. Services include individual, group, couple's and family treatment. Social services and activities for LGBTQI seniors are also provided. Case management services are available. Drop-in orientation groups for substance abuse treatment are provided daily (Monday through Friday) - call for current times. Medication/psychiatry services are available.
### Next Door (Episcopal Community Services) (RU#8961OP)

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<th>Name</th>
<th>Phone</th>
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<th>TDD</th>
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<tbody>
<tr>
<td>Lindsey Coleman</td>
<td>n/a</td>
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<td>n/a</td>
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1001 Polk Street San Francisco CA 94109  
lco Coleman@ecs-sf.org

As 8-11 we now have 40-7 day beds that are accessible through SF’s resource centers. 210 beds remain mandatory case management, 30 medical respite beds that are accessible through SF General Hospital and run by DPH and HUH. 40-7day beds (15 men, 25 women) 30 medical beds (5 women, 25 men).

Languages: English and Spanish

### NI COS Chinese Community Problem Gambling Project

<table>
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<tr>
<th>Name</th>
<th>Phone 1</th>
<th>Phone 2</th>
<th>Fax</th>
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<tr>
<td>Kent Woo, MSW</td>
<td>(415) 788-6426</td>
<td>(415) 788-0966</td>
<td>n/a</td>
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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.

Languages: Cambodian, Mandarin

### Oakes Children's Center Oakes Children Center SED (DTX- RU#88592, OP- RU#88593, Partnership – RU#8859SD)

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<tr>
<th>Name</th>
<th>Phone 1</th>
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<tbody>
<tr>
<td>Norman Hering</td>
<td>(415) 564-2310</td>
<td>(415) 564-2313</td>
<td>n/a</td>
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1348 - 10th Avenue San Francisco CA 94122

oakessf@sbcglobal.net

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. The program's goal is to facilitate the children's psychological development and cognitive abilities so they may remain in the home and be prepared for the challenge of participating in the broader community. The after-school program is crucial for working parents and an important component of the mental health treatment. Oakes also provides socialization groups for children with pervasive developmental disorders, ages 5 to 18. The School Partnership Program provides special education students in public schools, their families, and teachers with support from clinical and consultative services. Oakes provides extensive training for graduate,
undergraduate students, and teaching professionals to best meet the needs of developmentally delayed and emotionally disturbed children and their families.

Languages: Cantonese, French, Russian, Vietnamese, Spanish, Tagalog

**OBOT** - see DSAAM Office Based Opiate Tx (OBOT)

**Odyssey House** - see Baker Places - Odyssey House

**Office of Self Help Community Center**

Roy Crew  
(415) 575-1400  
(415) 575-1401  
TDD n/a

1095 Market Street, Suite 202 San Francisco CA 94103  
e-mail n/a

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. Initial healthcare is available from a Nurse Practitioner. An acupuncturist is also available. Shuttle service is available to transport friends and family members to visit patients in out-of-county facilities. A **Peer Support Line** is available 9:00 am till 5:00 pm Monday & Tuesday, and it is open 9:00 am till 8:30 pm Wednesday through Sunday. Not all languages are available (call 575-1400). Culturally Specific Self Help support groups are forming so come and join us we grown.

Languages: Cantonese, Spanish, Tagalog

**Ohlhoff Programs** - see Henry Ohlhoff

**O.M.I. Family Center**

Peg Hickox, MSN, RNC, CNAA  
(415) 452-2200  
(415) 334-5712  
(415) 334-1506

1701 Ocean Avenue San Francisco CA 94112  
peg.hickox@sfdph.org

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. Adult and child clients must be eligible to receive services form CBHS. Assessment and linkage of hospitalized clients is provided, including intensive case management when indicated. Staff is multidisciplinary and multicultural. Hours of operation are M-F 8:30 – 5 pm with evening appointments available by arrangement. Walk in hours for evaluations are Monday-Friday from 9am-11am and 1pm – 3 pm.

Languages: English. Referrals made for other languages

**Opiate Treatment Outpatient** - see SFGH Opiate Treatment Outpatient Program-Ward 93/Ward 95

**Oshun Center** - see HAFCI, Oshun Center

**PAES** - see AARS - PAES Counseling Services

**Peter Claver Community: AIDS/ Residential Program (RU#8910)**

Rodney Murphy  
(415) 749-3800  
(415) 563-3153  
TDD n/a

1340 Golden Gate Avenue San Francisco CA 94115  
rmurphy@cccyo.org
Provides supportive, consistent living situation for persons with AIDS-related mild dementia. Assists 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.

**Languages:** Spanish

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**Positive Resource Center (PRC)**

Jane Gelfand  (415) 777-0333  (415) 777-1770

785 Market Street, 10th Floor (between 3rd & 4th) San Francisco CA 94103  triciat@positivesource.org  janeg@positivesource.org

PRC provides free legal benefits representation, including SSI/SSDI/CAPI (and corresponding Medi-Cal), “fugitive felon” suspensions and quashing of warrants, and continuing medical reviews for people who are referred from targeted mental health clinics and/or people living with HIV/AIDS (including self referrals). PRC represents clients at four levels of appeal, including in front of Administrative Law Judges. PRC also provides training to staff of identified DPH programs on the medical and non-medical criteria in order to obtain benefits (including the role of substance use, incarceration and immigrations status).

**Languages:** conversational Arabic, Cantonese, Mandarin, Spanish

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**Potrero Hill Neighborhood House Inc. (ZAP Project)**

Maurice Byrd  (415) 826-8080  (415) 826-8138

953 DeHaro Street San Francisco CA 94107  e-mail n/a

Intensive outpatient counseling provider for youth, young adults and families. Anger management, domestic violence and violence prevention services are also provided. Hrs.: M-F 10 a.m. - 6 p.m. Intake: call 826-8080 for appointment. Eligibility: 11-25 years of age, San Francisco resident. No fees

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**Progress Foundation Administration**

Steve Fields, Executive Director  (415) 861-0828  (415) 861-0257

368 Fell Street San Francisco CA 94102  mtolle@progressfoundation.org

Progress Foundation is a non-profit agency providing community-based residential treatment and supported housing services as alternatives to institutional treatment for individuals with mental disabilities. Founded in 1969, the agency provides mental health treatment through residential treatment programs in San Francisco and Napa counties, with specialized programs. 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. Program services and staffing reflect a strong commitment to diversity and an awareness of the critical importance of cultural, ethnic, linguistic and social issues in the provision of effective community mental health services.

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**Progress Foundation Ashbury House (RU#89841)**

Alisa Birgy, MHRS  (415) 775-6194  (415) 775-1120

212 Ashbury Street, San Francisco CA 94117  didit@progressfoundation.org

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.

Languages: Japanese, Mandarin

**Progress Foundation**  
**Avenues (RU#38A41)**  
Liza Rachowicz  
(415) 242-8033  
(415) 242-8039  
TDD n/a  
1443 7th Avenue San Francisco CA 94122-3702  
didit@progressfoundation.org

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. 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.

Languages: Cantonese, Japanese, Mandarin, Spanish, Tagalog

**Progress Foundation**  
**Clay Street (RU#89852)**  
(Day Tx - RU#89852)  
Chris Perry, MHRS  
(415) 776-4647  
(415) 776-1018  
TDD n/a  
2210 Clay Street San Francisco CA 94115  
didit@progressfoundation.org

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.

Languages: Amharic, Arabic, Ethiopian, Spanish

**Progress Foundation**  
**Cortland House (RU#38631)**  
Rosana Martinez  
(415) 550-1881  
(415) 550-1791  
TDD n/a  
77 Cortland Avenue San Francisco CA 94110  
didit@progressfoundation.org

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.

Languages: Arabic, Cantonese, French, Greek, Spanish, Tagalog,
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.

Languages: French, Spanish

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.

Languages: Korean, Spanish

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. 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.
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.

Carroll House (415) 821-3568 Rypins House (415) 821-0697

Languages: Spanish, Tagalog

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.

Languages: French, German and Spanish

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. The program serves individuals 18 years of age or older.

Languages: Malay, Spanish
Psychiatric Emergency Services (PES) at San Francisco General Hospital is the only 24-hour psychiatric emergency room serving the City and County of San Francisco. The target populations served in PES are adults and seniors who have been detained on a 5150 (involuntary hold) or who voluntarily seek emergency psychiatric assistance during a crisis. PES provides acute psychiatric evaluation, crisis intervention and disposition (referrals) services and is the gateway to acute inpatient admissions to beds funded by CBHS. Services are provided in English, Spanish, Cantonese, Mandarin, Tagalog and Russian. Interpreters are available for many other languages spoken in San Francisco. Through the partnership with the Crisis Resolution Team, short-term case management and linkage to outpatient psychiatric services throughout San Francisco is provided. Most clients served in PES are dually diagnosed; they have a major psychiatric disorder as well as addiction-related issues. PES also consults with the SFGH Medical Emergency Room for clients needing medical and psychiatric treatment.

Languages: Spanish

Psychosocial Medicine Clinic (SFGH)

Steve Rao, Ph.D.  (415) 206-5189  (415) 206-3822
995 Potrero Avenue Bldg. 80, Ward 82 San Francisco CA 94110  e-mail n/a

The SFGH/UCSF Psychosocial Medicine Clinic of the Department of Psychiatry provides time limited mental health services to patients that are actively followed by a primary care provider in the San Francisco Community Health Network. The purpose of the Clinic is to address psychological and/or psychosocial problems that may influence medical problems. The Clinic offers services to a wide variety of adult patients (i.e., patients with depression, anxiety disorders, somatoform disorders, dual diagnoses, etc.). Services include: individual and group psychotherapy and medication evaluation and treatment.

Public Conservatorship

Ron Patton, LCSW  (415) 355-3680  (415) 355-3683  (415) 558-4222
1650 Mission 4th Floor San Francisco CA 94103  ron.patton@sfgov.org

The Public Conservatorship Division within the Department of Aging and Adult Services provides LPS conservatorship investigation and temporary or permanent conservatorships for San Francisco residents who are gravely disabled as a result of a mental illness. Referrals are made by psychiatrists or licensed psychologists of designated inpatient psychiatric hospitals. Services include psychosocial evaluations for the Mental Health Superior Court, reports for placement hearings, medical and/or psychiatric medication consents, renewals, supervision of treatment, advocacy, case management of conservatees placed out of county, and consultation with treatment providers, families, and community agencies. Public Conservatorship staffs are licensed clinical social workers who work with the severely mentally ill and their families, serve a culturally diverse population, and are bilingual (Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, and Amharic).
**Rafiki House, Black Coalition on AIDS**

William Jones  
(415) 615-9945  
(415) 615-9943  
TDD n/a

2800 Third Street, San Francisco CA 94107

1761Turk2@comcast.net

Transitional group home for African Americans and all races living with HIV disease. Aftercare service and support. Clean and sober environment. Hrs: 9 a.m.–5 p.m. (office hrs); 24/7 (staffing) Intake: call for appointment. Eligibility: 18 and older, San Francisco residents, male/female.

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**Recreation Center for the Handicapped**

Henry Woo  
(415) 665-4100  
(415) 665-7543  
(415) 665-4107

207 Skyline Boulevard San Francisco CA 94132

hwoo@janetpomeroy.org

This program provides day treatment with a behavioral approach for adult individuals with dual diagnosis of mental illness and developmental disabilities. The RCH program is very effective for low functioning clients with difficulty retaining and processing information.

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**Redwood Center** - see CATS Redwood Center

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

Kavoos G. Bassiri, LMFT, CGP  
Chief Executive Officer  
(415) 668-5955  
(415) 668-0246  
TDD n/a

3626 Balboa Street San Francisco CA 94121

angelatang@ramsinc.org

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. Founded in San Francisco’s Richmond District in 1974, our agency offers comprehensive services that aim to meet the behavioral health, social, vocational, and educational needs of the diverse community of the San Francisco Area with special focus on the Asian & Pacific Islander American and Russian-speaking populations.
Each year, RAMS serves adults, children, and families and provides services in over 20 languages and dialects, including Asian languages and Russian. RAMS offers over 30 clinical programs integrated into 8 core programs at varying levels of care to meet the diverse needs of the client population, in addition to the community organizing component. RAMS-Administration provides oversight and general management & support, including but not limited to fiscal, human resources, and operations.

Richmond Area Multi-Services (RAMS) -
Broderick Street Adult Residential Facility (BSARF)  
Michael Badolato, MA  (415) 292-1760  (415) 292-1636  
TDD n/a
1421 Broderick Street, San Francisco CA 94115  
MichaelBadolato@ramsinc.org

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.

Languages: Cantonese and Mandarin.

Richmond Area Multi-Services, Inc. (RAMS) -
Hire Ability  
Daniel Michael  (415) 282-9675  (415) 920-6877  
TDD n/a
1234 Indiana Street San Francisco CA 94107  
dmichael@hire-ability.org

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. The following are three levels offered on the path toward employment:

1. PREPARE FOR A JOB:

Employee Development Program - Serves SF County Mental Health eligible participants who need basic job preparation and paid work experience in a structured group setting. The program provides soft skills training such as attendance, punctuality, endurance, communication skills, grooming, etc. Participants work (M-F 9:30 am-2 pm) in a team completing assembly/packaging projects and are paid with a piece-rate system.

Work Adjustment Program - A time-limited (420 hour) program for Dept. of Rehabilitation eligible participants that uses real work to help those with disabilities understand the meaning, value and demands of work. Participants work (M-F 9:30 am - 3:00 pm) in a team completing assembly and packaging projects and are paid with a piece-rate system. In addition, daily comprehensive job preparation classes are included.

2. TRAIN FOR A JOB:

Café Phoenix Food Service Training - Provides training for participants with disabilities who are interested in receiving a certificate in Barista/Cashier and Food Prep/Line Cook. Paid hourly training is offered in the following areas: Front-end training: customer service, barista, cash register, sanitation (144 hours). Back-end training: food prep, cooking, dishwashing, sanitation (144 hours)

Janitorial Training Program – Provides training (420 hours) for participants with disabilities who are interested in receiving a janitorial certificate. Paid hourly work experience is offered along with classroom training in the areas of general office cleaning, restroom cleaning, general floor care, chemicals and equipment.
i-Ability IT Training – Serves SF County Mental Health eligible participants who are interested in computer training. Level I Certificate: This training (210 hours) will focus on basic computer skills for use in administration, clerical and entry-level positions that involve computer familiarization. Level II Certificate: This training (210 hours) will focus on more advanced computer skills, basic data entry, web programming for use in entry-level IT positions.

3. GET A JOB:

Employment Services Program - Serves all participants with mental health and related disabilities that want to be placed and receive support in the open job market. First a comprehensive vocational assessment is offered to identify job interests and abilities. Next, employment preparation services such as job seeking skills, resume and job development are conducted. Finally, job retention/coaching services are offered such as employer liaison, benefits counseling and follow-up.

Languages: Cantonese, Japanese, Mandarin, Tagalog, Vietnamese

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Richmond Area Multi-Service, Inc. (RAMS) -
Adult Outpatient Services Clinic
Sachi Inoue, PhD
(415) 668-5955
(415) 668-0246
TDD n/a
3626 Balboa Street San Francisco CA 94121
sachiinoue@ramsinc.org

Provides comprehensive and culturally competent behavioral health outpatient and prevention services, including: individual, couples, family, and group therapy, case management, psychiatric evaluation & medication management; psychological assessment & testing; and education & information outreach. The program serves adults and older adults. Referrals are accepted directly or through Central Access.

Languages: Burmese, Cambodian, Cantonese, Japanese, Korean, Mandarin, Russian, Tagalog, Taiwanese, Thai, Toishanese, Vietnamese

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Richmond Area Multi-Service (RAMS) -
Children, Youth, and Family Services
Christina Shea, LMFT
(415) 668-5955
(415) 668-0246
TDD n/a
3626 Balboa Street San Francisco CA 94121
ChristinaShea@ramsinc.org

RAMS Child, Youth & Family Services (CYF) Program provides culturally, linguistically and clinically competent behavioral health services to children, youth and their families in various settings, including the outpatient clinic, schools, childcare programs, and in the community. In addition to providing mental health services at our outpatient clinic and at Special Education programs in middle and high schools, we provide behavioral health (mental health and substance abuse) treatment and prevention services at the public high schools in San Francisco (15 Wellness Centers and Balboa Teen Health Clinic) and mental health consultation (prevention and early intervention) services at over 40 childcare programs,
located in all of the neighborhoods of San Francisco, serving children ages 0-5 and their caretakers. RAMS CYF Program also provides wraparound intensive case management services to families with children who are at risk of out-of-home placement through our Asian Family Mosaic Project. We also provide consultation and mental health services through our collaboration with various community agencies.

Languages: Burmese, Cambodian, Cantonese, Japanese, Korean, Mandarin, Russian, Tagalog, Taiwanese, Thai, Toishanese, Vietnamese

**Richmond Area Multi-Service (RAMS) - PAES Counseling & Pre-Vocational Services**

Debra Salan, MSW, PhD  (415) 558-1320  (415) 558-4705  
TDD n/a

1235 Mission Street Suite 200 San Francisco Ca 94103  debra.salan@sfgov.org

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.

Languages: Cantonese, Hebrew, Japanese, Laotian (Khmmu), Russian, Spanish, Tagalog

**Robertson Place** - see Baker Places - Robertson Place Residential with Day Treatment Component

**Rypins House** - see Progress Foundation Senior Program Carroll House and Rypins House Residential Treatment & Rypins Day Treatment Program

**SAGE Project, Inc. (Standing Against Global Exploitation) (RU#88011)**

Francine Braae  (415) 905-5050  (415) 358-2729  
TDD n/a

1275 Mission Street, San Francisco CA 94103  fancineb@sagesf.org

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). Hrs: 9 a.m.-5 p.m. Monday - Friday; Intake: call for appointment or drop in. Eligibility: ages 18-60

Languages: English, Italian, Russian and Spanish

**San Jose Place** - see Baker Places - San Jose Place with Day Treatment Component

**San Francisco Behavioral Health Center (formerly MHRF)**

Grad Green, RN  (415) 206-6300  (415) 206-6918  
TDD n/a

887 Potrero Avenue, 1st Floor, San Francisco CA 94110  grad.green@sfdph.org

The San Francisco Behavioral Health Center (SF BHC) formerly known as the Mental Health Rehabilitation Facility (MHRF) The Mental Health Rehabilitation Center (MHRC) 47-bed program provides long-term mental health services to the
severely and persistently mentally ill population of the City and County of San Francisco. The average length of stay is expected to be approximately 3-4 months.

Program Administrator is Linda Sims, RN. (Linda can be reached at 206-5415)

San Francisco Community Clubhouse (RU#38BRW2)
Cindy Gyori, LCSW (415) 673-5700 (415) 292-7140
TDD n/a
134 Golden Gate Avenue, San Francisco CA 94102
hydestinc@sbcglobal.net

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.

San Francisco General Hospital Opiate Treatment Outpatient Program (OTOP) -Ward 93/ Ward 95
Brad Shapiro, MD (415) 206-8412 (415) 206-6875
TDD n/a
1001 Potrero Avenue, San Francisco CA 94101
e-mail n/a

Methadone detox and maintenance; detox clients receive medical screening and appropriate referrals. Methadone is given in decreasing amounts over a 30 to 90 day period. The methadone maintenance program includes: HIV primary care and psychiatric services, rapid HIV testing; syphilis and Hepatitis C testing, individual and group counseling, social work services, phlebotomy, and urgent care triage in an integrated services model.

San Francisco General Hospital Psychiatric Inpatient Services 6B (RU#88121)
Heather Hall, MD (415) 206-5612 (415) 206-3958
TDD n/a
1001 Potrero Avenue, 6B San Francisco CA 94110
e-mail n/a

African American focus psychiatric inpatient unit.

Languages: Arabic

San Francisco General Hospital Psychiatric Inpatient Services 7A
Emily Lee, M.D. (415) 206-8391 (415) 206-3289
TDD n/a
1001 Potrero Avenue, 7A San Francisco CA 94110
e-mail n/a

Latino and women's focus psychiatric inpatient unit.

Languages: Spanish

San Francisco General Hospital Psychiatric Inpatient Services 7B
Randy Hurst, RN, BSN (415) 206-5158 (415) 206-3290
TDD n/a
1001 Potrero Avenue, 7B San Francisco CA 94110
e-mail n/a

Medically complex focus psychiatric inpatient unit.
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<thead>
<tr>
<th>Service</th>
<th>Name</th>
<th>Phone 1</th>
<th>Phone 2</th>
<th>TDD</th>
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<tr>
<td><strong>Psychiatric Inpatient Services 7C</strong></td>
<td>Nang Du</td>
<td>(415) 206-5065</td>
<td>(415) 206-3291</td>
<td>n/a</td>
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<tr>
<td>1001 Potrero Avenue, 7C San Francisco CA 94110</td>
<td>e-mail n/a</td>
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<tr>
<td>Asian focus psychiatric inpatient unit.</td>
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<td>Languages: Chinese, Mandarin, Tagalog, Toisan, Vietnamese</td>
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<td><strong>San Francisco General Hospital Psychiatric Inpatient Services 7M</strong></td>
<td>Susan Quillin, R.N.</td>
<td>(415) 206-5115</td>
<td>(415) 206-8942</td>
<td>n/a</td>
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<tr>
<td>1001 Potrero Avenue, Room 7M, San Francisco CA 94110</td>
<td><a href="mailto:Susan.Quillin@sfdph.org">Susan.Quillin@sfdph.org</a></td>
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<td><strong>San Francisco General Hospital - Stimulant Treatment Outpatient Program (S.T.O.P.)</strong></td>
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<td><strong>San Francisco Homeless Outreach Team</strong></td>
<td>Rajesh Parekh, MD</td>
<td>(415) 748-0672</td>
<td>(415) 552-8109</td>
<td>n/a</td>
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<tr>
<td>43 Fell Street San Francisco CA 94102</td>
<td><a href="mailto:rajesh.parekh@sfdph.org">rajesh.parekh@sfdph.org</a></td>
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<tr>
<td>Languages: Arabic, Farsi, French, Gujarati, Hindi, Mayan languages (K'iche' and Caqchiquel), Portuguese, Spanish</td>
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<td><strong>San Francisco Mental Health Clients' Rights Advocates (RU#38728)</strong></td>
<td>Robert Marquez</td>
<td>(415) 552-8100</td>
<td>(415) 552-8109</td>
<td>n/a</td>
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<tr>
<td>1095 Market St. #618 San Francisco CA 94103</td>
<td><a href="mailto:rrmarquez@ionix.net">rrmarquez@ionix.net</a></td>
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<td>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.</td>
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<tr>
<td>Languages: Spanish but able to find translator for all other language when needed, some Cantonese</td>
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<tr>
<td><strong>San Francisco Police Department (SFPD) - Psychiatric Liaison</strong></td>
<td>Kelly Dunn</td>
<td>(415) 255-3727 staff</td>
<td>(415) 503-4706</td>
<td>n/a</td>
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<tr>
<td>679 Bryant Street, San Francisco CA 94103</td>
<td><a href="mailto:Kelly.Dunn@sfdph.org">Kelly.Dunn@sfdph.org</a></td>
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<td>Serves as the liaison between the SFPD and CBHS on issues with CBHS clients that involve the police department.</td>
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<tr>
<td><strong>San Francisco Suicide Prevention</strong> - See Suicide Prevention, Inc.</td>
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**Seneca Center Community Treatment Facility (CTF) (RU#8989OP)**

Danielle Siegel  
(415) 206-4228 and  
(415) 206-6469  
TDD n/a

SFGH - 887 Potrero Avenue San Francisco CA 94110  
danielle_siegel@senecacenter.org

18 bed Residential treatment for adolescents 12-18 years old.

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. Seneca focuses on developing the strengthening positive relationships between clients and staff, family members, and between clients and supportive resources in the community. While innovative programming and high staff-to-child ratios are tremendous assets in delivering high quality services, Seneca believes that the formation of supportive relationships is the most powerful tool for helping emotionally troubled teens and their families to achieve therapeutic progress and long-term stability.

Languages: English but able to find translator when needed

**Seneca Latency Program**

Lisa Rosenthal  
(510) 317-1444  
Fax n/a  
TDD n/a

2275 Arlington Drive San Leandro CA 94578  
e-mail n/a

**SFDPH/ UCSF**

Office-Based Opiate Treatment Program (OBOT)-Methadone

Cathy Jacob, LCSW  
(415)206-6022  
(415)206-6212

1001 Potrero Avenue San Francisco, SF (SFGH)  
Cathy.jacob@ucsf.edu

+Four Community sites as described below

**SFPDH/ UCSF**

Outpatient Buprenorphine Induction Clinic (OBIC)

Matt Tierney, NP  
(415)552-6242  
(415)503-4787

1380 Howard Street, 2nd floor San Francisco, CA  
mtierney@ucsf.edu

**SFPDH/ UCSF**

Integrated Buprenorphine Intervention Service (IBIS)

David Hersh, MD  
(415)552-6242  
(415)255-3601

Participating IBIS sited across the City  
david.hersh@sfdph.org

**Shrader House** - see Progress Foundation Shrader House


**Skilled Nursing Facility**

(formerly MHRF)

Alfredo Abarca, RN  
(415) 206-6436  
(415) 206-5441  
TDD n/a

887 Potrero Avenue, 2nd Floor San Francisco CA 94110  
alfredo.abarca@sfdph.org
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 through CCL.

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**Smith Ryan Detox** - see HAFCI Smith Ryan Detox

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**Socialization Through Empowering Peers (STEP) (RU#38AA9)**

<table>
<thead>
<tr>
<th></th>
<th>Rhonda Mertz</th>
<th>(415) 552-1566</th>
<th>(415) 626-7276</th>
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<td></td>
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<td>TDD n/a</td>
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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.

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**South of Market Mental Health Services, Integrated Service Center**

<table>
<thead>
<tr>
<th></th>
<th>Mabel Jung, RN, MSN</th>
<th>(415) 836-1700</th>
<th>(415) 836-1737</th>
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<td></td>
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<td>(415) 836-1799</td>
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760 Harrison Street San Francisco CA 94107

The South of Market Mental Health Center is an integrated service center with 5 service teams.

**South of Market Mental Health Outpatient** is the core team that 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. When the demand for services exceeds resource capacity, service priority may be limited to adult residents who live in the neighborhood areas of South of Market, Tenderloin and Western Addition. Hours of operations are Monday – Friday, 8:30 a.m. to 5 p.m. To provide advanced access to the community, walk-in hours for intake are Monday, Tuesday, Thursday & Friday from 9–10:30 a.m. and Wednesday from 1–2:30 p.m. Language resources include Cantonese and Spanish. Gay/lesbian identified/sensitive staff are available.

The four specialty service teams designed to serve special needs population are:

1. **Filipino American Counseling & Treatment (FACT) Team** that provides city wide bilingual and culturally relevant services through a family-centered approach to the Filipino American community in San Francisco. Youth, adults and their families, ranging from 12 to 59 years old, are eligible for mental health services. Staff members are fluent in Tagalog and other Filipino dialects, including Ilocano, Pampango, Visayan, and Bicol.

2. **MOST AB 2034 Homeless Integrated Services Project** aims to use wellness recovery principles through an array of wrap-around services for target individuals. It is a 24/7 program for its enroll clients. Admission criteria are based from State Legislative AB203 funding source to serve 120 individuals including transitional youths of 18–24 years old who are severely mentally ill, homeless and have a history of repeated hospitalizations and/or incarceration within the last 12 months. Language resources include Spanish and Tagalog.

3. **McMillan Intensive Case Management Team** provides intensive case management wrap-around services to the chronic public inebriate population. This program is a concerted collaboration with Emergency Medical Services, Tom Waddell Clinic of the Community Health Network, and Community
Behavioral Health Services to triage the high users of emergency services to the McMillan Stabilization Program. It is a 10-hour, 5-day program for access. Language resources include Cantonese and Spanish.

4. **SOMMHS In-Patient Linkage Team** provides assessment care to mentally disabled individuals who are homeless, at risk and / or history of homelessness. The Transition team provides time-limited intensive services to assist clients as an alternative to hospitalization. Upon completion of the program, clients are referred to more clinic-based services. This PATH McKinney funded team serves clients already enrolled in other SOMMHS programs.

Languages: Chinese, Spanish, Tagalog

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**Southeast Child & Family Therapy Center (RU#38456)**

Maryanne Mock, LCSW  
(415) 330-5743  
(415) 330-9120  
TDD n/a  
maryanne.mock@sfdph.org

100 Blanken Avenue San Francisco CA 94134

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.

Languages: Cantonese, Mandarin, Spanish

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**Southeast Child & Family Therapy Center 2 (RU#38BB3)**

Maryanne Mock, LCSW  
(415) 337-4800  
(415) 333-2058  
TDD n/a  
in.es.ascencio@sfdph.org

4527 Mission Street San Francisco CA 94112

Southeast Child and Family Therapy Center #2 provides individual, group, and family therapy for ethnically and linguistically diverse children, adolescents, and their families. The Center collaborates with schools and other child- and youth-serving agencies. Clinicians also work on-site at elementary, middle, and high schools. There are also preschool preparation family support programs and summer activities programs. Services are also provided at the Hawkins Village Clinic and the Bennington Family Center at 300 Bennington.

Languages: Cantonese, Mandarin, Spanish

---

**Southeast Mission Geriatric Services (RU#38483)**

Robert Childers  
(415) 337-2400  
(415) 337-2415  
TDD n/a  
tom.mesa@sfdph.org

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 & referral and case management. Services are provided in the clinic, home, and in community settings.

Languages: Cantonese, Spanish, Tagalog

---

**St. Francis Memorial Hospital**
Karen Wells, R.N., BSN, MBA  (415) 353-6230  (415) 353-6238
Pager  (415) 201-5954

900 Hyde Street 3rd Floor San Francisco CA 94109  karen.wells@chw.edu

The St. Francis Memorial Hospital provides acute psychiatric inpatient services beds for Short-Doyle funded patients. The St. Francis Psychiatric Unit is a 35-bed unit consisting of 17 locked and 18 open beds. One room has capacity for restraints to be used and there are two open seclusion rooms. Psychiatric disorders common to the populations served are bipolar disorder, schizophrenia, and major depression.

---

**Stimulant Treatment Outpatient Program (STOP)**
Valerie Gruber, Ph.D.  (415) 502-5777  (415) 206-8412  (415) 502-5764
TTY  (415) 502-5724

SFGH Bldg 90, 5th Fl (Ward 95), 955 Potrero Ave (at 22nd Street) San Francisco CA 94110  e-mail n/a

Provides intensive outpatient treatment for adults with cocaine or amphetamine dependence or abuse. Individual and group counseling. Also includes dual diagnosis, women's, straight men's, and gay men's groups. Drop-in screenings are held Monday, Wednesday, and Friday from 3-4 p.m. On the Web at www.ucsf.edu/stopprogram.

Languages: Spanish

---

**Stonewall Project**
Michael D. Siever, PhD  (415) 502-1999  (415) 502-5764
TTY  (415) 502-5724

3180 18th Street, Suite 202 San Francisco CA 94110  info@stonewallSF.org

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. In doing so, the aim is to reduce the harm caused to them, their loved ones, and their communities by their drug use. As a harm reduction program for methamphetamine-using gay men and other men who have sex with men, the Stonewall Project provides a full range of counseling services that integrate substance use, mental health, and HIV counseling from a participant-centered perspective. Each participant is evaluated individually with goals and objectives determined by the participant with the assistance of his counselor. Some participants wish to learn how to use crystal more safely; some want to learn how to reduce their use; others wish to cease using methamphetamine entirely but feel that their use of other substances is not problematic; and still others want to cease their use of all mind-altering substances. Call for daily walk-in services and more information.

Languages: Spanish

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**St. Vincent De Paul Society Howard Street Detox (RU# 00812)**
Rosemary MacLeod  (415) 252-5305  (415) 864-3163
TTY n/a

1175 Howard Street. 2nd Floor San Francisco CA 94101  svdp-ozanam@sbcglobal.net
Social Model Detox for men and women 18 y/o and older. 12-Step groups on-site, 24 hr intake.

Languages: Spanish

**St. Vincent De Paul Society Withe Reception Center (RU# 97047)**

Rosemary MacLeod  
1175 Howard Street San Francisco CA 94103  
(415) 252-5305  (415) 864-3163  
TDD n/a  
svdp-ozanam@sbcglobal.net

Information, referral, and placement into ongoing treatment services. Short-term stabilization services available. Drop-in Center open M-F 8 a.m. - 3 p.m. Offers 12-Step meetings, AIDS/HIV education, relapse prevention, and daily social and recreational activities.

Languages: Spanish

**St. Vincent de Paul Society Lucille Withe Center - BASN**

Vickey Proctor  
Director  
1175 Howard Street Between 7th and 8th  
(415)864-3057  (415)621-6458  
TDD n/a  
scdp-ozanam@sbcglobal.net

**St. Vincent De Paul Society San Francisco Multi Service Center South**

Lessy Benedith  
525 Fifth Street San Francisco CA 94107  
(415) 597-7960  (415) 597-7946  
TDD n/a  
lbenedith@svdp-sf.org

Homeless shelter and case management for adult males. Substance abuse mental health, food, shelter, clothing services. Medical clinic T/Th. 6 p.m. - 8 p.m. Hrs.: 24 hrs. Intake: Drop-in Room 104 for intake M-F 10 - 11 a.m.

**St. Vincent's School for Boys**

Annette Rankin, MFT  
One St. Vincent Drive San Rafael CA 94903  
(415) 507-4200  (415) 491-0842  
TDD n/a  
ARankin@CCCYO.ORG

St. Vincent's now offers Day Treatment Intensive services for L14 boys and Day Rehabilitative services for L12 boys. St. Vincent's continues to offer Outpatient Specialty Mental Health services including Medication Support to L12 boys and foster care youth.

Languages: Spanish (limited and not all services)

**Substance Abuse Outpatient**

Susmita Shah, MFT  
315 Turk Street, San Francisco, CA 94102  
(415)885-2344  
Susmita.Shah@sfdph.org

**Substance Abuse - Inhalant Prevention Program**

Celina Lucero  
(415) 487-6715  
(415) 487-6724  
(415) 318-8026
440 Potrero Avenue San Francisco Ca 94110 e-mail n/a
Languages: Spanish

<table>
<thead>
<tr>
<th>Substance Abuse - Prevention Education Program</th>
<th>Celina Lucero (415) 487-6715 (415) 487-6724 (415) 318-8026</th>
</tr>
</thead>
<tbody>
<tr>
<td>440 Potrero Avenue San Francisco Ca 94110</td>
<td>e-mail n/a</td>
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<tr>
<td>Languages: Spanish</td>
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</table>

<table>
<thead>
<tr>
<th>Substance Abuse - HIV/ AIDS Education and Early Intervention Program</th>
<th>Celina Lucero (415) 487-6715 (415) 487-6724 (415) 318-8026</th>
</tr>
</thead>
<tbody>
<tr>
<td>440 Potrero Avenue San Francisco Ca 94110</td>
<td>e-mail n/a</td>
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<tr>
<td>Languages: Spanish</td>
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<table>
<thead>
<tr>
<th>Suicide Prevention, Inc.</th>
<th>Sally Cerreta, MFT (415) 984-1900 FAX: (415) 984-1921 TTY: (415) 781-2224</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis:</td>
<td>(415) 781-0500</td>
</tr>
<tr>
<td>Drug Line:</td>
<td>(415) 362-3400</td>
</tr>
<tr>
<td>Relapse Prevention:</td>
<td>(415) 834-1144</td>
</tr>
<tr>
<td>Linea Apoyo (Spanish 6-12pm):</td>
<td>(415) 989-5212</td>
</tr>
<tr>
<td>AIDS/ HIV/ HCV Nightline (5pm-5am):</td>
<td>(415) 434-AIDS (2437)</td>
</tr>
<tr>
<td>P.O Box 191350, San Francisco CA 94119</td>
<td><a href="mailto:SallyC@sfsuicide.org">SallyC@sfsuicide.org</a></td>
</tr>
</tbody>
</table>

24-hour telephone crisis intervention, emotional support, counseling, and referral for depressed, anxious, and suicidal people by phone. Drug relapse prevention support available 24-hours/day. Youth risk reduction and community faith education services available through Business Office number. Hrs: 24/7. Intake: No intake, call anytime. No fees.

Languages: Spanish, (most other languages via telephone translation)

<table>
<thead>
<tr>
<th>Sunny Hills Services (RU#8975DT, 89753, 89756)</th>
<th>Brad Freed, LMFT (415) 457-3200 (415) 456-4679 TDD n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>300 Sunny Hills Drive San Anselmo CA 94960</td>
<td><a href="mailto:bfreed@sunnyhillsservices.org">bfreed@sunnyhillsservices.org</a></td>
</tr>
</tbody>
</table>

Sunny Hills Services' staff works to transform the lives of troubled children and teens by giving them the skills to be responsible, productive participants in their community. Sunny Hills Services continually strives to refine its care in order to provide the highest quality residential, educational and community-based services to Severely Emotionally Disturbed
(SED), neglected, or abused children and teens. Sunny Hills Services prides itself on its partnerships with families and referring agents, competent, qualified staff, and effective solution-focused programs.

Languages: German, French, Portuguese, Spanish

Sunset Mental Health Services - Outpatient
(RU#38823)  
Terry Wong, Pharm.D.  (415) 753-7400  (415) 753-0164  
TDD n/a

1990 - 41st Avenue San Francisco CA 94116 (Main Office)  
1351 – 24th Avenue San Francisco Ca 94122 (Satellite Site)  
terry.wong@sfdph.org

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.

All administrative and referral contact should be addressed and sent to the main office.

Languages: Cantonese, Korean, Mandarin, Russian

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Sunset Mental Health Services  Outpatient & Socialization (RU#38824)  
Terry Wong, Pharm.D.  (415) 753-7400  (415) 753-0164  
TDD n/a

1990 - 41st Avenue San Francisco CA 94116 (Main Office)  
1351 – 24th Avenue San Francisco Ca 94122 (Satellite Site)  
terry.wong@sfdph.org

Provides outpatient services designed to maintain or restore personal independence to seriously mentally ill adults at two clinic locations. 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.

All administrative and referral contact should be addressed and sent to the main office.

Languages: Cantonese, Korean, Mandarin, Russian

---

Swords to Plowshares (RU#8925OP)  
Johnny Baskerville  (415) 252-4788  (415) 252-4790  
(800) 735-2922

1060 Howard Street San Francisco CA 94103  
jbaskerville@stp-sf.org

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.

Languages: English

Team II Adult Outpatient Services (RU#38033)  
Robert Childers, LCSW  
(415) 337-4795  
(415) 337-4816  
298 Monterey Blvd. San Francisco CA 94618  
robert.childers@sfdph.org

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.

Tender Lion Family Program - see Family Service Agency Tender Lion Family Program

Tenderloin Outpatient Clinic (RU#38BR3)  
Cindy Gyori, LCSW  
(415) 673-5700  
(415) 292-7140  
134 Golden Gate Avenue Francisco CA 94102  
hydestinc@sbcglobal.net

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. Individuals served at the Tenderloin Clinic present a wide range of mental health issues often complicated with medical problems, substance abuse, and homelessness.

Languages: Arabic, French, Spanish

The Filipino Commission - see Filipino Commission

Tom Waddell Health Center  
Barbara Wismer  
(415) 355-7400  
(415) 355-7407  
50 Ivy Street San Francisco CA 94102  
e-mail n/a

Multidisciplinary health care services include same day Urgent Care, various Primary Care Clinics, and multiple Community Sites (including shelters, hotels, etc). Hours: M - F, 8am - 6:30pm and Sat, 8:30am - 5pm; closed on holidays. Intake: drop-in to Urgent Care OK. Screening for Primary Care Clinics are available through Urgent Care. Access to Community Sites may be limited to residents or program participants. Please call for details. Eligibility: San Francisco residency.

Languages: Spanish

Transitional Volunteer Program (RU#8842)  
Damien Chacona  
(415) 982-8999x234  
(415) 982-0890  
(415) 982-0291  
1675 California St. San Francisco CA 94109  
dchacona@thevolunteercenter.net

The Transitional Volunteer Program (TVP) places clients of CBHS in structured volunteer positions that support nonprofits in San Francisco.

Placement in ongoing volunteer work gives transitional volunteers a number of benefits:
- Opportunities to explore vocational interests and build job skills
- Recent work experience
- Increased self-esteem and confidence
- Stronger connections to their communities

TVP uses a team approach to support transitional volunteers in their placements, working closely with nonprofit volunteer managers and the referring mental health professional to ensure that the placement focuses on the needs and interests of the volunteer.

Languages: Spanish

<table>
<thead>
<tr>
<th><strong>Transitional Youth Service</strong></th>
<th>Martha Borja Acacio, LMFT (415) 642-4507</th>
<th>Bethany Brown, LCSW (415) 642-4504</th>
</tr>
</thead>
<tbody>
<tr>
<td>755 South Van Ness Avenue San Francisco CA 94110</td>
<td>e-mail n/a</td>
<td>TDD n/a</td>
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</table>

TYS provides services to 16-24 y.o.

<table>
<thead>
<tr>
<th><strong>Trauma Recovery Center/Rape Center</strong></th>
<th>Alicia Boccellari, Ph.d. (415) 437-3000 (415) 437-3020</th>
</tr>
</thead>
<tbody>
<tr>
<td>2727 Mariposa Street, Suite 100 San Francisco CA 94103</td>
<td><a href="mailto:Alicia.Boccellari@sfdph.org">Alicia.Boccellari@sfdph.org</a></td>
</tr>
</tbody>
</table>

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.

Languages: Portuguese, Spanish, Tagalog

<table>
<thead>
<tr>
<th><strong>Treatment Access Program (TAP/SACPA) (RU#99089 and 99099)</strong></th>
<th>Tom Hagan (415) 538-5500 (415) 538-5555</th>
</tr>
</thead>
<tbody>
<tr>
<td>679 Bryant Street, San Francisco CA 94103</td>
<td><a href="mailto:tom.hagan@sfdph.org">tom.hagan@sfdph.org</a></td>
</tr>
</tbody>
</table>

Provides clinically driven screening, 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. Hrs: M-F, 7am until 5pm. Screening for Medically Supported Detox occurs primarily between 7am and 8am although screenings do occur throughout the day. Must be a San Francisco residents in order to be placed into long-team residential, and day/out patient treatment services. Fees: Free to everyone.

Languages: Spanish

<table>
<thead>
<tr>
<th><strong>Treatment Access Program (TAP) - San Francisco Drug Court Treatment Center (RU#38041)</strong></th>
<th>Kate Godsey (415) 222-6150 (415) 222-6165</th>
</tr>
</thead>
<tbody>
<tr>
<td>509 6th Street San Francisco CA 94103</td>
<td><a href="mailto:kate.godsey@sfdph.org">kate.godsey@sfdph.org</a></td>
</tr>
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</table>

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. Refers to these programs after an initial assessment and demonstration in pre-placement services. Hrs: M-F 9 a.m. – 5 p.m. Intake: Referral/Eligibility from criminal justice system. Fees: $500-fee waiver.

Languages: Spanish

<table>
<thead>
<tr>
<th>UCSF Center on Deafness - Deaf AIDS Support Services (DASS) (RU#88753)</th>
<th>Nancy Moser, LCSW</th>
<th>(415) 476-4980</th>
<th>(415) 476-7113</th>
<th>(415) 476-7600</th>
</tr>
</thead>
<tbody>
<tr>
<td>3333 California Street, Suite 10 San Francisco CA 94118</td>
<td><a href="mailto:uccd@lppi.ucsf.edu">uccd@lppi.ucsf.edu</a></td>
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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.

Languages: American Sign Language, Spanish with interpreter

<table>
<thead>
<tr>
<th>UCSF Center on Deafness-Deaf Drug and Alcohol-Service (RU#38641)</th>
<th></th>
<th>(415) 476-4980</th>
<th>TDD n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>3333 California Street San Francisco CA 94118</td>
<td><a href="mailto:uccd@lppi.ucsf.edu">uccd@lppi.ucsf.edu</a></td>
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</table>

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. Hrs: M-Th 8:30 a.m. - 5 p.m. Intake: call for appointment.

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<tr>
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<tbody>
<tr>
<td>2550 23rd Street, Bldg. 9, Room 130 San Francisco CA 94110</td>
<td><a href="mailto:infantparentprogram@yahoo.com">infantparentprogram@yahoo.com</a></td>
<td></td>
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</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. The Program's therapeutic approach combines emotional support, interpretive work, non-didactically offered developmental information and guidance, concrete assistance, and direct intervention with the child and the dyad. Collateral work with other child-serving agencies is often essential. On-site services to a pre-kindergarten diagnostic class at Paul Reve Elementary School are offered as part of the School-Mental Health Partnership. An additional part of the Program is the Daycare Consultants Program which provides programmatic and case-centered mental health consultation to childcare settings. Also within this component of the Program is project serving selected homeless and domestic violence shelters through mental health consultation to staff and direct intervention with children under 5 and their parents. A third program component, Developmental Neuropsychological Assessment, is available to young children who are receiving treatment or consultation within the program or are referred by other community agencies.

<table>
<thead>
<tr>
<th>UCSF/ San Francisco General Hospital Department Child and Adolescent Services (CH&amp;ADOL)</th>
<th>Lynn Dolce, MFT Asso. Dir</th>
<th>(415) 206-4444</th>
<th>(415) 206-3142</th>
<th>(415) 206-8426</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001 Potrero Avenue, Dept of Psychiatry Suite 7G5 San Francisco CA 94110</td>
<td><a href="mailto:lynn.dolce@sfdph.org">lynn.dolce@sfdph.org</a></td>
<td></td>
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</table>
Child and Adolescent Services (CAS) provide assessment, treatment, and consultation for children and adolescents (birth through age 18) and their families. Most CAS clients have experienced psychological trauma related to physical assault, sexual or emotional abuse, neglect, domestic violence, catastrophic injury, or debilitating chronic disease. Clinic services are provided at SFGH offices and in neighboring community sites for families seeking help for their children who may have behavioral or emotional difficulties. A large proportion of CAS clients are referred from pediatricians and from the Department of Human Services. CAS staffs coordinate services with primary care and community providers as needed to facilitate the full and healthy development of each child and youth. CAS is committed to providing high quality, culturally competent, services for economically disadvantaged families.

Languages: Spanish

**Walden House, Inc.**
**Administrative Office**

| Rod Libbey, CEO, Vitka Eisen, COO | (415) 554-1100 |
|----------------------------------|--|---|
| David Crawford, CFO             | (415) 554-1122 |
| 520 Townsend Street San Francisco CA 94103 | TDD n/a |
| apatel@waldenhose.org |

Corporate office, housing the following departments: human resources, fiscal, information technology, clinical administration, licensing, quality management, privacy, transportation, warehousing, purchasing, criminal justice, contracts, compliance and development.

**Walden House, Inc.**
**Administrative Office**

<table>
<thead>
<tr>
<th>Denise Williams</th>
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</thead>
<tbody>
<tr>
<td>Director of Contracts and Compliance</td>
</tr>
<tr>
<td>(415)970-7500</td>
</tr>
<tr>
<td>(415)970-7577</td>
</tr>
<tr>
<td>TDD n/a</td>
</tr>
<tr>
<td><a href="mailto:dwilliams@waldwenhouse.org">dwilliams@waldwenhouse.org</a></td>
</tr>
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</table>

1550 Evans Avenue 2nd Floor, SF, CA, 94121

**Walden House, Inc**
**Adolescent**

**Walden House, Inc**
**Adolescent Boys Facility/ Project Sister Kin**

214 Haight Street
45 Farallones Avenue

**Walden House, Inc**
**EPSDT Mental Health Program**

**Walden House, Inc**
**Multi Service Cener/ SACPA**

**Walden House, Inc**
Day Rehabilitation Program

Walden House, Inc
Principal Center

Walden House, Inc
MATRI X Program

Walden House, Inc
Outpatient/ "OASIS"/ Outpatient Program

Arturo Carillo       (415)970-9500
                      (415)970-7500
1550 Evans Avenue SF, CA 94124       acarrillo@waldenhouse.org

Walden House, Inc
Adult Resindential-Transgender

Steve Maddoxn       (415)701-5100 (Men’s Facility)
                      (415)554-1450 (Women’s Facility)
                      (415)554-1480 (Dual Recovery Facility)
890 Hayes Street, SF, CA 94117 (Men’s Faculty)
815 Buena Vista West, SF, CA, 94117 (Women’s Faculty)
214 Haight Street, SF, CA, 94102 (Dual Recovery Facility)
1445 Chinook Ct., SF, CA, 94130 (Satellite)
1251 2nd Avenue SF, CA, 94112 (Satellite)
smaddox@waldenhouse.org

Walden House, Inc.
EPSDT Mental Health Program
Adolescent Program (RU#38A63)       Mardell Gavriel, Psy.D. Prog. Dir.(415) 554-1480       (415) 863-1305
                                           TDD n/a
214 Haight Street San Francisco CA 94102       mgavriel@waldenhouse.org

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. The program
employs current standard best practices such as Dialectical Behavioral Therapy, “Seeking Safety” for trauma issues and
Therapeutic Behavioral coaching through other CBHS sources as needed. Outpatient services are also provided for boys in
the community and those who have completed the Walden House program.

Languages: Translation services available
A rehabilitative mental health day treatment program that meets on Mondays, Wednesdays and Fridays from 9:30 a.m. to 2 p.m. Groups include community meeting, wellness, Dialectical Behavioral Therapy skills training, drug and alcohol recovery, living skills/expressive therapy, and opportunities for socialization and field trips. Breakfast cereal, toast, coffee and hot lunch are provided. Clients who are self-referred through the Intake Department's Psychologist are accepted as long as they meet medical necessity for treatment. The program also offers individual outpatient therapy, family therapy, crisis intervention, medication support and limited case management. Clients must have full-scope Medi-Cal benefits in order to participate and they must meet medical necessity and impairment guidelines for services.

Therapists wishing to refer clients must submit a LOCUS instrument and Client Services authorization form along with a progress note requesting the service and offering clinical justification to Jean Mayeda at CBHS (Fax 252-3079) for approval. For more information on the authorization process, call Intake Assessment Psychologist at 934-3446.

Languages: Basic translation services available
**MATRIX**, treating those with Methamphetamine addictions

The **Matrix Program** provides prevention / diversion, outpatient, intensive outpatient, and day treatment services to Methamphetamine users.

**Positive Reinforcement Opportunity Project (PROP)**

**PROP** is a 12-week voluntary program that utilizes positive conditioning to support Gay/Bi men (MSM) who choose to stop using Methamphetamines ("Speed", "Crystal", "Tina") without the use of groups or traditional treatment.

Languages: Translation service available

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**Walden House**

**Mental Health Outpatient (RU#38AK3)**

Mardell Gavriel, Psy.D.  
(415) 934-3402  
(415) 863-1305  
(415) 626-9263  
TDD n/a

1885 Mission Street, 3rd Fl. San Francisco CA 94103  
mgavriel@waldenhouse.org

Outpatient mental health services are available for adults who meet medical necessity guidelines. Clients must be MediCAL eligible in San Francisco County or San Francisco County residents who have applied for MediCAL within the last 12 month period and were denied benefits. The program provides individual and group therapy, medication support, case management, and crisis services. The program utilizes current best practices such as Dialectical Behavioral Therapy, “Seeking Safety” and other cognitive-behavioral approaches. Clients may be self-referred through the Walden House Intake Department at 1899 Mission Street (415-934-3450 or 415-934-3451), Through Treatment ACCESS or from other clinics in the CBHS safety net.

Languages: Basic translation service available

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**Walden House, Inc.**

**Transgender Recovery Project**

Mardell Gavriel, Psy.D.

1885 Mission Street, 3rd Fl. San Francisco CA 94103

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, and 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.

Languages: Translation service available

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**Walden WHITS Program**

Peter Fogel, LMFT

(415) 934-3425  
(415) 252-9488

890 Hayes Street San Francisco CA 94117  
pfogel@waldenhouse.org

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.

Languages: Translation service available

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**Western Addition Recovery House, HAFCI**

- See HAFCI, Western Addition Recovery House
Westside Ajani (RU#38CP3)

Shona Baum, LCSW  
Candace Shockley, MFT  
(415) 379-7201  (415) 379-7205  TDD n/a

2166 Hayes Street #303, San Francisco CA 94117  
sbaum@westside-health.org  
cshockley@westside-health.org

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. Services are provided by qualified multicultural staff who reflect the diversity of the African American community and who are familiar with the cultural and spiritual norms, practices, and beliefs of the African American community.

Languages: English

Westside Alliance Program

Susmita Das, MA, MFTI  
(415) 495-6071  (415) 495-7359  TDD n/a

489 Clementina Street, 3rd Floor San Francisco, CA 94103  
sdas@westside-health.org

Westside Alliance Program provides substance abuse and mental health services to adult residents of San Francisco (18 years and older). Services are abstinence-orientated, strength based, solution focused, and supported by harm reduction philosophy. 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. The length of treatment reflects the needs of the individual client. The program accepts self-referral and referrals from the legal system, primary care, and community-based organizations. All prospective clients are encouraged to attend one of our orientation meetings offered daily (Monday through Friday) at 3 PM.

Languages: English

Westside CalWORKs Counselling Service (RU#038AV3)

Shona Baum, LCSW  
(415) 581-0449  (415) 581-0458  TDD n/a

1663 Mission Street, Suite 310 San Francisco CA 94103  
sbaum@westside-health.org

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.

Services are also available at CalWORKs' offices at 170 Otis and 3120 Mission Street. Transportation and childcare are available on a limited basis. For services in Russian and Asian languages, call RAMS CalWORKs Counseling at 668-5955.

Languages: Spanish

Westside Community Mental Health Administration

Abner Boles, Ph.D.  
(415) 431-9000  (415) 431-1813  TDD n/a

1153 Oak Street San Francisco CA 94117  
aboles@westside-health.org

Administration is responsible for the oversight of the entire agency, working closely with the Board of Directors to create a strategic plan and its implementation. The main goal of Administration is to support Westside's wide range of programs at various locations throughout San Francisco. Administration currently consists of the executive office, fiscal department, human resources department and operations.

Westside Crisis (RU#89764)
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. Clients are seen on a one-time or short-term basis. Linkage and referrals for ongoing mental health services are offered at the initial contact. The Crisis Clinic is open 6 days a week Mon.-Sat. from 9 a.m. to 7 p.m. (with the last intake at 6 p.m.).

Westside Outpatient Clinic is a mental health outpatient clinic serving adult residents of San Francisco. Services provided by a multidisciplinary clinical staff include medication support, clinical case management, group therapy, referrals and advocacy. The Outpatient Clinic is open 5 days a week from 9 a.m. to 5 p.m. Referrals can be made by calling the clinic and asking for the clinical supervisor.

Languages: Russian

Westside Integrated CYF Services
Childcare Consultation Services
(RU#89003)  
Candace Shockley  (415) 431-8252 (415) 431-3195  
TTY(415) 701-7842  
1140 Oak Street San Francisco CA 94117  
cshockley@westside-health.org

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.

ICYF programs provide treatment, education and support for children and youth, especially those who are dually diagnosed; on probation; have displayed emotional and behavioral problems severe enough to disrupt their home, school and community activities; and/or those who are part of an underserved population, including homeless youth and those who are GLBT or questioning youth.

Referrals accepted for youth ages 0-21 from Access; AB3632 (treatment referrals); schools; probation; foster care; other providers serving the child/family; and directly from parents/guardians. Westside ICYF primarily serves clients with full scope Medi-Cal and other public insurance coverage.

CalKIDS Consulation Program, sponsored by Westside CMHC and RAMS, provides consultation and direct services to high-risk children enrolled in child care centers located in the Western Addition, Bayview Hunters Point, Excelsior, and Potrero districts. Services include individual and group consultation with staff; classroom observation.

Languages: Spanish

Westside Methadone Treatment Program (RU#38874, 38873, 98874)  
Terry Mitchell  (415) 563-8200 (415) 563-5985  
(415) 885-2711  
1301 Pierce Street San Francisco CA 94115  
e-mail n/a

Offers extended 6-month outpatient methadone detoxification process and/or maintenance program.

Hrs: Business hrs. M-F 7 a.m.-3:30 p.m.  Weekend and holiday hrs. 8 a.m.-11 a.m.  Dosing hrs. M-F 7-10:45 a.m. and 12-1:45 p.m.  Fees: Medi-Cal, sliding scale.

Languages: Translation services available upon request with advance notice

Westside ACT (RU#8976SP)  
Ruth Bertrand, Ph.D.  (415) 353-5050 (415) 353-5059  
(415) 353-5028
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. This is accomplished by providing a wide range of services including housing support, vocational rehabilitation, social integration, medication support, and clinical interventions where appropriate.

**Woman’s Place** - see CATS A Woman’s Place

**YMCA Urban Services**

1530 Buchanan Street San Francisco CA 94115
Wesley Rich (415) 674-0888
crich@ymcasf.org

241 Oneida Ave San Francisco CA 94112
David McGillis (415) 406-1290
n/a Fax
dmccillis@omiebeacon.org

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 (YIT)**

Victor Damian (415) 920-7700
(415) 920-7729 TDD n/a
victor.damian@sfdph.org

1305 Evans Avenue San Francisco CA 94124

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). YIT works toward providing a sustainable youth voice through meaningful partnerships among youth, families and their providers.

Languages: Spanish

**Youth Leadership Institute**

Jennifer B. Lyle (415) 836-9160
(415) 836-0071 TDD n/a
jlyle@yli.org

246 First Street, Suite 400 San Francisco CA 94105

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. This approach identifies and addresses messages and policies that play a dynamic role in the health of young people. Historically, projects have focused on preventing the use of alcohol, tobacco and other drugs among young people in various communities. By engaging in prevention projects, young people develop organizing and advocacy skills. Youth are engaged in various activities such as: localized media campaigns, community awareness projects, public policy lobbying and community change strategies.
Youth Truth to Power

Mardell Gavriel, Psy.D.  (415) 934-3402  (415) 863-1305

TDD n/a

45 Farallones Street San Francisco CA 94112

Assessment/treatment planning, case management, substance abuse treatment, mental health services, alumni association and transitional case management.

Languages: Basic translation services available
CBHS Policies, Procedures, and Administrative Information
Policies and Procedures and Important Web-links

CBHS’s website:  
http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp

- Community Behavioral Health Services: Performance & Compliance Section
- Community Behavioral Health Services: Policies & Procedures Manual
- CBHS Formulary Change Request Form
- CBHS Medication Practice Guidelines
  - Treatment of Adult ADHD (May, 2003)
  - Treatment of Children and Adolescents with ADHD (December, 2004)
  - Use of Atypical Antipsychotics in Adults (October, 2006)
  - Use of Psychoactive Medications in Individuals with Co-occurring Substance Use Disorders (May, 2006)
- Community Behavioral Health Services: Comprehensive Documentation Manual (NOTE: This is a very large file, so please be patient when downloading)
- ANSA (Adult Needs and Strengths Assessment)
  - Manual
  - Long Form Manual
  - Forms:
    - Initial Risk Assessment, Face-to-Face
    - Initial Risk Assessment Fillable, Face-to-Face
    - Adult/Older Adult Assessment
    - Adult/Older Adult Assessment Fillable
    - Adult/Older Adult Assessment, Long Form
    - Adult/Older Adult Assessment, Long Form, Fillable
    - Adult/Older Adult Reassessment
    - Adult/Older Adult Reassessment Fillable
    - Adult/Older Adult Closing Summary
    - Adult Closing Summary Fillable
- Community Behavioral Health Services, menu of monthly Director's Reports
- DPH Formulary Comparison of Psychiatry Medications (July, 2010)
- Drug Formulary (July, 2010)
  - Frequently Asked Formulary Questions
New! Fiscal-Cost Report

- ADP Cost Reporting Process (FY 09-10)
  - FY 09-10 Reference Materials
  - Attachments
  - FY 09-10 Substance Abuse NNA/Drug MediCal Provider’s Cost Report Training
- ADP State MediCal Forms (FY 09-10)
  - Average ODF Fiscal Model Instructions
  - Average ODF Fiscal Model Non-Perinatal
  - Average ODF Fiscal Model Perinatal
  - NTP AD County Instructions
  - NTP Alcohol and Drug Form
  - NTP Perinatal County Form
  - NTP Perinatal County Instructions
  - ODF Group Alcohol and Drug Form
  - ODF Group Perinatal Form
  - ODF Individual Alcohol and Drug Form
  - ODF Individual Perinatal Form
  - ODFG AD Instructions
  - ODFG Perinatal Instructions
  - ODFI AD Instructions
  - ODFI Perinatal Instructions
  - Residential Perinatal Form
  - Residential Perinatal Instructions
- SDMC Cost Reporting Process (FY 09-10)
  - CFRS_20092010_3800038B
  - Contracted Services Form
  - CRDC System Format
  - MH Cost Report Reference Materials
  - MH SDMC
  - RV & MH 1950
• InfoScribeR User Guides
  o InfoScribeR Easy Reference Guide
  o InfoScribeR Final Full User Guide v6.5
• Integration Initiative, Community Behavioral Health Services
• 5150: Involuntary Detention Training Manual
• Medication Web Link Resources
• MedImpact Prior Authorization Request Form
• Metabolic Monitoring
  o Form, Metabolic Monitoring
  o Form Instructions, Metabolic Monitoring
  o Atypical Antipsychotic Metabolic Side Effects Patient Handout
  o PCP Coordination Form Template
  o Strategies to Improve Metabolic Monitoring of Antipsychotics
• Organizational Provider Manual, ver. 4 (updated December, 2008)
• SF Avatar (Behavioral Health Electronic Health Record System)
  o SF Avatar User Support
  o SF Avatar Work Groups

Highlighted Links:

Policies and Procedures Page:

Contract Performance and Compliance:
http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/CBHSPerformanceCompliance/default2.asp

Avatar User Guides:
http://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp

Notice of Privacy Practices:
http://www.sfdph.org/dph/comupg/oservices/medSvs/HIPAA/

Cultural and Linguistic Competency Policy Page:
http://www.sfdph.org/dph/comupg/aboutdph/insideDept/CLAS/CLAS.asp

For Harm Reduction Policies:
http://www.sfdph.org/dph/comupg/oservices/mentalHlth/SubstanceAbuse/HarmReduction/default.asp
Patients’ Rights

**Mental Health (Lanterman - Petris - Short Act)**

According to Welfare and Institutions Code Section 5001, all provisions of the Lanterman-Petris-Short Act (LPS Act) are to be interpreted to promote the following legislative purposes:

(a) To end the inappropriate, indefinite and involuntary commitment of mentally disordered persons, developmentally disabled persons, and persons impaired by chronic alcoholism, and to eliminate legal disabilities;
(b) To provide prompt evaluation and treatment of persons who have serious mental disorders or who are impaired by chronic alcoholism;
(c) To guarantee and protect public safety;
(d) To safeguard individual rights through judicial review;
(e) To provide individualized treatment, supervision and placement services by a conservatorship program for gravely disabled persons;
(f) To encourage the full use of all existing agencies, professional personnel and public funds to accomplish these objectives and to prevent duplication of services and unnecessary expenditures;
(g) To protect mentally disordered persons and developmentally disabled persons from criminal acts.

People with psychiatric disabilities who are hospitalized involuntarily—and are often in dire need of mental health care, medical treatment and other services—face a massive curtailment of basic human rights. These rights deprivations include everything from being forbidden to wear one’s own clothes to being physically restrained, and forcibly medicated. Consequently, in the California cases evaluating the potential for such rights deprivations, the courts have repeatedly affirmed the Legislature’s unmistakable intent that the rights of involuntarily detained persons with psychiatric disabilities must be “scrupulously” protected by the LPS Act. The LPS Act expressly guarantees a number of legal and civil rights and provides that involuntarily detained mental health clients retain all rights not specifically denied under the statutory scheme. (See Welfare & Institution Code Secs. 5325.1 and 5327).

The LPS Act specifically requires that treatment, rehabilitation and recovery services be provided in the least restrictive manner possible. The LPS Act also specifically mandates that persons with mental illness have a right to treatment services that promote the potential of the person to function independently and safeguard the personal liberty of the individual (Welfare & Institutions Code. Sec. 5325.1(a)). Therefore, the LPS Act permits involuntary hospitalization only of those mentally disabled persons for whom such confinement, with its accompanying severe deprivation of liberty, is necessary and appropriate.

Under the LPS Act, the more intrusive and fundamental the right, the more stringent the due process standards of protection for that right. So strong is the statutory protection of certain rights that a number of rights under LPS cannot be denied under any circumstances. These “undeniable rights,” codified in Welfare and Institutions Code Section 5325.1, include:

- A right to dignity, privacy, and humane care.
- A right to be free from harm, including unnecessary or excessive physical restraint, isolation, medication, abuse, or neglect. Medication shall not be used as punishment, for the convenience of staff, as a substitute for a program, or in quantities that interfere with the treatment program.
- A right to prompt medical care and treatment.
- A right to participate in appropriate programs of publicly supported education.
- A right to social interaction and participation in community activities.
- A right to physical exercise and recreational opportunities.
- A right to be free from hazardous procedures.

The office of the San Francisco Mental Health Clients’ Rights Advocates can be reached at **552-8100** or **800-729-7727**.
Substance Abuse (CCR, Title 9, section 10569)

State of California Department of Alcohol and Drug Programs

Participant Rights in Recovery & Treatment Programs

Each participant shall have personal rights, which include, but are not limited to, the following:

1. The right to confidentiality as provided for in Title 42, Subchapter A, Part 2 Sections 2.1 through 2.67, Code of Federal Regulations.

2. To be accorded dignity in personal relationships with staff and other persons.

3. To be accorded safe, healthful and comfortable accommodations to meet his or her needs.

4. To be free from intellectual, emotional and/or physical abuse or inappropriate sexual behavior.

5. To be informed by the program of the procedures to file a grievance or appeal discharge.

6. To be free from discrimination based on ethnic identification, religion, age, sex, color, or disability. To be free to attend religious services or activities of his or her choice and to have visits from a spiritual advisor provided that these services or activities do not conflict with facility program requirements. Participation in religious services will be voluntary only.

7. To be accorded access to his or her file.

All residents shall be personally advised of, and given at admission, a copy of the rights specified in 1 through 6.

For more information: www.adp.cahwnet.gov
Basic Benefit Eligibility Overview

Basic Benefits and Their Abbreviations

This guide is intended as a brief overview only, and should not be construed as a thorough guide or legal advice. Prospective applicants may want to seek advocacy services and representation in order to obtain benefits.

CAAP County Adult Assistance Program (previously called General Assistance):
This financial benefit is administered and funded by the County (Human Services Agency). It is available to very low-income/asset adults who are not eligible (or are not yet eligible) for other types of financial benefits. The current payment range as of 2007 is $59 (homeless), $65 (living in shelter), $342 (housed on GA), $422 (housed on PAES/SSIP/CALM). CAAP eligibility does not make clients eligible for Medi-Cal, but recipients may be eligible for Food Stamps. Information is available at 558-1000.

SSDI Social Security Disability Insurance (SSA, Social Security):
This program is administered by the federal government (Social Security Administration) and pays disabled individuals a monthly benefit based on their prior work history. To be eligible, a person has to have paid into FICA through earned income for a specific number of quarters. SSDI does not have financial eligibility criteria. The federal definition of disability must be proven by SSA adjudicators: the client is unable to earn substantial gainful activity (as defined by SSA) based on the medical condition for 12 months or more. Clients receive benefits as long as they are still considered disabled. SSDI is also available for the children of disabled adults, spouses and widows. Medi-Cal must adopt the SSA disability determination, but a person also must meet the asset limits for Medi-Cal through the county (Human Service Agency). SSDI recipients may also be eligible for SSI (see below) and SSI linked Medi-Cal if SSDI is below the SSI threshold. Information about SSDI and SSI is available through SSA at www.ssa.gov, phone 1-800-772-1213, or through an advocacy group (see below).

SSI Supplemental Security Income:
This program is also administered by the Social Security Administration. It pays clients who are disabled or retired a monthly benefit based on financial eligibility. In general, a single person must have less than $2,000 in assets. The monthly SSI level is a set amount based on the living arrangement of the client, and the client’s other income must be below the SSI threshold. Clients who receive SSI automatically get Medi-Cal with their benefits. Phone 1-800-772-1213

CAPI Cash Assistance Program for Immigrants:
Some immigrants who are not eligible for SSI may be able to receive cash assistance through CAPI, a California state SSI replacement program. CAPI provides cash assistance (approximately $10<than SSI) to some elderly and disabled immigrants who are classified as PRUCOL (permanently residing under the color of law). In SF, it is administered through HSA. A claimant has to meet similar criteria as SSI recipients. CAPI recipients are also eligible for Medi-Cal. Phone 558-1978
**SDI State Disability Insurance:**
This program is administered by the State (Employment Development Department, or EDD) and pays clients a monthly benefit for a maximum of 12 months based on work history. Clients must have worked in California, and paid into the SDI system. The definition of disability is very minimal and does not qualify clients as federally disabled, so they may not be eligible for Medi-Cal. Information is available at [www.edd.ca.gov](http://www.edd.ca.gov). Phone 1-800-480-3287

**Medicare:**
This federal medical benefit program is administered by SSA. Clients are eligible if they receive Social Security disability or retirement benefits. For disabled clients, Medicare becomes available 2 years after they are eligible for payments. A premium is subtracted from a client’s SSDI benefit to pay for the Medicare Part B (the outpatient part) UNLESS they are eligible for Medi-Cal, which may pay the premium; Part A, the Hospital Inpatient portion, has no premium. Part D is Medicare’s prescription drug coverage that covers both prescription drugs at participating pharmacies. Information on Medicare is available at [www.medicare.gov](http://www.medicare.gov) or through an advocacy group (see below). Phone 1-800-MEDICARE

**Medi-Cal:**
This is California’s version of federal Medicaid. Clients get Medi-Cal either by applying through the Medi-Cal Office at HSA, or as an automatic benefit with certain other programs, including SSI and CalWORKs. In general, Medi-Cal is available for low-income people who are either disabled, elderly, or a member of a family. Medi-Cal, like SSI, is an eligibility-based program, and the financial asset level is taken directly from SSI. Clients with any level of income can receive Medi-Cal, but the amount of their income serves as the criteria for determining a Share of Cost (see below).

**Healthy Families (HF) Insurance:**
This insurance program provides qualifying children and young adults (up to age 19) with physical health, mental health, dental health, and vision care. Healthy Families is funded by the State for children in families who are uninsured and who do not qualify for Medi-Cal. Eligibility is determined primarily by family income. Families may apply for this insurance by calling 800-880-5305. Caregivers with Healthy Families insurance may seek treatment for their children by visiting a clinic during drop-in hours, or by calling Central Access at 255-3737. For more information: Miriam Damon, RN, MFT - Healthy Families/Healthy Kids Liaison: 255-3761.

**Healthy Kids (HK)/Extended Health Kids Insurance:**
The Healthy Kids program provides universal health care insurance for children and youth (up to age 19) offered by the San Francisco Health Plan. The Extended Healthy Kids program provides healthcare insurance to member from age 19 (or 21 for Medi-Cal members) through age 24. The San Francisco Community Behavioral Health Plan has contracted with the San Francisco Health Plan to provide and manage mental health services to Healthy Kids’ beneficiaries. These programs will provide health insurance to children, youth, and young adults who are otherwise uninsured and not eligible for other state-funded programs. For more information: Miriam Damon, RN, MFT - Healthy Families/Healthy Kids Liaison: 255-3761.
**Eligibility-Related Terminology:**

**Assets:** The financial resources currently owned by, or available to, the client. These include bank accounts, IRAs, stocks, property, etc. Assets are one of the basic eligibility criteria for CAAP, SSI, CAPI and Medi-Cal.

**Income:** The amount of money received by the client on a regular (or irregular) basis. It includes earned income (salary) and unearned income (SSDI, SDI, LTD payments). Income does not affect eligibility, but does affect Share of Cost (see below).

**Living Arrangement:** This term applies to the situation in which a client lives, and can refer to the community, SNF (skilled nursing facility), B&C (board-and-care home), SRO (single-room occupancy hotel), etc. A client on SSI receives a different amount of SSI based on his or her living arrangement.

**Share of Cost (SOC):** This term is used essentially by the Medi-Cal program and can best be described as a monthly deductible. A client's SOC is determined by subtracting the Maintenance Need ($620) from the client's income, and the remainder is the SOC. This amount must be paid to a provider each month before Medi-Cal begins to be billable for services.

**Note:** The financial amounts used as examples above refer to single adults, and are greater for married couples.

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**For More Eligibility-Related Information, Advocacy and Technical Assistance:**

Bay Area Legal Aid: [www.baylegal.org](http://www.baylegal.org)

Center for Medicare Advocacy, Inc.: [www.medicareadvocacy.org](http://www.medicareadvocacy.org)

GA Advocacy Project: [www.gaap.org](http://www.gaap.org)

Health Insurance Counseling and Advocacy Program: [www.lashicap.org](http://www.lashicap.org)

Homeless Advocacy Project: [www.sfbar.org/volunteer/opportunities.aspx#anchor05](http://www.sfbar.org/volunteer/opportunities.aspx#anchor05)

Legal Services Corporation: [www.lsc.gov](http://www.lsc.gov)

National Health Law Program, Inc.: [www.healthlaw.org](http://www.healthlaw.org)

National Immigration Law Center: [www.nilc.org](http://www.nilc.org)

National Law Center on Homelessness and Poverty: [www.nlchp.org](http://www.nlchp.org)

National Senior Citizens Law Center: [www.nsclc.org](http://www.nsclc.org)

National Organization of Social Security Claimants’ Representatives: [www.nosscr.org](http://www.nosscr.org)

Positive Resource Center: [www.positiveresource.org](http://www.positiveresource.org)

Western Center on Law and Poverty: [www.wclp.org](http://www.wclp.org)

DPH Disability Evaluation and Advocacy Project: 865-5250

HSA Disability Evaluation and Consultation Unit: 558-4340

HSA Medi-Cal Office: 558-1000
Medical Necessity Requirements for Mental Health & Substance Abuse

To be eligible to receive CBHS services, a beneficiary must be a resident of San Francisco, have a medically necessary diagnosis, and have an assessment of financial need and support for services, i.e., third-party insurance status or lack thereof. A Beneficiary must also meet the criteria outlined in each of the following for mental health and substance abuse:

Specific Requirements for Mental Health (CCR, Title 9, sections 1830.205 & 1830.210)

<table>
<thead>
<tr>
<th>SUBDIVISIONS</th>
<th>(1) DSM-IV Disorder:</th>
<th>(2) Impairment:</th>
<th>(3) Intervention:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) DSM-IV Disorder:</td>
<td>Must have one of the following disorders:</td>
<td>Must have at least one of the following impairments as a result of the mental disorder(s) listed in Subdivision (1):</td>
<td>Must meet each of the intervention criteria listed below:</td>
</tr>
<tr>
<td></td>
<td>(A) Pervasive Developmental Disorders, except Autistic Disorders</td>
<td>(A) Significant impairment in an important area of life functioning.</td>
<td>(A) The focus of the proposed intervention is to address the condition identified in Subdivision (2).</td>
</tr>
<tr>
<td></td>
<td>(B) Disruptive Behavior and Attention Deficit Disorders</td>
<td>(B) Probability of significant deterioration in an important area of life functioning.</td>
<td>(B) The expectation is that the proposed intervention will:</td>
</tr>
<tr>
<td></td>
<td>(C) Feeding and Eating Disorders of Infancy and Early Childhood</td>
<td>(C) Except as provided below*, a probability that a child will not progress developmentally as individually appropriate. (For the purpose of this section, a child is a person under the age of 21 years).</td>
<td>1. Significantly diminish the impairment, or</td>
</tr>
<tr>
<td></td>
<td>(D) Elimination Disorders</td>
<td></td>
<td>2. Prevent significant deterioration in an important area of life functioning, or</td>
</tr>
<tr>
<td></td>
<td>(E) Other Disorders of Infancy, Childhood, or Adolescence</td>
<td></td>
<td>3. Except as provided below*, allow the child to progress developmentally as individually appropriate.</td>
</tr>
<tr>
<td></td>
<td>(F) Schizophrenia and other Psychotic Disorders</td>
<td></td>
<td>(C) The condition would not be responsive to physical health care-based treatment.</td>
</tr>
<tr>
<td></td>
<td>(G) Mood Disorders</td>
<td></td>
<td>(D) When the requirements of this section are met, beneficiaries shall receive specialty mental health services for a diagnosis included in Subsection (1) even if a diagnosis that is not included in Subsection (1) is also present.</td>
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<td></td>
<td>(H) Anxiety Disorders</td>
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<td>(I) Somatoform Disorders</td>
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<td>(J) Factitious Disorders</td>
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<td>(K) Dissociative Disorders</td>
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<td>(L) Paraphilias</td>
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<td>(M) Gender Identity Disorder</td>
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<td></td>
<td>(N) Eating Disorders</td>
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<td></td>
<td>(O) Impulse Control Disorders Not Elsewhere Classified</td>
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<td></td>
<td>(P) Adjustment Disorders</td>
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<td>(Q) Personality Disorders, excluding Antisocial Personality Disorder</td>
<td></td>
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<tr>
<td></td>
<td>(R) Medication-Induced Movement Disorders related to other included diagnoses.</td>
<td></td>
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</tr>
</tbody>
</table>

*Beneficiaries under 21 years of age, who meet all other requirements but who do not meet the requirements detailed in Subdivision (2) and (3) may still be eligible to receive CBHS services. Please call Behavioral Health Access Center at 255-3737 for these authorization requirements.
Specific Requirements for Substance Abuse (CCR, Title 22, sections 51303 & 51341.1)

Substance services are supported by various funding sources. As for all CBHS services, the beneficiary must be a San Francisco resident. The beneficiary must have a substance abuse diagnosis (or be related to an individual who has a substance abuse diagnosis). There are specific requirements under Drug Medi-Cal which defines Medical Necessity as services which:

- Reasonable
- Necessary to protect life; to prevent significant illness/disability; or to alleviate severe pain through the diagnosis or treatment of disease, illness, or injury
- Covered by the Medi-Cal program, and
- Subject to utilization controls, to the extent specified.

Such utilization controls shall take into account those diseases, illnesses, or injuries which require preventive health services or treatment to prevent serious deterioration of health. Authorization may only be granted when fully documented medical justification is provided that the services are medically necessary.

For more information on CBHS Medical Necessity requirements, please call Behavioral Heath Access Center at 255-3737.
Compliance (Mental Health and Substance Abuse)

The San Francisco Department of Public Health is firmly committed to full compliance with all federal and state laws, regulations, rules, and guidelines that apply to its operations and services. To emphasize this, DPH has developed a Compliance Program to assist in the detection, resolution, and prevention of any violations of regulations. These are the seven key elements of the DPH Compliance Program — as identified by the Office of the Inspector General:

1. The commitment of leadership
2. Written policies and procedures, including standards of conduct
3. Education and training of staff on compliance
4. Enforcement of compliance standards
5. Monitoring and auditing of eligibility, claims, billing, cost reporting, documentation, and record-keeping procedures
6. A process to detect violations and implement corrective action
7. A process - such as the use of a Hotline - for reporting known or suspected compliance violations.

Coding and billing are areas of particular importance in regulatory compliance. Departmental guidelines for accurate coding and billing state the following:

- DPH shall follow recognized guidelines for accurate coding approved by the Center for Medicare and Medicaid Services (CMS).
- All DPH service areas will utilize current billing codes, including those established or approved by CMS, the California Department of Health Services (DHS), and the Department of Mental Health (DMH), and as authorized in the Health Insurance Portability and Accountability Act (HIPAA).
- All codes reported for claims and billing must be supported by complete documentation in the patient record. Providers or their representatives should not assume a particular code applies to a service, but should verify the accuracy of all codes used.
- DPH Information Systems staff must coordinate with program and/or patient accounting staff to monitor computer software used in coding and billing.
- Staff with job functions that involve coding or billing shall be given ongoing training when codes and/or rules are modified or updated.
- Billing units must regularly examine Explanation of Benefits (EOB), payer Remittance Advices (RA), and claim denials to identify billing accuracy issues and changes in reimbursement policies and procedures. Feedback should be provided to employees, through regularly scheduled meetings, regarding denials, documentation compliance, and results of charging patterns and reimbursement levels.
- Policies and procedures on coding, billing, and reimbursement should be outlined in manuals and guidelines within each division. Staff should be trained on the use and scope of the manuals and should be asked to acknowledge, in writing, that he or she understands the policies outlined therein.
- DPH billing departments should maintain adequate references and tools to assist staff in performing their job tasks. These references should be kept updated by managers and supervisors and may include printed material as well as Internet/intranet links to policies, rules and regulations.
- Staff should have a system available to express any concerns regarding coding and billing practices. Such concerns should be discussed with a supervisor or referred to the Compliance Officer, or to the Compliance Hotline at 642-5790.
- In the event that billing inaccuracies are discovered (as a result of routine monitoring, EOB/RA analysis, review of claims denials, or through staff reporting) they should be reported to the appropriate department manager or supervisor. An action plan to correct and prevent further occurrences will be promptly developed and implemented.
- For more information, please call the Performance and Compliance Section at 255-3723.
CBHS Client Grievance Procedure

CBHS will work to resolve client/parent concerns, issues, or dissatisfaction on an informal basis. The client's service provider or the program director is encouraged to promptly handle a client who is expressing dissatisfaction. In addition, all clients should be given information verbally and in writing at the time of intake/admission (or at any time during their period of service) as to how to address dissatisfaction, and the process on how to file a formal grievance. Documents outlining these procedures must be clearly posted at the program site and made available to clients (without their needing to ask) in appropriate languages.

Where to Get Help:

Clients, family members, or advocates can contact the following for information and assistance (please note that a signed consent may be required to discuss confidential information):

- San Francisco Clients’ Rights Advocate Services 552-8100
- Office of Cultural Competence & Client Relations 255-3422

In the event that a client's concern involves a private provider, the issue will be directed to the Provider Relations Office. Every effort will be made by providers and/or the Provider Relations Office to resolve problems on an informal level as quickly and simply as possible. This however does not prevent a client from filing a formal grievance at any time.

Grievances:

The grievance procedure provides a formal avenue for the resolution of a client's concerns when the informal process has proven to be insufficient. A grievance may be filed without reprisal at any stage of the process. This must be made clear to all clients. Grievance forms (and self-addressed envelopes) must be available at all CBHS program sites (at any time and without the need to ask). The completed grievance form can be mailed in the self-addressed envelope or sent to the Grievance Officer, 1380 Howard Street, 2nd Floor, San Francisco, CA 94103. Grievances can also be filed in person or by phone with Behavioral Health Access Center, 1380 Howard Street, 1st Floor, San Francisco (415-503-4730).

Forms are also available through Forms Control, 1380 Howard Street, 2nd Floor, San Francisco (255-3913). The CBHS Grievance Policy (3.11-03) is available online at:

http://www.sfdph.org/dph/files/CBHSPolProcMnl/3.11-03.pdf

Outcome ofFiled Grievances:

An acknowledgement of receipt of the grievance will be sent to the address provided on the form. The Grievance Officer or designee will review the grievance and a response to the grievance will be given to the client within 60 calendar days.
Quality of Care (QOC) and Unusual Occurrence (UO) Incident Reporting

Overview
The Quality of Care (QOC) and Unusual Occurrence Incident Reporting is CBHS’s systematic approach to review care concerns, negative outcomes of care, and sentinel events. Quality of care concerns and unusual occurrences are events that affect the welfare, safety, or health of CBHS providers, clients and their significant others, and the general public. Events are reviewed to assess the quality of patient care and - when issues are identified - to develop and implement appropriate corrective action. Some incidents may require a Critical Incident Review (CIR).

The reporting of negative outcomes to CBHS is required and may be in addition to reporting to State Licensing or other regulatory agencies. Reports are maintained as confidential and protected by Evidence Code 1157.6.

Purpose of Incident Reporting
- To track and monitor trends from incidents occurring in our system of care.
- To problem solve when necessary.

Requirements and Procedures
All CBHS funded programs are required to report and use the specified Quality of Care Reporting Form. It is submitted according to the directions on the age-specific QOC reporting form. Please see policy 1.04-4 for detailed guidelines and specific timeframes for reporting.

- Any incident can be reported, but we are primarily interested in client-related events.
- Regardless of the situations surrounding it, a client’s death must be reported.
- All suicide attempts must be reported.
- Reports can be submitted for an incident at your own agency or for an incident at another agency.
- All CBHS providers must submit reports—no one is exempt.
- Any staff member may submit a report to CBHS administration. Staff members should feel free to report any incident without fear of reprisal.
- This report, and any references to it, contain privileged and confidential information and should not be documented in the client’s chart or in the staff member’s personnel file.
- Please write clearly, limit abbreviations, use both sides, and fill in the client’s full name and BIS#.
- Events must be described by stating the facts. The date, printed name, and signature of the reporter must be documented on the QOC report. Printed name and signature of the program director/immediate supervisor are also required.

Procedures at Critical Incident Review (CIR) meetings
- CBHS QM staff will review all reports and will determine if a CIR is needed. A CIR will be called for all suicides.
- All providers involved in the incident will be asked to participate.
- The purpose of the CIR is to identify opportunities for quality improvement and not to place blame.
- Agency staff will have adequate time to be fully up-to-date on the client’s chart before the CIR. A staff member (usually the client’s primary clinician) should be prepared to discuss in-depth the various aspects of the client’s care (including history and treatment course) and the circumstances of the incident.
- As with the report itself, the CIR is considered confidential and privileged. This means the details discussed cannot be subpoenaed to a court of law.
- After the CIR, CBHS QM staff will review the CIR and the client’s chart.
- Further review may be needed. In most cases, a letter will be sent to the provider(s) detailing the findings and the suggestions for improvement. Once again, this information cannot be placed in a client’s chart or staff member’s personnel file.
Incident and Quality of Care Report

Print Client’s Full Name ___________________________________________ BIS# __________________________

Names of others involved in incident __________________________________________

Date of incident________________________ Location of incident __________________________________________

Name of Agency/Program where client has a care manager: ___________________________________________

(if applicable) (PRINT, no initials)

Name and Title of person reporting incident ______________________________________________________

Name of reporting agency __________________________________________ Date of reporting ______________________

(PRINT, no initials)

☐ Incident resulted in a referral for medical attention.
☐ Incident resulted in a 5150. \{ If either of these, describe on back. \}

Then, please check one category that best describes the incident and describe on back.

Violent Behavior

☐ Verbally or physically threatening behavior on part of a client (includes Tarasoff)
☐ Assault or physical altercation between clients
☐ Assault by a client on a staff member
☐ Damage to property as a result of client behavior
☐ Alleged homicide
☐ Other violent behavior

☐ Client Injury, Accident, or Acute Medical Problem

☐ Alleged unprofessional/ unethical conduct on the part of a provider (i.e., inappropriate verbal, physical, sexual, social, business contact)

☐ Client’s Suicide Attempt

Client Death

☐ Unexpected - resulting from medical problems
☐ Expected - resulting from medical problems (client had a known life-threatening illness)
☐ Result of complications of substance abuse
☐ Accidental death/fatal injury
☐ Suicide
☐ Alleged homicide
☐ Unknown cause

CBHS 102-AC (3-03-06) Privileged and Confidential (cf. EC § 1175.6 WIC § § 4070, 4071, 5328) A copy of this report should not be included in the client’s clinical/ medical record
Medication Issue
- Client was allegedly administered wrong medicine
- Client was allegedly administered wrong dose
- There was an alleged issue with the timeliness of obtaining or the administration of a client's medication
- Other

Alleged Abuse, client was the □ perpetrator □ victim □ neither
- Child abuse
- Elder abuse
- Dependent abuse
- AWOL
- Alleged Inappropriate Treatment, Delay in Treatment, Documentation, and/or Discharge
- Other Incident

Description of incident, including all who have been called/contacted (attach if more room is needed):
________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________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Children QOC Form

CITY AND COUNTY OF SAN FRANCISCO COMMUNITY BEHAVIORAL SERVICES - CHILD, YOUTH & FAMILY SYSTEM OF CARE
QUALITY OF CARE REPORT
Privileged And Confidential Information

This form is for the exclusive use of Quality Management (Evidence Code 1157.6, W& I Code 4070 and 4071)

Event is:
Please check one
π Quality of Care Occurrence (Requires Report within 24-Hours)
π Other Quality of Care Concern

See reverse side of form for definitions of categories.

1a  2a  4a  7  10a  13
1b  2b  4b  8a  10b
1c  3a  5  8b  11
1d  3b  6  9  12

Client Name:  BIS #:
Address:  DOB:  Sex:  Phone #:

EVENT  Date:  Location of event (program name & address)

Describe the Quality of Care event in detail including client or staff directly involved:

Corrective Actions Taken (recommendations and actions taken to prevent future occurrences):

Printed name, signature, date, discipline, title or person completing report:

Printed name, signature, date, discipline, title of charge/supervisor:

CMHS CYF 102 2/02

- Please fax report immediately to 415-252-3033 (which is secured and protected), and mail original Quality of Care Report to Miriam Damon, 1380 Howard St. 5th Floor, San Francisco 94103 by next business day.
- A copy of this report should not be included in the client’s clinical/medical record.
### Quality Of Care Reporting Categories

**Privileged And Confidential Information**

Quality Of Care Reporting Categories
(Back side)

<table>
<thead>
<tr>
<th>Quality Of Care Reporting Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please use the following categories for reporting all Quality of Care reports. The following categories are considered a Quality of Care Occurrence and require a report within 24 hours: 1a, 1c, 2a, 2b, 3a, 4a, 5, 6, 8a, 9, 10a, 11 and 12.</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>Violent behavior, physical assaults <strong>towards staff</strong>, resulting in serious injury requiring emergency medical intervention.</td>
</tr>
<tr>
<td>1b</td>
<td>Violent behavior, physical assaults <strong>towards staff not</strong> resulting in serious injury that requires emergency medical intervention.</td>
</tr>
<tr>
<td>1c</td>
<td>Violent behavior, physical assaults <strong>towards peer</strong>, resulting in serious injury requiring emergency medical intervention.</td>
</tr>
<tr>
<td>1d</td>
<td>Violent behavior, physical assaults <strong>towards peer not</strong> resulting in serious injury that requires emergency medical intervention.</td>
</tr>
<tr>
<td>2a</td>
<td>Alleged physical act of sexual assault/sexual misconduct involving clients by <strong>staff</strong>.</td>
</tr>
<tr>
<td>2b</td>
<td>Alleged physical act of sexual assault/sexual misconduct involving clients by <strong>clients</strong>.</td>
</tr>
<tr>
<td>3a</td>
<td>Suicide attempt requiring emergency medical intervention.</td>
</tr>
<tr>
<td>3b</td>
<td>Suicide attempt <strong>not</strong> requiring emergency medical intervention.</td>
</tr>
<tr>
<td>4a</td>
<td>Medication issues (administration, prescribing or dispensing errors) which result in severe adverse drug reaction (toxicity, blood dyscrasia, seizure, falls) which may result in hospitalization, emergency care or transfer to medical unit.</td>
</tr>
<tr>
<td>4b</td>
<td>Medication issues (administration, prescribing or dispensing errors) which result in adverse drug reaction <strong>not</strong> requiring hospitalization, emergency care or transfer to medical unit.</td>
</tr>
<tr>
<td>5</td>
<td>Acts constituting a violation of professional code of ethics or of any policy governing professional conduct adopted by CBHS.</td>
</tr>
<tr>
<td>6</td>
<td>Client death.</td>
</tr>
<tr>
<td>7</td>
<td>Mandatory reporting, includes select reporting to licensing or regulatory agencies.</td>
</tr>
<tr>
<td>8a</td>
<td>Physical damage to a facility caused by client that results in disruption of service, closure or injury requiring medical intervention.</td>
</tr>
<tr>
<td>8b</td>
<td>Physical damage to a facility caused by client that does <strong>not</strong> result in disruption of service, closure or injury requiring medical intervention.</td>
</tr>
<tr>
<td>9</td>
<td>Accidents on-site that result in serious injury requiring emergency medical intervention.</td>
</tr>
<tr>
<td>10a</td>
<td>AWOL - Clients absent without leave from 24-hour care settings and Day Treatment.</td>
</tr>
<tr>
<td>10b</td>
<td>Absenteeism or unexplained absences from Day Treatment.</td>
</tr>
<tr>
<td>11</td>
<td>Loss or theft of client records.</td>
</tr>
<tr>
<td>12</td>
<td>Needlestick.</td>
</tr>
<tr>
<td>13</td>
<td>Other.</td>
</tr>
</tbody>
</table>
I. Verification and Certification:

Per the Office of Inspector General (OIG), California Department of Health Care Services (DHCS), and California Department of Mental Health (DMH), counties are mandated to verify and certify individuals and/or organizational providers including contractors in their system, must be checked against the OIG Exclusion List, the Medi-Cal List of Suspended or Ineligible Providers Lists, Licensing Boards, California Alcohol and Drug Programs (ADP) Certification/Registration lists, and the Excluded Parties List System prior to assigning Staff IDs for documentation and billing, including MAA billing.

The Community Programs Compliance Unit will be responsible for Verification and Certification. Verification will be done on a regular basis.

II. Request for New Staff ID:

For new Staff ID request, please see attached Verification and Credentialing for Staff ID form. This form is divided into two separate parts. The first part is the Credentialing and Verification information that is needed. The second part is Attestation for Non-Licensed Staff.

**Instructions for requesting a NEW Staff ID:**

1) The Credentialing and Verification for Staff ID form(s) need to be completed, and signed.
2) For unlicensed staff the Attestation for Non-Licensed Staff form needs to be completed and signed by the staff’s supervisor or director.
3) If the employee needing a new staff ID will be seeing clients in a Substance Abuse program, a copy of the staff’s certification or registration is needed. Expired Certification or expired registration in not accepted.
4) For new request, the attached User Confidentiality, Security and the Electronic Signature Agreement Form MUST accompany the Verification and Credentialing for Staff ID form
5) All the above MUST be faxed to the AVATAR Accounts Manager at (415) 252-3008 or (415) 255-3548.

III. Request to Update staff information:

Please use the Credentialing and Verification for Staff ID for to update any staff information. This staff MUST already have been assigned a staff ID.

**Instructions for Updating staff information:**

1) Check the appropriate box that need to be updated
2) Enter the employee’s staff ID
3) If Substance Abuse Program, and updating information regarding certification or registration, a copy of the certification or registration must accompany the Credentialing and Verification for Staff ID form.
4) All the above MUST be faxed to the Community Programs Compliance Unit at (415) 252-3032.
Credentialing and Verification for Staff ID

Legibly PRINT OR TYPE responses. Your request will not be processed without an NPI number, supporting documentation, and both staff and supervisor signatures. Please submit your request in two (2) weeks in advance. NO BILLING IS ALLOWED until verification and credentialing is finalized. NO RETROACTIVE BILLING WILL BE ALLOWED.

☐ New    ☐ Update Personal Info    ☐ Update Program Info    ☐ Update License/Certification

*ONLY for UPDATES: include your Staff ID: _______ and fax with supporting documents to (415) 252-3032

<table>
<thead>
<tr>
<th>Personal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last: __________________________ First: __________________________ MI: ___</td>
</tr>
<tr>
<td>DOB: <em><strong>/</strong></em>/____</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>MH ☐</td>
</tr>
<tr>
<td>Program Name: __________________________________</td>
</tr>
<tr>
<td>Street Address: ___________________________</td>
</tr>
<tr>
<td>Agency Phone: _____________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>License/Certification Information</th>
</tr>
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<tbody>
<tr>
<td>Degree: ______</td>
</tr>
<tr>
<td>Issued: ______________</td>
</tr>
<tr>
<td>MediCare PTAN: ___________________________</td>
</tr>
<tr>
<td>Taxonomy Code: ___________________________</td>
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<table>
<thead>
<tr>
<th>Signatures and Contact Information</th>
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<tbody>
<tr>
<td>Employee Signature: ___________________________</td>
</tr>
<tr>
<td>Employee Phone: ___________________________</td>
</tr>
<tr>
<td>Supervisor Signature: ___________________________</td>
</tr>
<tr>
<td>Supervisor Phone: ___________________________</td>
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</table>

<table>
<thead>
<tr>
<th>Compliance and Provider Relations Unit Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff ID #: ________</td>
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<tr>
<td>Credentialing Requirements Verified by: ___________________________</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Languages (other than English)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreter</td>
</tr>
<tr>
<td>--------------</td>
</tr>
<tr>
<td>1. ______________</td>
</tr>
<tr>
<td>2. ______________</td>
</tr>
<tr>
<td>3. ______________</td>
</tr>
<tr>
<td>4. ______________</td>
</tr>
</tbody>
</table>

*including American Sign Language (ASL)

Submit completed form(s) and supporting document(s) to:

**Behavioral Health Information Systems**
1380 Howard Street
San Francisco, CA 94103
ATTN: AVATAR Accounts Manager
FAX: 415-252-3008
Attestation for Non-Licensed Staff
To be completed and signed by Supervisor and faxed to: Avatar Accounts Manager at 415-252-3008

<table>
<thead>
<tr>
<th>Staff Name:</th>
<th>Program Name:</th>
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<tr>
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</table>

<table>
<thead>
<tr>
<th>RU:</th>
<th>Street Address:</th>
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<table>
<thead>
<tr>
<th>City:</th>
<th>State:</th>
<th>Zip Code:</th>
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<table>
<thead>
<tr>
<th>Agency Phone:</th>
<th>Agency Fax:</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Supervisor Name:</th>
<th>Title:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- [ ] Graduate Student Trainee (individual participating in a field intern/trainee placement while enrolled in an accredited Masters in Social Work (MSW) or Masters of Art (MA)/Masters of Science (MS) Counseling training program.

  I attest that _____________________ (student) is a Graduate Student Trainee from ____________________, an accredited higher education institution, who began interning at our agency on _____/_____/______ (date).

- Mental Health Rehabilitation Specialist (MHRS)

  I attest that _____________________ (staff) meets the requirements for an MHRS because of one of the following situations.

  - [ ] Master’s Degree in a mental health related field and two (2) years experience in a mental health setting.
  - [ ] Bachelor’s Degree in a mental health related field & four (4) years experience in a mental health setting.
  - [ ] Associate Arts Degree in a mental health related field and six (6) years experience in a mental health setting.

- Mental Health Advocate and Other Staff not included in above categories

  I attest that _____________________ (staff) has graduated from High School or possess a GED. This staff person will be under my supervision and I will be responsible for oversight of their work at the agency.

- Substance Abuse Counselors who are not licensed, certified, or registered

  I attest that _____________________ (staff/student trainee) has begun employment/training/internship at the agency on _____/_____/_____ (start date) and that the staff/student trainee will become registered with a recognized certifying agency* within six (6) months of their start date.

<table>
<thead>
<tr>
<th>Supervisor Signature:</th>
<th>Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

* Includes the following:
- American Academy of Health Care Providers in the Addictive Disorders
- Association of Christian Alcohol & Drug Counselors
- Board for Certification of Addiction Specialists
- Breining Institute
- California Association for Alcohol and Drug Educators
- California Association of Drinking Driver Treatment Programs
- California Certification Board of Alcohol and Drug Counselors
- California Certification Board of Chemical Dependency Counselors
- Center for Criminality Addictions Research, Training, and Application
- Indian Alcoholism Commission of California, Inc.
### Mental Health Staffing Qualifications for Service and Billing Privileges

<table>
<thead>
<tr>
<th>Mental Health Services</th>
<th>LPHA</th>
<th>Staff Registered with BBS</th>
<th>STUDENT (Unlicensed)</th>
<th>LVN/PT</th>
<th>MHRS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MFT Intern, ASW, Psych. Intern*</td>
<td></td>
<td></td>
<td>Master 2yrs exp</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MA/MSW Student/Trainee</td>
<td></td>
<td>BA 4yrs exp</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>AA 6yrs exp</td>
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<tr>
<td>Collateral</td>
<td>X</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cannot establish diagnosis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual Therapy</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>No privilege</td>
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</tr>
<tr>
<td>Group Therapy</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>No privilege</td>
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<tr>
<td>Group Session</td>
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<td></td>
<td>LPHA must co-sign</td>
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</tr>
<tr>
<td>Rehabilitation</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Plan Development</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TBS Direct Services</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TBS Collateral</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
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<tr>
<td>TBS Plan Development</td>
<td>X</td>
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<td>LPHA must co-sign</td>
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<tr>
<td>Medication Support</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Group Meds – MD</td>
<td>MD</td>
<td>No privilege</td>
<td>MD must co-sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Meds – RN, PA</td>
<td>RN, PA</td>
<td>No privilege</td>
<td>No privilege</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Meds – Mixed</td>
<td>MD, RN, PA</td>
<td>No privilege</td>
<td>MD must co-sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Meds – LVN/PT</td>
<td>LVN, PT</td>
<td>No privilege</td>
<td>No privilege</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Med Support – MD</td>
<td>MD</td>
<td>No privilege</td>
<td>MD must co-sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Med Support – RN, PA</td>
<td>RN, PA</td>
<td>No privilege</td>
<td>No privilege</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Med Support – LVN/PT</td>
<td>LVN, PT</td>
<td>No privilege</td>
<td>No privilege</td>
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<td></td>
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<tr>
<td>Case Management / Brokerage</td>
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<tr>
<td>Case Management</td>
<td>X</td>
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<td>LPHA must co-sign</td>
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<tr>
<td>Crisis Intervention</td>
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<td>LPHA must co-sign</td>
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<tr>
<td>Day Treatment</td>
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</tr>
<tr>
<td>Intensive Half Day</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td>Daily Note- No co-sign</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Daily Note- No co-sign</td>
<td></td>
<td>Weekly Note- LPHA must co-sign</td>
</tr>
<tr>
<td>Intensive Full Day</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td>Daily Note- No co-sign</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Daily Note- No co-sign</td>
<td></td>
<td>Weekly Note- LPHA must co-sign</td>
</tr>
<tr>
<td>Rehabilitation Half Day</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td>Daily Note- No co-sign</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Daily Note- No co-sign</td>
<td></td>
<td>Weekly Note- LPHA must co-sign</td>
</tr>
<tr>
<td>Rehabilitation Full Day</td>
<td>X</td>
<td></td>
<td>LPHA must co-sign</td>
<td></td>
<td>Daily Note- No co-sign</td>
</tr>
<tr>
<td>Miscellaneous Services</td>
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<tr>
<td>Cancellation</td>
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<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Show</td>
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<td></td>
<td>X</td>
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</tr>
<tr>
<td>Community Client Contact</td>
<td>X</td>
<td></td>
<td>X</td>
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<td></td>
</tr>
</tbody>
</table>

**X** No restrictions

* California Psych Interns must receive a waiver from DMH, which is granted for up to 5 yrs. Out-of-State Interns must receive a waiver from DMH or respective board, which can be granted for up to 3 yrs.
### Substance Abuse Staff Professional Requirements and Service and Billing Privileges

<table>
<thead>
<tr>
<th>Licensing/Educational Requirements</th>
<th>Licensed</th>
<th>Certified</th>
<th>Registered</th>
<th>Non-Licensed Non-Certified Non-Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must renew license per Board Requirements</td>
<td>Renew two (2) years from date of certification</td>
<td>Must become certified as an AOD counselor within five (5) years from date of registering into one of the certifying organizations currently approved by ADP</td>
<td>Within six (6) months of date of hire, non-licensed, non-certified, and/or non-registered staff must register into one of the certifying organizations currently approved by ADP</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documents necessary in order to apply for Staff I.D.</th>
<th>NPI #</th>
<th>NPI #</th>
<th>NPI #</th>
<th>NPI #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional License # or DEA# (for MD’s)</td>
<td>Copy of Current Certification</td>
<td>Copy of Current Registration (If an extension has been granted by the certifying organization, also submit a copy of the extension letter)</td>
<td>Attestation letter stating that the staff will be registered into one of the certifying organizations currently approved by ADP within 6 months of date of hire.</td>
<td></td>
</tr>
</tbody>
</table>

### DRUG MediCal Documentation Requirements

For ALL DRUG MediCal Programs

All Treatment Plans and Assessments MUST be Co-Signed by an MD

### Non Drug MediCal Documentation Requirements

<table>
<thead>
<tr>
<th>Non Drug MediCal Documentation Requirements</th>
<th>Assessments and Treatment Plans DO NOT require co-signature</th>
<th>Assessments and Treatment Plans DO NOT require co-signature</th>
<th>Assessments and Treatment Plans must be signed by Licensed or Certified Staff</th>
<th>Assessments and Treatment Plans must be signed by Licensed or Certified Staff</th>
</tr>
</thead>
</table>

As of September 30, 2007, the following organizations are approved by the California Department of Alcohol and Drug Programs to register and certify AOD counselors:

1. The Breining Institute,
2. The California Association of Addiction Recovery Resources (CAARR),
3. The California Association for Alcohol/Drug Educators (CAADE),
4. The California Association of Alcoholism and Drug Abuse Counselors (CAADAC),
5. The California Association of Drinking Driver Treatment Programs (CADDTP),
6. The Forensic Addictions Corrections Treatment (FACT),
7. The Indian Alcoholism Commission of California, Inc.,
8. The Association of Christian Alcohol & Drug Counselors, or
9. The California Certification Board of Chemical Dependency Counselors (CCBCDC)
January 28, 2010

TO: County Alcohol & Drug Program Administrators and Alcohol and Other Drug (AOD) Treatment Providers

SUBJECT: Requirement for Certification for Individuals Providing Counseling Services in AOD Programs Licensed and/or Certified by the Department of Alcohol and Drug Programs (ADP)

The purpose of this notice is to remind all AOD Programs Licensed and/or Certified by ADP of the April 1, 2010 effective date for counselor staffing requirements.

Section 13010, Title 9, Division 4, Chapter 8, Subchapter 2, California Code of Regulations requires that:
By April 1, 2010, at least thirty percent (30%) of staff providing counseling services in all AOD Programs Licensed and/or Certified by ADP shall be licensed or certified pursuant to the requirements of this Chapter. All other counseling staff shall be registered pursuant to Section 13035(f).

◆ Licensed professionals may include: LCSW, MFT, Licensed Psychologist, Physician, or registered Intern, as specified in Section 13015.

◆ All non-licensed and non-certified individuals providing counseling in an AOD program licensed and/or certified by ADP shall be registered to obtain certification as an AOD counselor with one of the certifying organizations currently approved by ADP.

◆ Registrants shall complete certification as an AOD counselor within five (5) years of the date of registration. An individual who has not completed certification within the five year time period may not be an AOD counselor at any AOD program licensed and/or certified by ADP.

◆ Effective April 1, 2010, any AOD program licensed and/or certified by ADP that allows less than 30% licensed professionals and/or certified counselors will be cited by ADP for non-compliance with Section 13010.

◆ An AOD program licensed and/or certified by ADP that allows an individual to provide services as an AOD counselor that is not a licensed professional, certified AOD counselor or has exceeded the five-year time limit as a registrant is out of compliance and will receive a deficiency citation from ADP.

If you have any questions regarding this matter, please contact the Counselor Certification Unit, Program Compliance Branch, Licensing and Certification Division, at (916) 324-2470.
California Code of Regulations, Title 9, Division 4, Chapter 8, Subchapter 2. Requirement for Certification for Individuals Providing Counseling Services in Alcohol and Other Drug (AOD) Programs Licensed and/or Certified by the Department of Alcohol and Drug Programs (ADP).

**Q. Who must register to become certified with a counselor certifying organization?**

A. All non-licensed, non-certified individuals providing counseling services in an AOD program licensed and/or certified by ADP must be registered to obtain certification as an AOD counselor by one of the certifying organizations specified in this regulation. Counselor certification regulations will apply to all individuals providing counseling services in an AOD program licensed and/or certified by ADP.

**Q. What if I am licensed by the Department of Consumer Affairs?**

A. Licensed professionals, including licensed physicians, psychologists, clinical social workers, marriage and family therapists, or registered interns are not required to obtain certification.

**Q. If I am certified by one of the certifying organizations listed in the regulations, does this mean I am certified?**

A. Nine of the ten certifying organizations listed in Section 13035(a) are currently approved by the department to certify individuals. If you are certified by one of the nine certifying organizations you are considered a certified counselor in California.

**Q. How long do non-certified individuals have to register with a certifying organization?**

A. All non-licensed, non-certified individuals providing counseling services in an ADP licensed and/or certified AOD program must be registered with one of the nine certifying organizations within six (6) months from date of hire.

**Q. How long will registrants have to complete the certification requirements?**
A. Registrants have five (5) years from the date of registration to complete the certification requirements.

Q. **What if I am a registrant and do not become certified within five years of the date of my registration?**

A. An individual that has not completed certification within the five-year time period may not continue to be an AOD counselor at that program or any other program licensed and/or certified by ADP.

Q. **What if a registrant has exceeded the five year limit and is continuing to provide AOD counseling as an employee or volunteer in an AOD program licensed and/or certified by the department?**

A. Any AOD program licensed or certified by the department that provides counseling by any registrant who has exceeded the five-year requirement to become certified will be subject to citation by ADP.

Q. **What are the requirements to become certified as an AOD counselor?**

A. Requirements for certification vary by certifying organization. All certifying organizations must meet the minimum requirements of ADP:
   - complete a minimum of 155 hours of specified education;
   - complete a minimum of 160 hours of supervised AOD training;
   - complete 2,080 documented hours of paid or unpaid work experience providing counseling services in an AOD program;
   - pass a written or oral examination (with a score of 70% or better);
   - sign a statement documenting whether his/her prior certification as an AOD counselor has ever been revoked; and
   - sign an agreement to abide by the certifying organization's code of conduct.

Q. **Who will investigate complaints against counselors?**

A. ADP will investigate all complaints.

Q. **How long will my certificate be valid?**

A. Certificates will be valid for two years, at which time it shall be required to be renewed.

Q. **What are the requirements for renewal?**

A. Each counselor must complete 40 hours of continuing education every two years as specified in Section 13055(c). Counselor certification regulations will apply to all individuals providing counseling services in an alcohol and other drug (AOD) program licensed or certified by ADP.
# DPH Harm Reduction Policy

<table>
<thead>
<tr>
<th>Policy Number</th>
<th>101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Title</td>
<td>Harm Reduction Policy</td>
</tr>
<tr>
<td>Effective Date</td>
<td>June 2003</td>
</tr>
<tr>
<td>Authors</td>
<td>Harm Reduction Policy Committee Members</td>
</tr>
</tbody>
</table>

| Sections Affected | All Department of Public Health providers, including contractors, who deliver substance abuse, mental health, STD, and HIV/AIDS treatment and prevention services, and/or who serve drug and alcohol users in their programs. |

| Purpose of Policy | To promote healthy behavior and decrease the short and long term adverse consequences of risk practices, even for those who continue unsafe practices. |

| Definition | Harm reduction is a public health philosophy, which promotes methods of reducing the physical, social, emotional, and economic harms associated with drug and alcohol use and other harmful behaviors on individuals and their community. Harm reduction methods and treatment goals are free of judgment or blame and directly involve the client in setting their own goals. |

Guiding Principles Clients are responsive to culturally competent, non-judgmental services, delivered in a manner that demonstrates respect for individual dignity, personal strength, and self-determination. Service providers are responsible to the wider community for delivering interventions which attempt to reduce the economic, social and physical consequences of drug and alcohol related harm and harms associated with other behaviors or practices that put individuals at risk. Because those engaged in unsafe health practices are often difficult to reach through traditional service venues, the service continuum must seek creative opportunities and develop new strategies to engage, motivate, and intervene with potential clients. Comprehensive treatments need to include strategies that reduce harm for those clients who are unable or unwilling to modify their unsafe behavior. Relapse or periods of return to unsafe health practices should not be equated with or conceptualized as “failure of treatment”. Each program within a system of comprehensive services can be strengthened by working collaboratively with other programs in the system. People change in incremental ways and must be offered a range of treatment outcomes in a continuum of care from reducing unsafe practices to abstaining from dangerous behavior.

## 101.01 Service Provision

<table>
<thead>
<tr>
<th>Policy</th>
<th>Provider language shall not reflect bias toward personal behaviors, experiences, ethnicity, sexual orientation, or personal choices. Service goals shall be determined through collaboration between the client, the staff, and the program, establishing realistic measurements of success. Success shall be measured comprehensively to include incremental improvement in housing, physical and mental health, finance, employment and family and social support system. Providers shall include strategies that reduce the harm for those clients who are unwilling or unable to stop unsafe health practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedure</td>
<td>Services shall be consistent with the harm reduction philosophy.</td>
</tr>
</tbody>
</table>

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10

[516x28]DPH Harm Reduction Policy

[184x492]Policy Number

[184x472]Policy Title

[184x453]Effective Date

[184x433]Authors

[85x407]Sections Affected

[184x401]Purpose of Policy

[184x382]Definition

[184x370]Guiding Principles

[184x350]101.01 Service Provision
### 101.02 Access to Services

<table>
<thead>
<tr>
<th>Policy</th>
<th>Procedure</th>
</tr>
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<tbody>
<tr>
<td>Access to services shall not be denied to clients who are unable or unwilling to abstain from unsafe practices.</td>
<td>Providers shall not deny services to individuals for exhibiting behaviors for which they seek help, in accordance with the DPH Dual Diagnosis Policy.</td>
</tr>
<tr>
<td>Prior to discharge, providers shall make a reasonable attempt to find additional or alternative treatment, recognizing that it is in part their responsibility.</td>
<td>Providers shall recognize relapse, or a return to unsafe practices as part of the recovery process, not as a “failure of treatment”. Providers shall expand service options within existing programs, through collaboration with other service agencies, or by creating new services to address specific needs. Providers shall make a reasonable attempt, within the context of their programs, to follow-up with clients who demonstrate an inability or unwillingness to participate in treatment.</td>
</tr>
<tr>
<td>Clients shall not be denied access to, restricted from participation in, or terminated from services on the basis of their use of prescribed medication.</td>
<td>Programs shall broaden their treatment philosophies in order to provide quality, comprehensive care. Programs will permit access for clients on prescribed medications and coordinate care with other health care service providers.</td>
</tr>
</tbody>
</table>
At DPH, we respect the privacy and privacy rights of our clients and patients. The purpose of sharing patient information between treatment providers is to improve health outcomes for our patients. Sharing of patient information for treatment purposes is limited to that which will help achieve this purpose.

<table>
<thead>
<tr>
<th>#</th>
<th>When</th>
<th>And the agency being asked for patient information is a:</th>
<th>And the patient’s health information being requested relates to:</th>
<th>Then:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Both programs ARE members of the DPH Safety Net*</td>
<td>1. Substance Abuse Program</td>
<td>Any condition.</td>
<td>A signed client authorization form*** is necessary before patient information may be shared. Exception: Emergency situations when the patient’s life is threatened do not require prior authorizations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Mental Health program or facility,</td>
<td>a. Medical Condition,</td>
<td>A signed client authorization form is NOT necessary before patient information may be shared.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. HIV Program or Facility,</td>
<td>b. Mental Health Condition****,</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>4. Medical Program or Facility, and/or</td>
<td>c. Substance Use/Abuse**,</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>5. A program where diagnostic information is known</td>
<td>d. HIV/AIDS Condition, including HIV test results,</td>
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<td></td>
<td>e. STD Condition****, and/or</td>
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<td></td>
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<td></td>
<td>f. Other Health Condition</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>One program is NOT a member of the DPH Safety Net*</td>
<td></td>
<td></td>
<td>A signed client authorization form*** is necessary before patient information may be shared. Exceptions: (a) Emergency situations when the patient’s life is threatened and (b) City Clinic medical records as indicated in Note **** below.</td>
</tr>
</tbody>
</table>

* DPH Safety Net is comprised of DPH hospitals, DPH clinics, DPH civil service providers, DPH contract providers, and DPH affiliate providers.

** Physical patient records/documents received previously from substance abuse programs may not be re-released without client authorization; however the knowledge gained or clinical impressions provided may be released to another treatment provider without prior client authorization.

*** Authorization to Release Protected Health Information forms must meet the requirements of the Federal Privacy Rule (HIPAA), be signed, and placed in the respective patient’s/client’s chart/file.

**** The City Clinic, which screens and treats STDs, will release information without authorization only if necessary to complete treatment of the patient’s STD. All other requests for information require signed a client authorization form before patient information will be shared.

***** The following types of patient information are to be included and integrated into the patient/client’s medical record/chart and are to be shared verbally and/or in writing with other Safety Net treatment providers when requested (prior authorizations are not required): medication prescription and monitoring, counseling session start and stop times, the modalities and frequencies of treatment furnished, results of clinical tests, and any summary of the following items: diagnosis, functional status, the treatment plan, symptoms, prognosis, and progress to date.
### PRIVACY/ HIPAA POLICIES - IMPLEMENTATION CHECKLIST

**ed March 23, 2004**

| The DPH Privacy Policy is integrated in the program's governing policies and procedures regarding patient privacy and confidentiality. |
| Make readily accessible to staff a Compliance Binder containing the agency's Code of Conduct and HIPAA Privacy Policies and Procedures. |
| Distribute the "DPH Privacy Policy Matrix - Sharing Patient Health Information Between Treatment Providers" to provider staff. |
| Include only limited information on the client/patient sign-in sheets and schedules. |
| As appropriate, call clients/patients by first name only. |
| Keep voices low when discussing PHI. |
| Avoid discussing PHI in elevators or hallways where unauthorized disclosure could accidentally occur. |
| Use private rooms whenever possible. |
| Turn medical charts face down on desks, counters, and in chart holders. |
| Keep medical records in a locked drawer or cabinet located in a central file area at the end of the day. |
| Turn computer monitors away from the view of unauthorized persons. |
| Lock computers when unattended, to prevent unauthorized access. |
| Locate faxes, copiers, and printers in secure areas. |
| Establish policies and procedures for record storage and destruction. |
| Shred unneeded documents containing PHI in a confidential destruction bin. |

| All staff who handle patient health information are oriented and trained in the program's privacy/confidentiality policies and procedures. |
| Provide HIPAA / Privacy Awareness training to staff who have access to PHI. |
| Document HIPAA / Privacy Awareness training complete with staff's printed name, signature, trainer name, and date of training. |
| Provide job-specific HIPAA / Privacy training, including the use of HIPAA Privacy Forms, to staff who have access to PHI. |
| Document job-specific HIPAA / Privacy training complete with staff's printed name, signature, trainer name, and date of training. |
| Communicate privacy expectations and reminders to staff by email and at staff meetings. |
| Implement disciplinary procedures and document disciplinary action taken, when staff violate the program's privacy policies and procedures. |

| A Privacy Notice that meets the requirements of the Federal Privacy Rule (HIPAA) is written and provided to all patients/clients served in their threshold and other languages. If the document is not available in the patient's/client's relevant language, verbal translation is provided. |
A Privacy Notice that meets the requirements of the Federal Privacy Rule (HIPAA) is written and provided to all patients/clients served in their threshold and other languages. If the document is not available in the patient's/client's relevant language, verbal translation is provided.

<table>
<thead>
<tr>
<th>Always have available a sufficient supply of HIPAA Privacy forms. For DPH programs, forms are available on <a href="http://www.dph.sf.c.us/InsideDPH/HIPAA/HPAASumNotice.htm#HIPAA">http://www.dph.sf.c.us/InsideDPH/HIPAA/HPAASumNotice.htm#HIPAA</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>a) (Detailed) Notice of Privacy Practices in threshold and other languages (attached)</td>
</tr>
<tr>
<td>b) Summary Notice of HIPAA Privacy Practices and Acknowledgment Form in threshold and other languages</td>
</tr>
<tr>
<td>c) Authorization for Release of Patient Information</td>
</tr>
<tr>
<td>d) Request for Accounting of Disclosures</td>
</tr>
<tr>
<td>e) Request to Amend Medical Record</td>
</tr>
<tr>
<td>f) Release of Information Authorization for Psychotherapy Notes</td>
</tr>
<tr>
<td>g) Medical Record Disclosure Log</td>
</tr>
</tbody>
</table>

Review the medical records (in any medium) of each day's appointment, to determine if a HIPAA Privacy Notice has been provided to the clients/patients who are scheduled to be seen on that day. If the client/patient has not been noticed, ensure that a full Notice, and a Summary and Acknowledgement Form are provided to him/her during the appointment.
Explain the Summary Notice to the client/patient, and ask him/her to sign the Acknowledgement form.

If the client/patient refuses to sign the Acknowledgment form, document the refusal on the form, sign your name, and date it.

If the client/patient speaks only a language into which the Privacy Notice and Summary and Acknowledgment form has not been translated, obtain interpreter service for him/her.

Document that interpreter service was provided, in the client/patient’s medical records. Have client/patient sign the acknowledgement form, and follow usual procedures.

### A Summary of the Privacy Notice is posted and visible in registration and common areas of treatment facility.

Place the HIPAA Summary Notice or Poster in a common area that is highly visible to clients/patients.

Place Privacy Photo Posters in high traffic areas throughout the clinic or program site.

### Each disclosure of a patient’s health information for purposes other than treatment, payment, or operations is documented.

- Document requests for confidential communication in the medical records.
- Confirm the identity and fax numbers of the recipient prior to sending PHI.
- Keep a log of non-routine PHI disclosures. Include the name and address of the requestor, relation to patient, brief description of PHI provided, name of staff who provided the PHI, and the date, time, and how PHI was provided.

### Authorization for disclosure of a patient’s health information is obtained prior to release as required; that is (1) to providers outside the DPH Safety Net and (2) from a substance abuse program.

- Assure that Authorization forms meet HIPAA Privacy Rule requirements.
- Do not combine “consent for treatment” with “authorization for disclosure” on the same form. As a general rule, do not use compound authorizations.
- Do not deny treatment on the basis of the patient’s refusal to authorize the use or disclosure of his PHI.
- Write the authorization in plain language. It must include at a minimum:
  a) description of the information to be used or disclosed;
  b) name and address of the person or entity to whom the information will be disclosed;
  c) purpose or use of the disclosure;
  d) name of the person authorized to make the disclosure;
  e) signature of the individual or representative who is making the disclosure;
  f) date of disclosure;
  g) expiration date for the authorization; and
  h) statements that the individual has the right to proactively (not retroactively) revoke the authorization in writing, that DPH cannot condition treatment on the authorization, the consequence of refusal to sign the authorization, and the potential for re-disclosure (if any).
Authorization for disclosure of a patient's health information is obtained prior to release as required; that is (1) to providers outside the DPH Safety Net and (2) from a substance abuse program.

1. Provide a copy of the authorization to the patient.
2. File patient authorizations for release of PHI in the client/patient's medical records.
3. Retain patient authorizations in the patient files for at least 7 years.
### Ensure that Protected Health Information (PHI) is transmitted in a secure manner.

For voice transmissions:

- a) Always confirm the voice mailbox as the intended recipient of PHI.
- b) Do not use voicemail to communicate PHI, unless deemed in the interest of the patient.
- c) Do not use voicemail to communicate PHI to the patient, unless the patient has signed a specific request or authorization.
- d) When using cell phones to disclose PHI, take care to call from areas where PHI cannot be inappropriately or unlawfully disclosed.

For e-mail and fax transmissions:

- a) Always send PHI to confirmed electronic mail addresses or fax numbers only, not to distribution lists.
- b) For routine transmission of PHI via fax, program numbers into fax machine to minimize the potential for error. Check these numbers periodically to ensure that they are valid.
- c) Always include a confidentiality message in all electronic mail transmissions and fax cover sheets, such as "This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments. Thank you."
- d) Limit PHI that is sent via fax or to electronic mail addresses, to the minimum necessary to perform the intended task.
- e) If it is determined that an electronic mail address is unsecured, or if the security of the electronic mail address cannot be verified, transmit PHI in password-protected files only. Send passwords to access the protected files, via a separate message.
- f) Use electronic mail to communicate with patients, but not to respond to requests for copies of medical records.
- g) Whenever a patient needs a copy of his or her medical records, always obtain a signed written authorization from the patient. After the provider determines that release of the information will not cause serious harm to the patient, a hard copy of the records may be released to the patient.

For wireless and infrared transmission:

- a) Transmit PHI only from approved portable computing devices and access points.
- b) Actuate the portable devices in secure environments only.

In case of inappropriate or insecure transmission, notify your supervisor immediately.

### Observe the Privacy Rule for PHI release to the media

- Do not release information about mental health or substance abuse patients, including their presence in the facility.
If a patient has not requested that information be withheld, you may release the medical condition of an inpatient, outpatient, or emergency patient to the media, but only if the inquiry specifically contains the patient's name. At the DPH, refer all media inquiries to the DPH Media Relations staff and/or to the Hospital Administrator on Duty.

<table>
<thead>
<tr>
<th><strong>8.02</strong></th>
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<tbody>
<tr>
<td>Describe a patient’s condition only in general terms that do not communicate specific medical information about the individual (e.g., undetermined, good, fair, serious, critical or deceased).</td>
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</table>

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<thead>
<tr>
<th><strong>8.03</strong></th>
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</thead>
<tbody>
<tr>
<td>Do not disclose additional information about a patient's death, including the cause, date, or time of death, without written authorization from a legal representative of the deceased patient, even if this information has been disclosed to the medical examiner or death registrar.</td>
</tr>
</tbody>
</table>
Information Systems Overview

Overview

CBHS Civil Service and contractors have acknowledged the need for a new billing information system that will facilitate the timely sharing of client and billing information. Such a system is expected to improve continuity of care, facilitate client referrals and sharing other relevant client information. In addition, the new system should improve revenue generation and facilitate compliance while minimizing disallowances and decreasing the need for double data entry. Another significant reason to implement a new system is that governing agencies are, or will soon be, offering incentives to counties that move to an electronic health record system and ePrescribing.

Netsmart Technologies has been selected through a competitive bid process to provide and partner with CBHS to implement the Netsmart Avatar electronic health record and integrated billing information system for San Francisco. Netsmart has also contracted with a number of other California counties and has established an active California User Group that meets regularly to share implementation, enhancement and State regulatory issues.

AVATAR replaces:

- InSyst, also known as BIS (Billing Information System)
- eCura
- Clinicians Gateway

Documentation around AVATAR including user guides can be found at the following:

http://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp

SF Avatar Workgroups Main Page

Avatar Documentation

- Avatar Adult / Older Adult Assessment User Guide
- Avatar Alternate Service Entry User Guide
  - Avatar Alternate Service Entry Forms
- Avatar ASI User Guide
- Avatar CANS User Guide
- Avatar CANS Initial Assessment Step-by-Step Instructions
• Avatar CANS Treatment Plan Step-by-Step Instructions
• Avatar CWS User Guide
• Avatar FAQs
• Avatar Residential Workflow User Guide
  o Avatar Residential Workflow Diagram
• Avatar Reports - Now in Production
  o Avatar Reports - for Future Development
• Avatar User Guide: Getting Started - Admissions
• BIS to Avatar Service Code Crosswalk - Mental Health
• BIS to Avatar Service Code Crosswalk - Substance Abuse
• Place of Service to CSI Service Location Crosswalk
• Speciality Training Manual - Workflow for Supervisors
• Web Connect User Instructions

Avatar Quick Guides
• Edit Service Information
• Possible Duplicate Service Report
• Residential Bed Management: Leave Definitions

InfoScriber Documentation
• CBHS Electronic Prescribing Policy
• InfoScriber Easy Reference Guide
• InfoScriber Full User Guide
• InfoScriber Pharmacies
• InfoScriber Standard Reports Guide
• InfoScriber Training (90 minute video)
For problems or issues related to Avatar contact:

Hotline Fax: 255-3788
E-mail: avatarhelp@sfdph.org

Civil Service users may contact IT Support Help Desk at 255-3438 or email from within Notes to DPH2 Help Desk for issues such as:

- Computer crashed or frozen
- Error messages from the server
- Workstation problems
- Printing problems
- Reset & change passwords
- Broken equipment
- Email problems
- Terminal connection problems
- Network problems
- All other technical problems

Consumer Satisfaction

Overview

The California Department of Mental Health and the San Francisco Health Commission have mandated the collection of consumer satisfaction information from youth, parents/caregivers (of youth under 18 years old), adults, and older adults.

Past data reports are available via the state Department of Mental Health's website:
http://www.dmh.cahwnet.gov/poqi/reports.asp
Overview

The Contract Compliance Section is part of the Business Office serving Community Programs of DPH. This section strives to ensure that each contractor is meeting contractual and regulatory requirements. The Section reports its findings to the Health Commission.

Requirements

At least annually, each contractor is audited or otherwise monitored for regarding various program objectives, including objectives related to program performance, program compliance, and client satisfaction.

Outcome

This Section generates a report regarding program findings and ratings. A summary report is provided to DPH Program Managers as well as the Executive Director and/or Program Director of the contractor. If a particular program/contractor does not score well or needs improvement in certain areas, then that program/contractor must complete a Plan of Correction.

This Section also oversees the standard NonProfit Joint Fiscal and Compliance activities required by the Controller’s Office of the City and County of San Francisco.
Office of Cultural Competence and Client Relations (Mental Health)

The Office of Cultural Competence and Client Relations (CCCR) develops, plans, implements, and monitors cultural competence for Community Behavioral Health Services (CBHS). A consumer arm of the unit provides clients, family members, and the community with information and help with accessing services and resolving any problems.

A Community Behavioral Health Cultural Competence Plan provides policies and procedures for ensuring cultural and linguistic appropriate services and resources throughout the system of care, cultural competence training, workforce development, consultation, behavioral health information, and community outreach.

Services offered by the Office of Cultural Competence and Client Relations:

- Language translation and interpreter resources.
- Client brochure and other educational materials.
- Cultural competence trainings.
- Multicultural Student Stipend Program (MSSP).
- Peer internship program and peer support.
- Client liaison services (problem resolution).
- Client and family newsletter and community calendar.
- Outreach and community liaison.
- Prevention and health promotion.

Client, Family, and Community Liaisons are available to provide information on how the system works, resolve problems about services, and link clients and family members to appropriate resources. For assistance, providers can make referrals to the following liaisons:

Wanda Materre, Client and Family Liaison/Ombudsman  255-3694
Stephen Dempsey, Client Liaison  255-3664

For CBHS Wellness and Recovery and Peer Projects:
Wing Tse, Peer Project Coordinator  255-3672

For interpreter and language resources:
Genie Wong, Administrative Analyst  255-3426

For information on other services:  255-3433

Requesting a Sign Language Interpreter
Sign Language Interpretation requires 5 days notification.
Alternatives for written materials
Large Print (18 pt or larger)
Reading written materials aloud and/or audio taping written materials

Telephone Communication with Hearing Impaired
TDD ACCESS:  1-888-484-7200
TDD Admin:  255-3429

For more information:
www.ddtp.org/california_relay_service/
www.sfgov.org/site/mod_page.asp?id=42181
AB2034 Assembly Bill 2034 is legislation that ensures services for the homeless who experience mental illness.

AB 3632 Assembly Bill 3632 is for children with special educational service needs (Individual Education Plan). Children with emotional/mental health issues that interfere with educational goals are entitled to mental health services at the appropriate level in order to help them meet educational goals.

ACCESS (ACCESS unit) provides screening, assessment, and referral to mental health services.

ACT Assertive Community Treatment; a specific model of intensive case management for clients. In the local community system, these programs are also known as SPRs or Single Points of Responsibility.

ADA Americans with Disabilities Act; federal regulations governing accessibility and treatment of people with disabilities.

ADP California State Office of Alcohol and Drug Programs.

ADU Acute Diversion Unit.

Advanced Directive: A document in which a client can designate their treatment wishes in the event that he/she is unable to make medical decisions.

AMA American Medical Association.

AMA Against Medical Advice.

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.

AOA Adult and Older Adult.

AOD Alcohol and Other Drug.

APA American Psychological Association.

APA American Psychiatric Association.

ASAM American Society of Addiction Medicine.

ASI Addiction Severity Index.

ATOD Alcohol, Tobacco, and Other Drugs.
Behavioral Health Court: A program that helps participants to address problems related to mental health.

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.

BIS CBHS’s electronic billing and information system, aka Insyst

Bipolar Disorder, also known as manic depression, 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.

Buprenorphine is an opioid drug used to treat opioid addition.

CAAP County Adult Assistance Program

CAFAS The Child and Adolescent Functional Assessment Scale for clients ages 7-18

CAADAC California Association of Alcoholism and Drug Abuse Counselors

CAADE California Association of Alcohol and Drug Educators

CADC I / II Certified Alcohol and Drug Counselor

CADE Certified Alcohol and Drug Educator

CAGE Alcoholism Screening Tool (Cut down, Annoyed, Guilty, Early morning drink “eye opener”)

CalOMS California Outcome Measurement System

CalTOPP California Treatment Outcome Pilot Project

CalWORKs: California Work Opportunity and Responsibility to Kids is a cash aid program that provides education, employment, and training programs to help families get jobs and move towards self-sufficiency.

Care Manager or Case Manager: Provider who is charged with coordinating client services and resources
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.

CBHS Community Behavioral Health Services, a section within the San Francisco Department of Public Health, encompassing a network of substance abuse and mental health services. Services are both directly operated by the County as well as by community based organizations.

CBO Community-Based Organization.

CCBADC California Certification Board of Alcohol and Drug Counselors

CCI SC Comprehensive, Continuous, Integrated System of Care, a model used for the design of CBHS’s integrated mental health and substance abuse service system

CD Chemical Dependency

CDC Centers for Disease Control

CDC California Department of Corrections

Change Agent: Appointed CBHS program representative, knowledgeable and experienced with current mental health and substance abuse service system; works with the Change Agent Committee to identify system strengths, weaknesses, barriers and solutions. A community leader who educates and inspires others to make necessary system changes.

CHN Community Health Network

CHP Community Health Programs

CIR Critical Incident Review, aka Sentinel Event Case Review or UOs (Unusual Occurrences); a meeting to review any event or condition that may have an adverse effect on the health or safety of our clients, family members, employee and/or members of the general public.

CIWA Alcohol Withdrawal Assessment Scale

CMHS Refers to the former Community Mental Health Services, the network of services operated under San Francisco’s Department of Public Health

CMS: Center for Medicare & Medicaid Services, a 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.

COD Co-Occurring Disorders

COMPASS Co-Morbidity Program Audit Self-Survey, A Program Audit tool for dual diagnosis capability for adult and adolescent programs

Consensus Agreement: The charter agreement CBHS programs are asked to sign in agreement to participate in a quality improvement plan for CCI SC implementation
**COSIG**  Co-Occurring State Incentive Grant

**CO-FIT CCSIC Outcome Fidelity and Implementation Tool**: A systems measurement tool for CCISC of Core Model for integration of psychiatric substance disorder services

**CODECAT**  Co-occurring Disorder Education and Competency Evaluation Tool – clinician self-assessment for CCISC implementation

**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

**COPE**  Centralized Opiate Placement Evaluation

**Counselor Certifying Organizations**: Responsible for certifying and credentialing alcohol and drug counselors in California. As of September 30, 2007, the following organizations are approved by the California Department of Alcohol and Drug Programs to register and certify AOD counselors:

1. The Breining Institute,
2. The California Association of Addiction Recovery Resources (CAARR),
3. The California Association for Alcohol/Drug Educators (CAADE),
4. The California Association of Alcoholism and Drug Abuse Counselors (CAADAC),
5. The California Association of Drinking Driver Treatment Programs (CADDTP),
6. The Forensic Addictions Corrections Treatment (FACT),
7. The Indian Alcoholism Commission of California, Inc.,
8. The Association of Christian Alcohol & Drug Counselors, or
9. The California Certification Board of Chemical Dependency Counselors (CCBCDC)

**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 individual values and customs.

**CPS**  Child Protective Services; a division of Department of Human Services, which investigates child abuse reports

**CQI**  Continuous Quality Improvement

**CRT**  Crisis Resolution Team, a mental health and case management program located at San Francisco General Hospital CRT. This program is targeted to clients discharged from hospitals or Psychiatric Emergency Services who are in the process of being linked with ongoing services.

**CSA**  Client Service Authorization; this is a form which a care manager completes to obtain continuing authorization for outpatient community services for client

**CSAS**  Refers to the SFDPH’s former Community Substance Abuse Services – now CBHS.
CSAT  Center for Substance Abuse Treatment
CSI  Computerized Screening Incorporated, a data collection tool.
CSOC  Children's System of Care; also the name of a service, which provides wraparound services to children without Medi-Cal. See FMP (Family Mosaic Project) in the directory of services
CYF  Children, Youth, and Family is a section of CBHS, not to be confused with DCYF (Department of Child, Youth, and Family), which monitors San Francisco Prop. D (formerly Prop. J) Children's Fund
DAST  10-item Drug Abuse Screening Tool
DBT  Dialectic Behavior Therapy
DD  Developmentally Disabled
DDC  Dual Diagnosis Capability
DDE  Dual Diagnosis Enhanced
DDP  Drinking Driver Program
DDx  Former name of dual disorders. Typically referring to having both an alcohol or drug problem and a mental illness.
Dementia:  a problem in the brain that makes it hard for a person to remember, learn and communicate; eventually 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.
DHS  City Department of Human Services
DMC  Drug Medi-Cal
DMH  State Department of Mental Health.
DPH  Department of Public Health
Drug Court  An intensively supervised program for those whose primary concern is problems with alcohol and/or drugs.
Drug Diversion  A program that allows offenders charged with their first drug possession offense to access treatment. Upon completion, charges can be dismissed.
DSAAM  Division of Substance Abuse and Addiction Medicine, a SFDPH division.

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 mental 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.

**DTR**  
Double Trouble in Recovery, 12-step program for COD

**Dtx**  
Abbreviation for Detox or detoxification – to remove toxic substances from the body.

**DUI**  
Drinking Under the Influence

**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.

**ECura**  
CBHS’s electronic service authorization system

**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.

**EPSDT**  
Early Periodic Screening, Diagnosis and Treatment; these are mental health services for children with full scope Medi-Cal

**EQRO**  
External Quality Review Organization, an entity required by federal regulation to provide external review of mental health plans providing specialty mental health services. Sometimes called CAEQRO.

**ETOH**  
Alcohol (ethanol)

**FAS**  
Fetal Alcohol Syndrome consists of a pattern of neurologic, behavioral, and cognitive deficits that can interfere with growth, learning, and socialization.

**FAE**  
Fetal Alcohol Effects describes children with prenatal alcohol exposure who do not have all the symptoms of FAS.

**5150**  
Section 5150 of the W&I code, which allows for involuntary detention of someone who is a danger to him/herself, others, or is gravely disabled. Pronounced “Fifty-One-Fifty.”

**FPM**  
Federal Performance Measures

**FSA**  
Family Services Agency

**FSP**  
Full Service Provider

**GLBTQQ**  
Gay, Lesbian, Bisexual, Transgendered, Queer, Questioning
**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.

**Hallucinations:** Hallucinations are experiences of sensations that have no source. Some examples of hallucinations include hearing nonexistent voices, seeing nonexistent things, and experiencing burning or pain sensations with no physical cause.

**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.

**HI M**
Health Information Management

**HIPAA**
Health Information Portability and Accountability Act, This 1996 act is a federal regulation that 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. In addition, it created regulations governing transactions, privacy, security, and the sharing of a client’s PHI (see below).

**HRSA**
Health Resources and Services Administration, a federal agency under Health and Human Services. The overseer of the Ryan White CARE act.

**HUH**
Housing and Urban Health

**IAPC**
Interagency Placement Committee; discusses cases which need placement changes. Agencies represented include CBHS CYF administrators, juvenile probation, school district, Human Services, and various residential providers

**IBIS**
Integrated Buophrenorphine Intervention Services

**IDDT**
Integrated Dual Disorder Treatment

**IEP**
Individual Education Plan; used in schools for children receiving CBHS services.

**IISC**
Interagency Intensive Services Committee; screens children for child and adolescent day treatment. Agencies represented include CBHS CYF administrators, day treatment providers, and the SFUSD

**ILSA**
Integrated Longitudinal Strength-Based Assessment

**InSyst**
CBHS's electronic billing and information system, also known as the BIS billing system.

**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.

**IMD** Institute for Mental Disease or more commonly known as “L-Facility.” Subacute nursing care facility for clients with severe and chronic psychiatric disorders who need longer term, locked institutional care.

**IP** (1) Inpatient; or (2) “identified patient” in family therapy parlance.

**ISC** Integrated Service Center, essentially a point of authorization for adult system clients. The following clinics are ISCs: Mission, OMI (Ocean Merced Ingleside), South of Market and Chinatown/North Beach.

**JPS** Juvenile Probation Services or Jail Psychiatric Services

**LCR** Lifetime Clinical Record

**LCSW** Licensed Clinical Social Worker

**L-Facility** See IMD. Sometimes called, Locked Facility

**LMFT** Licensed Marriage and Family Therapist

**LOCUS** Level of Care Utilization System

**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. Is financed with federal and state funds, 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 the disabled 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.

**Medi-Medi:** Insurance coverage by both Medi-Cal and Medicare

**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.
Meth: Abbreviation for methamphetamine, (not to be confused with methadone)

Methadone: A synthetic analgesic with potency equal to that of morphine, used in the treatment of heroin addiction

MH140: Computer generated printout report of individual clients services history in the mental health system

MHRC: Mental Health Rehabilitation Center, now the San Francisco Behavioral Health Center, formerly the “MERF”. Located on the grounds of San Francisco General Hospital. This is San Francisco’s sub-acute, longer-term institutional care rehabilitation facility. Often pronounced “the Murf.”

MHS: Refers to the SFPDH’s former Mental Health Services - now CBHS

MHSA: Mental Health Services Act or Prop 63. Proposition 63 is a statewide initiative 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.

MHSI P: Mental Health Statistics Improvement Program; an outcome client completed measure designed to assess a client’s satisfaction with services. Often pronounced “Missip.”

MIDAS: Mental Illness Drug and Alcohol Screening

MMSE: Mini Mental State Examination

MOCD: Mayor’s Office of Community Development

MRD90: Multi-page psychosocial assessment administered to initiate placement into the residential mental health treatment system.

MRS: Monitoring Report Summary

MST: Multisystemic Therapy

MMPI: Minnesota Multiphasic Personality Inventory

Naloxone: is a drug used to counter the effects of opioid (e.g. heroin) overdose

Naltrexone: is an opioid receptor antagonist used primarily in the management of alcohol dependence and opioid (heroin) dependence.

NASW: National Association of Social Workers

NASW-CA: California Chapter of the NASW

NCCCA: National Commission for Certifying Agencies. This body is responsible for certifying organizations for the purpose of certifying and credentialing alcohol and drug counselors in California.

NI AAA: National Institute of Alcoholism and Alcohol Abuse

NI DA: National Institute of Drug Abuse
NOA: Notice of Action; a State Department of Mental Health requirement that formal notice (NOA) be delivered to a client when the client is being denied care. The NOA informs the client that he or she is entitled to a fair hearing by an administrative law judge if the client so chooses.

NPI: National Provider Identifier

NPPES: National Plan and Provider Enumeration System

NREPP: National Registry of Evidence-based Programs and Practices is a service of the Substance Abuse and Mental Health Services Administration (SAMHSA).

NTP: Narcotic Treatment Program

OBIC: Outpatient Buophenorphine Induction Clinic

OBOT: Office-Based Opiate Treatment Services. A program that has been licensed as a narcotic treatment program.

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.

OP: Outpatient Services

OPG: Office of Problem Gambling

PADS: Prevention Activities Data System was implemented by the California Department of Alcohol and Drug Program (ADP) on January 1, 1998 to collect primary prevention service/activity data funded with ADP dollars.

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 usually work and function in everyday life since the delusions involve only one area. However, their lives can be isolated and limited.

PBM: Pharmacy Benefits Manager

PDC: Provider Declaration of Compliance
PECFAS  Preschool-Early Childhood Functional Assessment Scale for clients ages 4-7

Peer Run Services (Consumer 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.

PES  Psychiatric Emergency Services, located at San Francisco General Hospital. This is a crisis stabilization facility for primarily involuntary clients needing intensive intervention for stabilization. Clients are treated at PES for up to 23 hours.

PHC  Project Homeless Connect, also called Project Connect, the Mayor’s initiative to address homelessness.

PHI  Protected Health Information

PIP  Performance Improvement Project

PO  Probation or Parole Officer assigned through the courts

POC  (1) Plan of Correction, (2) Treatment 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.

PPD  Tuberculin skin test (purified protein derivative)

PPN  Private Practitioner Network. These are providers, either psychiatrists, psychologists, social workers, psychiatric clinical nurse specialists or Marriage and Family Therapists who are contracted to provide services by the SFMHP

Proposition 63: now know as the Mental Health Services Act (MHSA) The MHSA is a statewide initiative 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.

Provider Number: Each program providing services, that are then billed to the State Medi-Cal office by the County, has an Provider Number which is the RU number (see below) plus additional numbers or letters – such as 2855OP.

PTSD  Posttraumatic Stress Disorder is 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.

PURQC  Program Utilization Review and Quality Committee. These are clinic-based program committees that are responsible for reviewing the quality/utilization of clinics (including charts) and authorizing ongoing care. Pronounced “Perk.”

PWA  Person with AIDS

QOL  Quality of Life, an outcome measure, designed to assess an client’s quality of daily living.
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.

RFP Request for proposals

RFQ Request for qualifications

RU Number: Reporting Unit. A four-digit number used by the BIS billing system to track client services for each program. See Provider Number above.

SA Substance Abuse

SACPA Substance Abuse Crime Prevention Act (also known as Proposition 36). Under SACPA (Proposition 36), first- or second-time nonviolent adult drug offenders who use, possess, or transport illegal drugs for personal use will receive drug treatment rather than incarceration.

SAMHSA Substance Abuse and Mental Health Services Administration, a federal agency under Health and Human Services. This agency oversees the following offices: Office of Applied Studies; Office of Policy, Planning and Budget; Office of Program Services; Center for Mental Health Services; Center for Substance Abuse Prevention; Center for Substance Abuse Treatment.

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.

SD/MC Short-Doyle Medi-Cal

SED Seriously Emotionally Disturbed: Now called ED, this is a designation of a type of special education special day class, e.g., self-contained class through the San Francisco Unified School District.

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 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.

SFGH San Francisco General Hospital

SFMHP San Francisco Mental Health Plan, the plan that oversees our Private Practitioner Network
**SFUSD**  San Francisco Unified School District

**SMAST**  Short Michigan Alcohol Screening test-13-item

**SOC**  System of Care, the network of all services that comprise CBHS

**SOC-QIC**  System of Care Quality Improvement Committee

**SPMD**  Serious and Persistent Mental Disorder; sometimes referred to as SMI (Serious Mental Illness).

**SPR**  Single Point of Responsibility, also known as ACT or Assertive Community Treatment, these are intensive case management programs for clients with a history of very high acute and/or long-term institutional care utilization. SPRs provide 24/7 care for clients in the community

**SPY**  Specialty Programs for Youth

**SRS**  Session Rating Scale; a method of determining a client’s satisfaction with the just-received therapy session, which is administered by the clinician at the end of each session.

**SSA**  Social Security Administration, federal agency which administers several federal benefit programs.

**SSDI**  Social Security Disability Insurance Social Security Disability Insurance pays benefits if one is consider “insured,” meaning that you worked long enough and paid Social Security taxes.

**SSI**  Supplemental Security Income Monthly cash assistance for people, including children, who have low incomes and who meet certain age or disability guidelines.

**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.

**TANF**  Temporary Aid to Needy Families. Formerly AFDC (Aid to Families with Dependent Children)

**TAP**  Treatment Access Program, provides screening, assessment, referral and placement into behavioral health treatment services

**TAY**  Transitional Age Youth

**TBS**  Therapeutic Behavioral Services; for children with full-scope Medi-Cal who have had a recent psychiatric hospitalization

**TC**  A Therapeutic Community is a highly supervised program which requires abstinence from alcohol and other drugs, and emphasizes self-help, personal growth, and peer support.
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>TCM</td>
<td>Targeted Case Management Program</td>
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<tr>
<td>TEDS</td>
<td>Treatment Episode Data Set is a federal data base into which local substance abuse data is collected and fed into.</td>
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<tr>
<td>TIP</td>
<td>Treatment Improvement Protocol, federal outcomes measurement system for substance abuse published by Center for Substance Abuse Treatment (a part of SAMHSA)</td>
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<tr>
<td><strong>Treatment on Demand:</strong></td>
<td>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.</td>
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<tr>
<td>TYS</td>
<td>Transitional Youth Services</td>
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<tr>
<td>UA</td>
<td>Urinalysis, occurs at regular although oftentimes at random intervals in drug treatment programs</td>
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<tr>
<td>UCI</td>
<td>Unique Client Identifier</td>
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<tr>
<td>UDC</td>
<td>Unduplicated Client, a term to describe a client that has been counted as receiving services but who has received service at the program least once before during the data collection period.</td>
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<tr>
<td>UOS</td>
<td>Unit of Service, a term to describe a single contract-defined application of treatment for which the program has been funded to provide.</td>
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<tr>
<td>UR</td>
<td>Utilization Review; a process whereby a client’s care is evaluated for appropriateness</td>
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<tr>
<td><strong>Wraparound Services:</strong></td>
<td>A “full-service” approach to developing help that meets mental health needs. Individuals and families may need a range of community support services to fully benefit from traditional mental health services such as family and individual therapy and from special education.</td>
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<tr>
<td>YGC</td>
<td>Youth Guidance Center (informally known as Juvenile Hall)</td>
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Community Behavioral Health Services
Administration
1380 Howard Street

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<th>CBHS Reception</th>
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<tr>
<td>Rudy Aguilar</td>
<td>CDTA Program Manager</td>
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<td>Norman Aleman</td>
<td>Grants &amp; Training</td>
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<td>Lucy Arellano</td>
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<td>AVATAR Help</td>
<td>Help Desk</td>
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<td>Steve Banuelos</td>
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<td>Lion Barnett</td>
<td>Eligibility (Medi-Cal)</td>
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<td>Maria Barteaux</td>
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<td>Edwin Batongbacal</td>
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<td>Tom Bleecker</td>
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<td>Melissa Bloom</td>
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<td>Helynna Brooke</td>
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<td>Fidez Bituin</td>
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<td>Ernestina Carrillo</td>
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<td>Phil Castiglione</td>
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<td>Sai-Ling Chan Sew</td>
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<td>Eric Ciasullo</td>
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<td>Miriam Damon</td>
<td>Children, Youth, Fam. SOC</td>
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<td>Christine Davenport</td>
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<td>Faye DeGuzman</td>
<td>Executive Assistant to Director of Health</td>
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Steven Dempsey  Peer Support/ Client Relations  255-3664
Yvonne Echoff  Contracts  255-3492
Duane Einhorn  Director, Business Office – Contract Compliance  255-3471
Albert Eng  Children, Youth, Fam. SOC  255-3506
Susan Esposito  Adult Older Adult SOC  255-3441
Matthew Flores  Health Information Management System  255-3487
James Gasper  Pharmacy  255-3705
Emily Gerber  Children, Youth, and Family SOC  255-3448
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Alice Gleghorn  Substance Abuse Services Adm.  255-3722
John Grimes  Adult Older Adult SOC  255-3444
Elayne Hada  Placement  255-3673
Nick Hancock  Budget  255-3776
Help Desk  End User Support  255-3438
Mario Hernandez  CDTA Program Manager  255-3503
Kellee Hom  Office of Quality Management  255-3425
Maria Iyog-Omalley  MHSA Coordinator  255-3551
Nate Israel  Office of Quality Management  255-3428
Georgia Jackson  Grants & Training  255-3587
Sandra Johnson  Adult Older Adult SOC  255-3442
Denise Jones  Children, Youth, and Family SOC  255-3403
Jeanne Kwong  Cultural Competency  255-3427
Valerie Lai  Placement  255-3432
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<td>Wanda Materre</td>
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<td>Supply/Forms Room, 2nd Floor</td>
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<td>Ann Santos</td>
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<td>Irene Sung</td>
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<td>Eva Tan, Office of Quality Management - HIM</td>
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<tr>
<td>Gloria Wilder</td>
<td>Director, CBHS Pharmacy Services</td>
<td>255-3703</td>
</tr>
<tr>
<td>Andrew Williams III</td>
<td>Contract Development Technical Assistance</td>
<td>255-3928</td>
</tr>
<tr>
<td>Deborah V. Williams</td>
<td>MHSA Implementation Specialist</td>
<td>255-3778</td>
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<tr>
<td>Spencer Williams</td>
<td>Community Programs</td>
<td>2554757</td>
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<tr>
<td>Michael Wise</td>
<td>MHSA Implementation Specialist</td>
<td>255-3684</td>
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</tbody>
</table>

**Quick Reference**

- **CBHS Administrative Office**: 255-3400
- **CBHS Treatment Access Program (TAP)**: 522-7100 / 1-800-750-2727
- **Child & Adolescent Support Advocacy & Resource Center (CASARC)**: 206-8386
Comprehensive Child Crisis Services 970-3800
Homeless Outreach Team 554-8472
Mental Health Treatment & Substance Abuse Treatment Access 255-3737
                                      1-888-246-3333
Mobile Assistance Patrol 431-7300
Mobile Crisis Treatment Team 355-8300
Project Homeless Connect 431-7400
Psychiatric Emergency Services 206-8125
Suicide Prevention (Telephone Crisis Counseling) 781-0500
Westside Crisis Clinic 353-5050
Communication with the Hearing Impaired 711
                                      1-888-877-5319
                                      1-800-753-2922

Please consult the main body of the manual for a full description of these programs or visit online at: