

Frequently Asked Questions:

What are the differences between refugees, asylees and victims of trafficking (VOTs)?

A refugee is someone who has fled his or her country because of a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group or political opinion.

An asylee is a person who is already present in the U.S. or is still in another country and, like a refugee, is granted legal status to live in the U.S. based on a claim of persecution or feared persecution in his/her home country.

A victim of trafficking is subjected to force, fraud, or coercion for the purpose of commercial sex, debt bondage, or forced labor. Human trafficking is a form of modern day slavery. Survivors of human trafficking include young children, teenagers, men and women.

What benefits and services are asylees, refugees and victims of trafficking (VOTs) eligible for?

Asylees, refugees and VOTs are eligible for public benefits which include Medi-Cal or Refugee Medical Assistance, Refugee Cash Assistance, and CalFresh for up to eight months after asylum is granted, refugee arrival in the USA or VOTs certification. In addition they can receive comprehensive health assessments and assistance in applying for benefits within the first ninety days after asylum is granted, refugee arrival or VOT certification.

Asylum seekers and pre-certified VOTs may also be eligible for health services. Contact us to find out more about these and other benefits.

Who We Are About Us



The Newcomers Health Program is a clinic and community-based health program for refugees, asylees, and other immigrants. We partner with community-based organizations, city agencies, and public health programs to respond to the health and social needs of refugee and immigrant communities.



Our Staff

The Newcomers Health Program staff provides linguistic and cultural access for health assessments and other preventive health programs.

Staff speaks various languages including *Arabic, Burmese, Cantonese, Mandarin, Mongolian, Spanish, and Russian*. Clinic-based staff work at Zuckerberg San Francisco General's Refugee Medical Clinic serving newcomers city-wide.

Collaborating Agencies:

San Francisco Department of Public Health
Family Health Center at ZSFG
International Institute of the Bay Area
USCIS Asylum Office



A program of the San Francisco Department of Public Health focused on refugee and immigrant health and well-being since 1980



Refugee Medical Clinic of Family Health Center at Zuckerberg San Francisco General

*995 Potrero Avenue (at 22nd St.)
Building 80, 5th Floor, Rm 518
San Francisco, CA 94110*

*Phone (415) 206-8608
Fax: (415) 206-5513
Hours: Mon – Fri, 8:00am-4:30pm*

Mission:



Our mission is to promote the health and well-being of refugees, asylees and immigrants throughout San Francisco.

Our Programs and Services:

Refugee and Asylee Services

are designed to increase access to health services and include:

- ❖ Comprehensive Health Assessments
- ❖ Primary Health Care Support & Referrals
- ❖ Clinical Patient Education
- ❖ Medical & Mental Health Interpretation
- ❖ Referrals & Support for “Green Card” Medical Requirements
- ❖ Monthly Asylum Benefits Orientation

Newcomers CONNECT

Project provides resources and linkages to individuals vulnerable to exploitation (such as foreign-born workers at massage establishments and restaurants) through:

- ❖ Direct outreach
- ❖ Education on employee rights
- ❖ Health access
- ❖ Referrals to educational opportunities
- ❖ Referral to legal services
- ❖ Sanctuary City Protections
- ❖ Other community resources



COMPREHENSIVE HEALTH ASSESSMENT

available for new refugees, asylees, and certified victims of trafficking living in San Francisco, San Mateo, and Marin counties within 8 months of arrival in U.S. or status granted date.

Why get a refugee health assessment?

- ❖ Create a health record in the U.S.
- ❖ Learn about your health status and any health conditions you may have.
- ❖ Meet with a doctor who has experience working with refugees and asylees, and work with a qualified interpreter.
- ❖ Receive treatment, medications, and preventative healthcare.
- ❖ Receive referrals to mental health specialists and support groups.
- ❖ Receive immunizations to stay healthy, and that will help when you apply for a green card or lawful permanent residency.

Ways to collaborate:

Please contact our administrative office to discuss how we can collaborate with you, including:

- ❖ Outreach to asylees and/or victims of trafficking, and newcomer populations with information about community health and social services
- ❖ Provide culturally and linguistically tailored healthy living workshops in the community
- ❖ Share resources and referrals

Newcomers Health Program is an active member in various immigrant collaborations including:

- **SF-CAIRS** (SF Coalition for Asylee, Immigrant and Refugee Services) www.sf-cairs.org
- **SF Mayor’s Task Force on Human Trafficking** <http://www.sfgov.org>

Administrative Office: Community Health Equity & Promotion Branch

Newcomers Health Program
25 Van Ness Ave #500
San Francisco, CA 94102

www.sfdph.org/Newcomers
E-mail: Newcomers.health@sfdph.org