



San Francisco Transgender Resource Manual 2013



Created by the San Francisco Department of Public Health
Office of Cultural Competence & Client Relations

CHILDREN/YOUTH/FAMILY SERVICES

Balboa Teen Health Center

1000 Cayuga Avenue
San Francisco, CA 94112
Phone: 415-469-4512

Contact: Maureen McCarthy
415-469-4512

Services: Free mental health, substance abuse, medical, and health education services for youth 11-18 yrs old. Individual, group and family counseling are available.

Dimensions Queer Youth Health Clinic

Castro Mission Health Center
3850 17th Street (between Noe Street and Sanchez Street)
San Francisco, CA 94114
Phone: 415-934-7716

Contact: Amy Peterson, MFT
Behavioral Health Services Coordinator
415-934-7716
amy.peterson@sfdph.org

Services: Dimensions Clinic provides integrated medical, mental health, substance abuse, social support, and case management services to transgender and gender variant youth ages 12-25.

Groups:

- Weekly transgender/gender-variant support group for youth 25 and under on Thursdays from 6:30pm - 7:30pm.
- Weekly transgender/gender-variant support group for youth ages 12-15 on Fridays from 4:00pm - 5:00pm.

Homeless Children's Network

3265 17th Street, Suite 404
San Francisco, CA 94110
Phone: 415-437-3990 x313

Fax: 415-437-3994
Contact: Kathy O'Shea, LMFT, Program Director
Kathy@hcnkids.org

Services: Individual and family therapy, with adjunct case management services, to clients 0-18 years old. Homeless Children's Network provides EPSDT services specifically for LGBTTQQ youth with full-scope Medi-Cal. Contact Kathy O'Shea for specific transgender services.

La Casa de las Madres

1663 Mission Street, Suite 225
San Francisco, CA 94103
24 Hour Crisis Line- Adults- 1-877-503-1850
24 Hour Crisis Line- Teens- 1-877-923-0700
Phone: 415-503-0500
www.lacasa.org

La Casa de las Madres provides adults, teens, and children threatened by domestic violence with safety and services to support their individual needs. Services are free of charge, multilingual, and available to survivors of all ages and backgrounds who are experiencing any kind of control or abuse in a relationship, not limited to physical abuse. La Casa hotlines are state-wide and services are not limited to residents of San Francisco.

Services:

- two 24-hour crisis hotlines (see above)
- emergency shelter program
- drop in center with counseling & support groups
- legal support
- teen services
- later-in-life services
- crisis response
- advocacy
- information and referrals

Seneca Center

Connections Community Based Services
2513 24th Street
San Francisco, CA 94110
Phone: 415-642-5968
www.senecacenter.org

Connections (at Seneca Center) is a San Francisco wrap around program which is generally a 12-18 months service for program children, youth, and their families.

Contact: Larkin Sealy - for Seneca Center Connections Program
Residentially-based Services

415-415-264-8221

larkin_sealy@senecacenter.org

Kim Mangarin - Seneca Center WRAP Programs

415-271-3766

Kim_mangarin@senecacenter.org

Services: case management, 1-1 counseling, family support, and therapy both individual and family therapy. All of referrals are handled through the county MAST Committee.

Special Programs for Youth (SPY)

375 Woodside Avenue

San Francisco, CA 94127

Phone: 415-753-7784

Fax: 415-753-7822

Contact: Robán San Miguel, MSW, LCSW, Program Coordinator

Services: Free primary care, behavioral health services, dental care, and health education for youth detained at the Juvenile Justice Center (ages 11-18), including transgendered youth. Services: family planning, pregnancy screening, treatment of sexually transmitted diseases, and HIV testing.

Languages spoken: Spanish, Cantonese, and Tagalog. Interpretation services for other languages can be arranged. Wheelchair accessible.

Victor Treatment Center

Santa Rosa, CA area

Phone: 707-360-1924

Fax: 707-360-1960

Contact: Kris E. Rouse, Client Services Coordinator

Services:

A level 14 residential program, is currently serving transgender youth. Individual, group and family therapy is made available within the structure of the residential program and specialty Mental Health Services are offered as assessed and authorized by the placing county. Victor's residential milieu program is specifically designed to teach social skills, values, enhance community involvement, develop personal health and safety education, and develops leisure skills training and independent living skills.

Services Eligibility and Assessment:

All youth referred are first screened by an interagency screening committee or IEP team to determine qualifications for eligibility for program services. Each youth must be certified by their local Mental Health Department as qualified for a Level 14 program and/or the IEP team placing the youth must determine the youth's eligibility as Seriously Emotionally Disturbed and note the need for a level 14 program. The individual youth is then assessed by a Victor mental health professional, through application and interview.

* * * *

ADULT / OLDER ADULT SERVICES

Alliance Health Project

UCSF Division of LGBTQ Services
1930 Market Street
San Francisco, CA 94102
Phone: 415-476-3902
www.ucsf-ahp.org

Services: Alliance Health Project provides a broad range of mental health services for transgender clients who meet the criteria for SMI through our CBHS contract, including: transgender mental health support services groups (individual and weekly groups), HIV+ support groups and treatment services, substance abuse support services (individual and group).

Other:

- AIDS & Substance Abuse Program Drop-in 1:00 pm - 4:00 pm
Mon, Wed, Thurs & Fri - Closed on Tuesdays
- AHP Triage 9:00 am - 11:00 am
Mon - Fri Call or Come Walk In
- HIV testing and counseling support: Drop In & by appointment
Tues: 5:00pm - 7:00pm
Wed: 12:00pm - 7:00pm
Thurs: 12:00pm - 7:00pm
Fri: 12:00pm - 5:00pm
Sat: 9:00am - 12:00pm

Castro-Mission Health Center

3850 17th Street (at Noe Street)
San Francisco, CA 94114
Phone: 415-934-7700

Program: Transgender Life Care
Services: mental health counseling, clinical case management, and psychiatric services. In addition, services include HIV clinic providing medical services and counseling to people with AIDS/ARC or those who are HIV positive, as well as preventative care as well as medical assistance to symptomatic individuals.

Central City Older Adults Clinic

90 Van Ness Avenue
San Francisco, CA
Phone: 415-558-5900

Contact: Officer-of-the-Day
415-558-5900

Services: mental health counseling, case management, and psychiatric medication services. Other: Outreach and home-visits in the Tenderloin, SOM/civic center area of the city.
Languages of services include Cantonese, Spanish, Tagalog, and German.

Central City Hospitality House

290 Turk Street
San Francisco, CA 94102
Phone: 415-369-3043
Fax: 415-749-2136

info@hospitalityhouse.org

Central City Hospitality House has served the homeless community in San Francisco's Tenderloin district since 1967. Through their unique combination of peer-led programs and advocacy efforts, many homeless and low-income people have been empowered to unite their voices to stimulate social change.

Services: Transgender support groups (call for current groups and activities), creative arts, community and service linkage services, and case management services.

Clinic Sites:

- Tenderloin Self-Help Center 415-749-2143
- Sixth Street Self-Help Center 415-369-3040
- Community Arts Program 415-553-4525 ext. 301
- Shelter Program 415-749-2103

Community United Against Violence (CUAV)

427 South Van Ness Avenue (15th and 16th Streets)
San Francisco, CA 94103
Phone: 415-777-5500
Fax: 415-777-5565

Safety Line: 415-333-HELP (4357)

www.info@cuav.org

Services: Peer-based counseling, direct assistance, education and outreach, grassroots organizing, and policy advocacy

- Wellness Wednesdays: 4:00pm-8:00pm Drop-Ins
- SAFETY LINE: 415-333-HELP (4357)

Gaylesta, Inc.

584 Castro Street, #230
San Francisco, CA
94114-2594
Phone: 415-729-3996
www.gaylesta.org

Gaylesta is the gay, lesbian, bisexual, transgender psychotherapists' association of the greater San Francisco bay area.

Services:

- Seminars, Consultations, and Speakers offered by members on such LGBTQ-related topics as homophobia, coming out, gay marriage, HIV/AIDS, alternative families, parenting, gender identity, S/M/B/D, as well as how anxiety and depression affect our community
- A Referral Service for community members looking for an LGBTQ therapist to meet their specific needs. Both a telephone consultation and/or an on-line search are available
- Annual fundraising events for LGBTQ service provider organizations
- Maintaining a presence at many community events.

Institute on Aging

3575 Geary Blvd,
San Francisco, CA 94118
Phone: 415-750-4111
Fax: 415-750-5338
Senior Information Line: 415-750-4111
www.ioaging.org

Contact: Rick Appleby, Intake and Referral Manager
415-750-4111 x204

Services:

- Geriatric Health Needs Assessments
- In Home Care & Assistance
- Adult Day Programs & Health Services
- Social & Life Quality Enrichment
- Counseling & Telephone Support
- Caregiver Resources
- Care Management Services
- Support Group Services

La Casa de las Madres

1663 Mission Street, Suite 225
San Francisco, CA 94103
24 Hour Crisis Line- Adults- 1-877-503-1850
24 Hour Crisis Line- Teens- 1-877-923-0700
415-503-0500
www.lacasa.org

Contact: 415-503-0500 (business line) or
877-503-1850 (for 24/7 support)

Services: La Casa de las Madres provides adults, teens, and children threatened by domestic violence with safety and services to support their individual needs. Services are free of charge, multilingual, and available to survivors of all ages and backgrounds who are experiencing any kind of control or abuse in a relationship, not limited to physical abuse. La Casa is located in San Francisco but the hotlines are state-wide, and services are not limited to residents of San Francisco.

- two 24-hour crisis hotlines
- emergency shelter program
- drop in center with counseling & support groups
- legal support
- teen services
- later in life services
- crisis response
- advocacy
- information and referrals

Lyon-Martin Health Services

1748 Market Street Suite 201
San Francisco, CA 94102
Phone: 415-565-7667
Fax: 415-252-7512
info@lyon-martin.org

Lyon Martin Health Clinic provides personalized healthcare and support services to women and transgender people who lack access to quality care because of their sexual or gender identity, regardless of their ability to pay.

Services: Transgender-specific health care, including: primary care medical services, HIV-primary care, gynecologic care, breast health services, mental health services, integrated behavioral health, healthy living information and referrals.

Office of Self Help - Transgender Program

994 Market Street, 7th Floor
San Francisco, CA
Phone: 415-255-3098

Services:

- Pre-treatment Support Services
 - Monday 1:00pm -2:30pm

Native American Health Center, Inc.

Two Spirit Prevention Program
160 Capp Street, 2nd Floor
San Francisco, CA 94110
Phone: 415-621-4371
www.nativehealth.org

Contact: Nazbah Tom, MFTI, Program Director
415-621-4371, ext. 525
nazbaht@nativehealth.org

Services: Individual prevention counseling and case management, community support groups, cultural wellness groups, referral and linkage services, and nurse case management (for individuals living with HIV/AIDS).

Prevention Groups:

- LGBT Support Group (Mondays 12-1pm)
- Beading Group (Mondays 2-4pm)
- Writing Group (Tuesdays from 3-5pm)
- Men's Drum Group (Wednesdays 12-2pm)
- Substance Abuse & HIV/AIDS Psycho-education Groups (Scheduled for 6 Wednesdays 6-7:30pm @ 333 Valencia St. site-2nd Floor, starting April 4th)
- Talking Circle (Thursdays 2-4pm)
- Aftercare Support Group (Fridays 2-3pm)
- LGBT Two Spirit Aftercare Support Group (Fridays 4-5pm)
 - Aftercare groups will require 3 months sobriety to participate)
- Regalia Making Group (future group)

Newcomers Health Program

Refugee Medical Clinic - FHC
995 Potrero Avenue - Bldg.80, Rm. 518
San Francisco, CA 94110
Phone: 415-206-8608
Fax: 415-206-5513

www.sfdph.org/newcomers

Facebook: Newcomers Health Program

Contact: Cristy Dieterich
415-581-2479
cristy.dieterich@sfdph.org

Services: Health assessments for refugees, asylees and certified victims of human trafficking. Program staff and providers have worked with many LGBTQ individuals who have fled their countries due to persecution. Besides health assessments, we provide general community resources as well as specific LGBT agencies and contacts.

Pathway to Discovery

1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Phone: 415-255-3615
Fax: 415-252-3079

Contact: Jamie Armstrong - Transgender Specialist
415-255-3615
jamie.armstrong@sfdph.org

Services: Peer advocacy, case management & referral, Transgender & HIV Training and group facilitation.

Groups:

- Weekly Thursday Transgender Support Group
1380 Howard St. 1st Floor
3:00-4:30 PM

Queer LifeSpace

2275 Market Street, Suite 7
San Francisco, Ca 94114
Phone: 415-358-2000
Intake - x 302
Fax: 415-864-1307

www.queerlifespace.org

Queer LifeSpace provides long-term, low fee mental health and substance abuse therapy for the queer community.

Services: Mental health and substance abuse counseling for individuals and couples.

Groups offered:

- GenderQueer/Trans Support Group
- Abstinence Support Group
- Men's Trauma Group
- Intersex Support Group

- Men's Relationship Group
- People of Color Support Group

San Francisco City Clinic

356 7th Street

San Francisco, CA 94103

Phone: 415-487-5500

Fax: 415-487-5581

www.sfcityclinic.org

Contact: Deborah Williams, Nurse Manager
451-487-5514

Services: STD screening, diagnosis and treatment; post-exposure prophylaxis (PEP), HIV-testing and counseling, partner services and linkage to HIV primary care, family planning, emergency contraception. HIV primary care by appointment only.

DROP-IN HOURS

8:00-4:00 M-W-F

1:00-6:00 Tuesday

1:00-4:00 Thursday

On Tuesday from 1:00-3:00 and Thursday from 1:00-4:00 we only see patients with symptoms of an STD or those who have a partner with an STD. Clinic may close early if maximum volume is reached.

\$10 fee, no one turned away for lack of funds

Languages spoken: English, Cantonese, Mandarin, Russian, & Spanish.

San Francisco General Hospital - The Positive Health Program (Ward 86)

Richard Bargetto - CoE Coordinator

995 Potrero Avenue, Ward 82

San Francisco, CA 94110

Phone: 415-206-6585

Fax: 415-502-9566

Contact: Contact Person: Karena Franses, LCSW
415-206-2480

Services:

Primary Medical Care, Urgent Care, Nursing Care, Psychiatry, Pharmacy, Social Work (Case Management), Substance Use Counseling, & Mental Health Counseling.

St James infirmary

1372 Mission Street
San Francisco, CA 94103
Phone: 415-554-8494

Contact: Intake Person
415-554-9634

Services: Medical and holistic care, HIV testing and counseling, peer counseling, harm reduction support groups and workshops, and hot meals service for all sex workers while preventing occupational illnesses and injuries through comprehensive continuum of care.

- Appointment Thursdays: 1:00pm - 4:00pm
STRIDE Transgender Healthcare and Hormone Therapy Program (By Appointment ONLY)
- HIV/STI testing (By Appointment ONLY)
- Rapid HIV Testing (with same day results)
- Sexually Transmitted Infections (STI) Counseling and Testing

Tom Waddell Health Center

50 Lech Walesa (Ivy) Street
San Francisco, Ca 94102
Phone: 415-355-7400
Transgender Info Line: 415-355-7588

Contact: Vanessa Remhof - Transgender Clinic Charge Nurse
415-355-7416
vanessa.remhof@sfdph.org

Services: Primary care services for transgender patients. Social workers specialized in TG care (for primary care patients only), health support services (individual and group). Individuals need to be primary care patients here to receive other services (psychosocial, nursing, etc).

- Transgender Clinic: Tuesdays 5:30pm - 8:00 pm
(Contact person: Vanessa Remhof)
- Intakes by Drop-in basis: Tuesdays 2:00pm - 3:00pm
(first come, first served)
- Transgender Voicemail Line: 415-355-7588

Transgender Employment Program TEEI

1800 Market Street
San Francisco California 94102
Phone: (415) 865-5555

Website:

<http://www.sfcenter.org/programs/transgender-employment-services-teei>

Contact: Employment Services
 415-865-5632
 employmentservices@sfccenter.org

Services: The mission of the San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center is to connect our diverse community to opportunities, resources and each other to achieve our vision of a stronger, healthier, and more equitable world for LGBT people and our allies. When visitors arrive at the Center, they find free services like career counseling, job fairs, computer lab, social activities, mentorships, youth meals, daycare, various workshops and much more. Here they can connect with other LGBT people and organize to secure our equal rights.

- Employment Support and Case Management
- Networking Clubs and Mentoring
- Life Skills Training and Employment Workshops
- Career Fairs and Employer Spotlight Events
- Employer, Service Provider, and advocacy Trainings
- Legal Services and ID Document Support

Hours of Operation:

- Monday-Friday 12:00pm - 6:00pm
- Saturday 9:00am - 6:00pm

Transgender Law Center

870 Market Street, Room 400
San Francisco, CA 94102
Phone: 415-865-0176
Fax: 877-847-1278

www.transgenderlawcenter.org

Program: The Transgender Law Center (TLC) is a civil rights organization advocating for transgender communities. Every day we connect transgender people and their families to technically sound and culturally competent legal services, increase acceptance and enforcement of laws and policies that support California's transgender communities, and work to change laws and systems that fail to incorporate the needs and experiences of transgender people.

Services:

- Community Legal Services
- Legal Information
- Direct Representation
- Transgender Law 101 Workshops
- Legal Rights Information

Trans Thrive: A Drop-In Center for the Transgender Community

Asian & Pacific Islander Wellness Center

730 Polk Street, Fourth Floor

San Francisco, CA 94109

Phone: (415) 409-4101

Fax: (415) 922-9231

www.apiwellness.org

www.transthrive.org

Contact: Nikki "Tita Aida" Calma
Trans Thrive Program Supervisor
415-409-4101 x348
titaaida@apiwellness.org

TRANS THRIVE is a drop-in center that caters to the transgender community in San Francisco. Trans Thrive is a program by Asian & Pacific Islander Wellness Center.

Our services are:

- HIV Prevention & Counseling
- Prevention Case Management
- Individual Risk Reduction Counseling
- Workshops and Support Groups
- Outreach and Free Rapid HIV Testing

Our Drop-in Center has the following amenities:

- Lounge
- Computer Lab
- Clothing Closet
- Mini Library

We have a Drop-in day dedicated to Trans Youth of Color ages 14-24, our schedules are as followed:

- Tuesday 2pm-5pm
- Thursday 2pm-5pm
- Friday 2pm-5pm
- Saturday 2pm-5pm
- Wednesday 4pm-7pm (***Trans Youth of Color-Drop-In***)

WORKSHOPS AND SUPPORT GROUPS

- *Seeking Safety- Tuesdays 3-5pm, A therapist-led check-in group focused on topic such as depression, anxiety, bipolar & more.*

- *Healthy You- Thursdays 3-5pm*, A group for all trans & gender non-conforming folks to share ways to take care of yourself, featuring a different health topic each week.

- *Asian & Pacific Islander Transgender Empowerment (ATE)*
1st & 3rd Wednesdays of each month- 5:30-8:30pm,

A group specifically for A & PI MTF Transgenders.

- *Tranzotica- Saturdays 3-5pm*

A group for African American MTF Transgender folks, various topics.

- *Candy Shop- Wednesdays 4-7pm,*

The Candy Shop Youth Drop-In is a sexy, safe and fun space for transgender and gender variant youth between the ages of 14 and 28.

In Tyce- Wednesdays during Candy Shop Drop- in Hours

A new leadership and mentorship program for Trans Youth, gender variant and/or questioning and intersexed ages 14-24.

- *Transmasculine- Tuesdays 6-8pm*

This social support group is for female to male (FTM) people & anyone else labeled female or intersex at birth who identifies on the trans-masculine spectrum.

- *Trans Feminine- 2nd & 4th Tuesdays of each month-6-8pm*

An after- hour discussion and support group for transgender women primarily geared towards those women who can't make it during daytime drop in hours and looking for support around transitioning relevant issues to trans women and more.

Trans Thrive Prevention Programs

Transform SF

A San Francisco city-wide HIV testing/prevention collaborative program for the transgender community. This is a multi-agency collaboration of A&PI Wellness Center, Instituto Familiar de la Raza, and El/La (a project of LYRIC).

A&PI Wellness Center 415-409-4101
Instituto Familiar de la Raza, Inc. 415-229-0500
El/La @LYRIC 415-864-7278

Provides HIV, Hepatitis B (HBV), and Hepatitis C (HCV) testing, linkage to case management services, mental health and substance abuse and counseling, various support groups and workshops, youth and transgender specific services.

Tm4m (Transmen who have sex with Men)- Thursdays @ Eros

A prevention program that caters to transmen who play with men (or want to...) and the guys who play with them. Events are held at Eros, 2051 Market Street, SF, CA unless otherwise noted.

Needle Exchange - Tuesday, Thursday, Friday & Saturday 2:00 PM - 5:00 PM

We can exchange them for new, fresh needles.

T-SISTA/SHEROES

An adaptation /research group-level, gender- and culturally relevant intervention designed to increase condom use with MtFs. Please call for schedule.

Transgender Recovery Program

Haight Ashbury Free Clinic-Walden House Programs
Admissions Department
1735 Mission Street
San Francisco, CA 94103
Phone: 415-762-3450

Contact: Admissions Department
415-762-3450

Services: Specialized 6 months to 12 months residential substance abuse recovery program for transgendered individuals with co-occurring mental health disorders, and/or HIV/AIDS. The program provides TG-specific interventions in a trauma-informed treatment environment, Case management strategies link participants internally to the HAFC-WH Clinic and HIV testing and counseling, and externally to other key providers including legal advocacy, and increase the availability and use of social support. Therapists provide individual, group, and family sessions for participants who have coexisting mental health needs.

Women's Community Clinic

1833 Fillmore Street (between Bush and Sutter Streets)

San Francisco, CA 94115

Phone: 415-379-7800

Fax: 415-379-7804

TTY: 415-386-8232

www.womenscommunityclinic.org

Services: Free health exams and health-related counseling, outreach services, and health career training programs.

Please contact the SF Department of Public Health – Community Programs, Office of Cultural Competence and Client Relations to update or correct any information provided in this directory at (415) 255-3422 or nelson.jim@sfdph.org