

INDIVIDUALS IN CRISIS

If individual is in crisis and is assessed to be a danger to self or others, call 911 immediately.

24-hour Suicide Prevention Hotline: (415) 781-0500

**24-hour GLBTQI Suicide Prevention Hotline:
(866) 4-U-TREVOR | (866) 488-7386**

If the individual is not in immediate danger, the following services may be appropriate, depending on level of crisis:

- 1) **CBHS Mobile Crisis Treatment Team (CBHS)**
Mon-Fri 8:30am-11:00pm; Weekends & Holidays noon-8:00pm
Phone: (415) 355-8300

Emergency crisis intervention services conducted in the field for early intervention before escalation to critical crisis. Consultation services provided to consumers, support systems, mental health providers and shelter providers. Assistance with linkage to outpatient mental health services. 5150 evaluation capacity and determination of appropriate level of care. Psychiatry available for short-term medication services.

- 2) **Westside Crisis Clinic**
http://www.westside-health.org/programs/commBehavioralServ/crisis_clinic.html
245 11th Street, San Francisco, CA (2 blocks away from CIIS, between Howard and Folsom)
For map: <http://bit.ly/WestsideCrisisClinic>
Mon–Fri 9:00am–5:00pm; Sat 9:00am–12:00pm
Phone: (415) 355-0311

The Westside Crisis Clinic provides culturally competent crisis and urgent care services to San Francisco adults (18 years or older). Crisis Clinic is a voluntary, drop-in service open to any adult in need of emergency psychiatric care. The Clinic is designed to stabilize low-income residents in a mental health crisis and refer that person to an appropriate source for follow-up treatment.

- 3) San Francisco General Hospital Psychiatric Emergency Services
1001 Potrero Avenue, San Francisco, CA (bet. 22nd St. and 23rd St.)
For map: <http://bit.ly/SFGHPES>
Phone: (415) 206-8125 (24-hour line)

PES is a 24-hour facility based in SFGH with capacity to evaluate and treat psychiatric emergencies for both voluntary and involuntary clients. Provides intensive medical oversight, nursing care, medication support, assessment & reassessment, linkage and referral to ongoing mental health services; has general mental health services and case management with the capacity to treat patients for up to 20-23 hours to stabilize an acute crisis.

- 4) San Francisco Community Behavioral Health Services (CBHS)
<http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/>
24-hour Access Helpline: (415) 255-3737 or (888) 246-3333
TDD (888) 484-7200

CBHS provides authorization & access to all short- & long-term outpatient mental health services offered by CBHS. CBHS conducts intake assessments over the phone, determine ability to pay (sliding scale), and schedule an appointment with an appropriate community mental health clinic and/or clinician (psychiatrist / psychotherapist).

DOMESTIC VIOLENCE / ABUSE

- 1) La Casa de Las Madres
24-hour Hotline: (877) 503-1850

Our lines are answered 24 hours a day, 7 days a week, 365 days a year by live, trained staff and volunteers who provide culturally appropriate, multi-language crisis intervention, counseling, information, resources and referrals for domestic violence survivors. In addition, a concerned friend, family member, or neighbor can call to receive information about how to safely offer someone help or direct him or her to resources. La Casa is currently the only domestic violence shelter in San Francisco conducting after-business-hour and weekend shelter intakes.

- 2) Riley Center
24-hour Hotline: (415) 255-0165

The Riley Center offers safe and confidential services for any woman in an abusive relationship and her children through Rosalie House, Brennan House, the Community Office, and CalWORKs. The Riley Center is also one of the many programs of the St. Vincent de Paul Society of San Francisco.

- 3) Community United Against Violence
170A Capp Street, San Francisco (bet. 16th & 17th Streets)
Walk-in Hours: Wednesdays & Fridays, 11am-1pm
24-hour Safety Line: (415) 333-4357

LGBTQI people who have experienced or witnessed harassment, violence, abuse, threats, or trauma are encouraged to call our 24-hour Safety Line at (415) 333-HELP (4357) or come in during walk-in hours for emotional support, safety planning, and service referrals. CUAV's Safety Line is staffed by our diverse pool of volunteers, who respond to over 1,200 callers annually.

- 4) Asian Women's Shelter
24-hour Hotline: (415) 751-0880 or (877) 751-0880 (w/ language support)

Trained Crisis Line workers respond to calls and connect callers with language advocates. Callers can get over-the-phone support, safety planning, access to the Asian Women's Shelter and services, and information and referrals. We offer language support in 31 languages. Through our Queer Asian Women's Services (QAWS), our organization responds to the experiences and needs of lesbian, bisexual, queer women and transgender survivors of relationship violence.

- 5) Cameron House
Mon-Fri 9:00am-5:00pm
Phone: (415) 781-0401 x123

Cameron House provides assistance to Asian women and children who are victims of domestic violence. These services include case management, counseling, advocacy, accompaniment, and referrals to legal and shelter services. We can provide service in Cantonese, English, Mandarin, and Vietnamese.

- 6) WOMAN, Inc.
24-hour Hotline: (415) 864-4722 or (877) 384-3578

People in crisis situations can connect with advocates who provide crisis intervention, peer counseling, and emergency referrals 24 hours a day.

RAPE

- 1) UCSF-SFGH Trauma Recovery/Rape Treatment Center
2727 Mariposa, Suite 100 (bet. Florida & Bryant)
24-hour Hotline: (415) 437-3000

*The San Francisco has designated the UCSF-SFGH Trauma Recovery Center as the new provider of a 24-hour rape crisis line for victims/survivors of sexual assault for **BOTH FEMALES AND MALES**. Staff have an in-depth understanding of violence and trauma and will provide crisis support, information and referrals. Medical care and forensic collection are available through our center. The on-call telephone worker is prepared to walk callers through what might occur during a medical exam and answer any questions callers may have. Staff members are also available to provide emotional support and advocacy on-site at San Francisco General Hospital when clients are seen for a physical exam and/or forensic evidence collection.*

- 2) San Francisco Women Against Rape
24-hour Hotline: (415) 647-7273

Rape crisis counselors are available 24 hours/day to offer support, information and resources for survivors of rape and sexual assault, friends, family members and others. Counselors are also trained in areas such as sexual harassment, incest, child sexual assault, same-sex sexual assault, domestic violence, ritual abuse, suicide prevention, male survivors and stalking.