

# ZSFG Health Advocates Resource Flowsheets



# Health Advocates' Workflow

1. Introduce yourself to clinic staff during huddle.
2. Introduce the program and the survey to families.
3. Fill out the contact information.
4. If family is eligible and interested, fill out baseline survey and action plan.

## Helpful Reminders:

- Use flowsheets to provide resources.
- Give patients action plan and information.
- Write good field notes.
- Follow up every 1-2 weeks by phone (up to 3 weeks, or until you can determine need has been addressed).
- \*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

**Already on/not eligible for WIC and CalFresh:** see Needs food today.

# Food Insecurity

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## Needs food today

### Call Bayview TLC Family Resource Center:

Emergency Food Box (any SF Resident), should last a family of 4 for 3 days. Specify “cooking” or “non-cooking” box.

Food pantries with produce are open on Thursdays.  
M-F (9am-4pm), 415-822-9404

### ALSO give family:

- [Free Pantry Chart and Free Eats Chart](#) (in folder and in office)
- [Food Pantry Map](#): circle locations nearest their home.
- [Farmers Markets](#): Market Match offers an extra \$5 when they spend at least \$10 on their CalFresh cards at Pacific Coast Farmers' markets.
- [Free Farm Stand](#). Sundays 12 -3 at Parque de Ninos Unidos (23 Treat Ave)
- Free Fruit and Vegetables ([Imperfect Produce](#)): Mon, Wed, Fri, 11:00 AM – 4:00 PM | 1625 Carroll Avenue, SF

### SCHOOL YEAR:

Assess eligibility and help [enroll in School Meal Program](#) (free and reduced breakfast/lunch) or call (415) 749-3604.

### Give free/reduced meals handout

### SUMMER:

[Free summer lunch sites](#): free lunch to 18 y/o and under.  
No registration necessary.

**AND assess for WIC and CalFresh eligibility**

## Not enough food at end of the month

Note: Families can utilize both CalFresh and WIC

### NOT on WIC

- For families with children under 5, **assess eligibility for WIC** [using income guidelines](#). If eligible, give family a WIC handout (in clinic) and/or direct them to make appointment: (415) 206-5494  
2550 23rd St #125, San Francisco, CA 94110
- **WHC**: Contact Nutritionists Jennifer or Chloe (in 5M), to assist with WIC appointment
- **CHC and FHC**: Call for WIC appointment:(415) 206-5494
- 2550 23rd St #125, San Francisco, CA 94110

### NOT on CalFresh

**Warm Hand Off:** Ask for verbal consent from patient or caregiver and refer to SF-Marin Food Bank with [template](#). If unsuccessful during follow up, make appointment for application assistance at the [SF Marin Food Bank](#)

\*\*Text the numbers below to get EBT card balance.  
English: 415-969-3122  
Spanish: 415-969-7074

# Childcare

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## Daycare/Preschool



### Refer to the following organizations:

#### Warm Hand off: [Wu Yee Children's Center](#)

Complete [intake form](#) with patient. After referral, Wu Yee will call to do intake and help family the childcare setting that best suit their child's needs. Please communicate to family that there is a large wait list. Additionally, child must be born already for family to be eligible.

\*If Caregiver or Patient does not connect with Wu Yee: they can call phone number 844.644.4300, can visit Wu Yee at 880 Clay St., Lower Level, or complete an application at: [www.earlylearningsf.org](http://www.earlylearningsf.org).

#### [The Children's Council of San Francisco](#)

Help finding child care (0 – 13) for Low income Families  
Drop-ins welcome  
Hours- M- Th 8:30 to 4 and F 8:30 - 12  
Address: 445 Church St San Francisco CA  
415- 343- 3300

#### [Faces SF: Family and Child Empowerment Services](#)

Provides child care and child development programs for low income families  
1101 Masonic Ave  
San Francisco, CA 94117  
415-567-2357

Families can either call or go to the office. \*\*Family will be wait listed and enrolled when opening comes up\*\*

#### [Kai Ming Head Start Program](#)

Free preschool services to children ages 3-5 for eligible families living in San Francisco. Multiple locations in SF.  
Phone: (415) 982-4777  
Mon – Fri: 8am – 5pm  
900 Kearny Street, Suite 600, San Francisco, CA 94133

## Fitness and Recreation



### Print the parent one, some, or all of the following:

- [San Francisco Recreation and Parks Recreation Programs](#)
- [Boys and Girls Club Community list](#)
- [Map of Fitness and Recreation Centers in San Francisco](#)

# Help with Utility Bills

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

Not enough money to pay utility bills

## One-time/temporary energy or phone bill support

Assess eligibility for [Salvation Army REACH program](#). If eligible call REACH 1-800-933-9677



### If not eligible for REACH:

- Contact [Economic Opportunity Council \(EOC\)](#) to see if family qualifies (415) 749-5600 Mon-Fri 8:30am-5pm  
OR direct family to visit the EOC: 1426 Fillmore St., Suite 301. **Bring income proof & the most recent utility bill.**
- [Season of Sharing](#) (may provide emergency assistance).

## Discounted energy bills

**Warm Hand off:** Please ask if family would like assistance from Energy Specialist from PG&E Energy Savings Assistance Program. After receiving consent, refer family with e-mail template [here](#) after the visit. Also, E-mail addresses are in link. If family does not consent, please print and help client fill out application or submit [online](#).  
If family sublets, they may still be eligible. Check [here](#).

If family does not consent, **Assess eligibility** for [PG&E CARE and FERA](#) and PG&E Energy Assistance programs.

[CARE](#) – Lowers gas/electric (20%)  
[FERA](#) – Lowers electricity bill (12%)

Please print and help client fill out application or submit [online](#).  
If family sublets, they may still be eligible. Check [here](#).

## Telephone bill payment support/free cell phone

Assess eligibility for [California LifeLine program](#) for discounted phone and cell service.



**Eligible:** Help client contact their phone company or [apply online](#).

**OR see:** [instructions by phone carrier](#).

**Not Eligible:** Assess for one-time /temporary bill support

## Water bill discount

Assess eligibility for the [Community Assistance Program\(CAP\)](#).



**Eligible:** Print and help client fill out [application](#) with each household member's income info or most recent Federal Tax Return.

### Internet access at home:

Check out [Everyone On](#) and search by zip code for available heavily discounted (free-\$10/month) internet.

# Unhealthy Housing

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## Habitability Concerns (Mold, dust, inadequate ventilation, excess trash, rodents, cockroaches, etc.)

- Contact the Children's Environmental Health Promotion Program:
- Review [retaliation brochure](#) with family. ([Spanish](#))
  - **Warm Hand Off:** Download "DPH Home Visit Request Form" (found [HERE](#)) fill out on laptop (do not open file through Chrome. Adobe only!) and email to Cynthia Melgoza at [Cynthia.melgoza@sfdph.org](mailto:Cynthia.melgoza@sfdph.org)
  - **Alternative contact: David Lo** [david.lo@sfdph.org](mailto:david.lo@sfdph.org)
- Review [retaliation brochure](#) with family. ([Spanish](#))

## Alternative Option for Habitability Concerns

1. Review [retaliation brochure](#) with family. ([Spanish](#))
2. Help the family complete a **Health Advocate tenant habitability** letter and advise them to give the letter to their landlord :[English](#) and [Spanish](#)
3. **If unsuccessful** after two weeks.  
Talk to your supervisor for next steps .

### **If unsuccessful:**

Help the **family call the city to do a property inspection:**

Structural violations: Dept of Building Inspection: 415-558-6220

Code violations (public health hazards, nuisances, pests, and mold): Dept of Public Health @ 415-252-3805

**AND** help the family **call the Rent Board** for advice: 415-252-4602

## Housing Concern



### Needs Emergency Shelter

(staying on the street, in cramped space, SRO or no place to sleep within 3 days)



- Refer to:  
[Compass Family Services](#) Hotline for emergency housing (Hotline operating hours are Monday-Friday from 9am to Noon and 1pm - 4pm )  
1-855-234-2667
- Also, provide family with SF Dept of Homelessness and Supportive Housing handout:  
[http://hsh.sfgov.org/wp-content/uploads/2017/07/English\\_Family-Emergency-Shelters-in-San-Francisco-updated.pdf](http://hsh.sfgov.org/wp-content/uploads/2017/07/English_Family-Emergency-Shelters-in-San-Francisco-updated.pdf)

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

**NOTE:** If a family's housing instability is related to domestic violence, please **contact your supervisor. If a supervisor is unavailable, notify the patient's clinician.**  
Refer the family to the 24 hour hotline: Casa De Las Madres: 1-877-503-1850

# Eviction Concerns

## Possible eviction

Needs rent payment assistance

- Review list of Direct Rental Assistance Programs [website](#).
- [The Homeless Prenatal Program](#) has deposit and rental assistance.
- [Catholic Charities](#) (help with funds to pay back rent, case management, budgeting advice, and other referrals)
- [Compass](#): Interest free loans for move-in costs, deposits, back rent, debt payment, and outstanding bills

Received eviction notice

Call the [Legal Aid Advice](#) line: 415-354-6360 or toll-free 1-800-551-5554 (Mon/Thurs 9:30am-3pm; Tues/Wed 9:30am-1pm).  
Or  
[The SF Bar Association](#): provides residential legal services and offer a reduced rate to low-income residents.  
Spanish translator available and they do not proof of residential legal status

Received court papers for “unlawful detainer”

Call the [Eviction Defense Collaborative](#):  
415-947-0797

• Drop-in clinic: Monday-Friday 9:30am-11:30am and 1pm-3pm @ 995 Market Street #1200

• If unable to reach, provide contact and information about EDC.

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

General advice

Contact one of the following agencies:

- [Tenants Together](#) @ 1-888-495-8020
- [Asian Law Caucus](#) @ 415-896-1701
- [Causa Justa](#) Just Cause @ 415-487-9203
- [Eviction Defense Collaborative](#) @ 415-947-0797
- [Housing Rights Committee of San Francisco](#) @ 415-703-8634
- Look at resources on <http://lawhelpca.org/>

**\*NOTE: Eviction is very time sensitive (Limited # of days to respond once eviction notice is received). Make sure families know this and do immediate follow-up (1 week not 2 week)!**



## Seeking New Long Term Housing



\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

### Warm Hand Off:

#### MEDA Orientation

Every client will be required to attend a [Welcome Orientation and Financial Capability Workshop](#) before they can start working with a coach. (We invite you to our Welcome Orientations:

English: Every Wednesday, 5:45pm-8pm in Room 211

Spanish: Every Wednesday, 5:45pm-8pm in Room 301E

(415) 282-3334 ext. 101; [homeownership@medasf.org](mailto:homeownership@medasf.org).

- [Homeless Prenatal Program](#): Housing case management and help with move-in costs.
  - Instruct family to go as early as possible during intake hours (it is first-come-first-served) .
  - Click on the “get help” link and print out a copy of the calendar for the [drop in classes schedule](#). Circle the housing classes for family. Must register first.
- [Raphael House](#): residential program for homeless families and bridge program to attain stable housing. Must make appointment: 415-345-7200

# Health Care Concerns

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## No health insurance (children or caregivers)

- **Warm Hand Off: Refer to Jose Murillo**, Hospital Eligibility Worker, who assists with eligibility requirements and application processes for public insurance. Help them call to **schedule an appointment**: (415) 206-8389, Monday – Friday 7:30 a.m. – 4:30 p.m. (English, Español). No drop-ins.

**NOTE:** If family needs to discuss enrollment urgently and Jose is unavailable, direct family to the [MediCal office](http://1deg.org/) 415-863-9892 at 1440 Harrison St. Drop-ins M-F, 8am-5pm.

**At appointment, they should bring** (listed on the health insurance information handout):

1. Personal Identification (E.g. Driver's License/ID, U.S. Passport, Student Picture ID, etc)
2. Proof of residency (E.g. Driver's License, Utility Bill, DMV registration, etc)
3. Proof of **all** income and assets. (E.g. Current Paystub, Current Tax Return, Bank Statement)

### **Child eligibility problems:**

- Re-refer family to eligibility offices in the Children's Health Center. (Families stop at eligibility first when they come to clinic.)

### **Parent eligibility problems:**

- If MediCal was denied or revoked, the Medi-Cal get patient in touch with MediCal office. (They should have received a "notice of action" with contact information for a case worker.) Also see "cut off or denied public benefits" and information to the right.
- If they have just not heard back after applying, help them to contact the MediCal office.
- If they haven't applied to insurance yet, refer to Jose as above.

### **\*ALSO: Check eligibility for**

#### **Healthy San Francisco at SFGH**

(all SF residents regardless of immigration status, employment status, or pre-existing medical conditions).

Enrollment location:

- San Francisco General Hospital, 1001 Potrero Ave.
- Building 10, 5<sup>th</sup> Floor, Room 1523
- Call (415) 206-5807

Appointments

- Monday-Friday, 8am-5pm
- Drop in: Monday-Friday, 8am-10am, 1pm-3pm

## Income Concerns Due to Pregnancy

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

**Warm Hand Off:**  
**Legal Aid At Work** is onsite in the Women's Health Center 2<sup>nd</sup> Wednesday of each month, 8:45am – 12pm.

**If any issues arise:**  
Contact MLP attorney,  
Jenna Gerry:  
[jgerry@legallaidatwork.org](mailto:jgerry@legallaidatwork.org)

- **Assess eligibility for [State Disability Insurance \(SDI\)](#)** and help with paperwork. Forms are also in copy room Women's Health Center.

After SDI, patients can transition to Paid Family Leave for bonding (PFL).

See more info [here](#).

Other resources see [here](#).

\*Make sure patient notifies employer and receives a form from employer indicating leave date and return dates.

**ALSO assess eligibility and help apply for:**

[Unemployment Insurance](#)

[CalWorks](#)

[General Assistance](#)

# Smoking Cessation



\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## Refer to the following :

[ZSFG Tobacco Free Community Initiative](#)

[UCSF Smoking Cessation Counseling](#)  
(415)206-6074

[Lung HelpLine](#) from the American Lung Association or by calling (800) LUNGUSA or (800) 586-4872

[SmokeFree](#), Learn about Apps, texting programs, chat experts, and building a plan through the website to help you quit and how to use them.

[California Smokers California Smokers Helpline](#), 800) 662-8887  
Available in 6 different languages

# Help Finding or Keeping Work

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

## Career Centers

- **Jewish Vocational Center:** Help find jobs in career paths of healthcare, financial services, technology & service. 225 Bush Street Suite 400 | Phone: 415-391-3600
- **Arriba Juntos:** A wide variety of employment preparation and assistance programs, including case management, ESL classes, and drop-in programs. A drop-in clinic to help participants with criminal records clear their record is offered on 2<sup>nd</sup> and 4<sup>th</sup> Mondays from 10:30 AM – 12:30 PM. Main Office: 1850 Mission Street | 415-487-3240
- **Tenderloin Technology Lab:** Training center with 36 drop-in computer work-stations; wide range of basic, intermediate, and workshop style computer classes; one-on-one technology training; computer repair sessions, and other special events. 3rd Floor, St. Anthony Foundation, 150 Golden Gate Avenue | 415-592-2766
- **Dev/Mission:** Connect 16 – 24 y/o to careers in tech industry. Three Sessions throughout the year. 360 Valencia Street | 702-941-1098
- **Spark Point SF:** Provides low-income Bay Area residents with free financial/career coaching and job training. Located at MEDA – Plaza Adelante. M-F 9 AM – 5 PM. 2301 Mission Street, Suite 301 | 415-282-3334
- **Toolworks:** Offers employment services and vocational training to individuals with disabilities. Services include skill evaluation, resume and interview assistance, specialized employment and internship programs, and job training. M-F 8:30 AM – 4:30 PM | 25 Kearny Street, Suite 400 | 415-733-0990
- **Mission Hiring Hall:** Please refer to employment services for undocumented.
- **Goodwill Career Center:** Attend an orientation session (M-Th at 10 AM) to receive a CAP card to access services. Offers career coaching, job placement, onsite interviews, job board, computer access, free workshops, job readiness training, pre-screening services by Goodwill. 99 Kissling Street, 3<sup>rd</sup> Floor | 415-575-4570. M – Th 9 Am – 5 PM, Fri 9 am – 1 pm.

## Employment Services for Undocumented

1. **San Francisco Day Labor Program:** Visit office during orientation hours (Wednesday and Thursday at 10:30 AM in Spanish and 11:00 AM in English). Bring identification. 3358 Cesar Chavez Street, San Francisco, CA 94110
2. **Mission Hiring Hall:** Offers Free services regarding job counseling, training, and placement. Patients must attend one orientation meeting to become a client.  
Two Offices:  
3080 16<sup>th</sup> Street  
415-626-1919  
Orientations at 9:30 AM  
  
1048 Folsom Street  
415-865-2105  
Orientation is  
Wednesdays at 9:30 AM

## General Assistance: Family Resource Centers

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

FRCs are open to all San Francisco families. Parents at the centers learn about: Supporting children's development and school success | Strategies for managing child teen behavior | Referral and connection to free and low cost food, housing, health, child care, and other basic needs.

- [APA Family Support Services](#) | Phone: 415-617-0061
- [Asian Women's Resource Center](#) | Phone: 415-88-1008
- [Bayview YMCA Family Resource Center](#) | Phone: 415-822-9404
- [El Centro Bayview](#) | Phone: 415-431-2233
- [Excelsior Family Connections](#) | Phone: 415-333-3845
- [Glide Family Youth and Children's Center](#) | Phone: 415-674-6200
- [Good Samaritan Family Resource Center](#) | Phone: 415-401-4253
- [Instituto Familiar de la Raza](#) | Phone: 415-229-0500
- [Joy Lok Family Resource Center](#) | Phone: 415-391-4890
- [OMI Family Resource Center](#) | Phone: 415-406-1370
- [Our Family Coalition](#) | Phone: 415-981-1960
- [Portola Family Connections](#) | Phone: 415-715-6746
- [Potrero Hill Family Support Center](#) | Phone: 415-795-6746
- [South of Market Family Resource Center](#) | Phone: 415-820-3508
- [Sunset Family Resource Center](#) | Phone: 415-516-5966
- [Support for Families of Children with Disabilities](#) | Phone: 415-282-7494
- [Visitacion Valley Strong Families Collaborative](#) | Phone: 415-578-9310
- [Western Addition FRC](#) | Phone: 415-202-9770

## Problems with current or former job

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

### Worker's Compensation issues (injury on the job):

- Have client call the [Legal Aid At Work](#) disability helpline for general questions regarding worker's comp: 1-877-350-5441.
- Schedule an appointment with an Assistance Officer at the [Worker's Comp Information and Assistance Office](#)
- 455 Golden Gate Ave, 2<sup>nd</sup> Floor; (415) 703-5020 to
- Have client attend the Injured Worker Workshop on the 2<sup>nd</sup> Wednesday of the month at 10:30am
  - If San Francisco office cannot assist, call the state division: 800-736-7401

### Worker's rights, unemployment benefits, discrimination-including maternity/paternity leave, wrongful termination and unpaid wages:

- Time off, paid leave, discrimination and accommodations for pregnancy, bonding or breastfeeding
- Call the [Legal Aid At Work Work & Family Helpline](#): 1-800-880-8047
- **All other worker rights issues:** [Legal Aid At Work](#) hosts free Workers' Right Clinics in the Bay Area  
Call (415) 864-8848 to make an appointment (required).  
Mondays: 5:45pm-8pm  
Hastings Law School 200 McAllister St.

**Legal Aid At Work** is onsite in the Women's Health Center 2<sup>nd</sup> Wednesdays of each month, 8:45am – 12pm.

**If any issues arise:**  
Contact MLP attorney, Jenna Gerry:  
[jgerry@legalaidatwork.org](mailto:jgerry@legalaidatwork.org)

\*\*\* If unsuccessful, try [the SF Bar Lawyer Referral and information Service](#) via phone or internet. Provides free to minimal fee (\$35) consults.

# Financial Concerns

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

SEND TO **MEDA WELCOME ORIENTATION AND FINANCIAL CAPABILITY WORKSHOP** for taking control of debt, dealing with collectors, and improving credit:

**NOTE:** Every client will be required to attend a [Welcome Orientation and Financial Capability Workshop](#) before they can start working with a coach. No reservation needed.

English: Every Wednesday, 5:45pm-8pm in Room 211  
Spanish: Every Wednesday, 5:45pm-8pm in Room 301

## Needs a checking/bank account

Refer to [Bank on San Francisco](#), for low and free cost checking accounts for people who have not had an account, had problems with past accounts, or are not US citizens.

- Patient will also need to bring in [two forms of ID](#) to create an account.

## Needs debt/credit counseling

**Free or low-cost resources** for taking control of debt, dealing with collectors, and improving credit:

- [Consumer Credit Counseling Service of San Francisco](#)
- [Spark Point Centers](#)
- [San Francisco Housing Development Corporation](#)



## OTHER: Prenatal and Post-Partum Goods

\*\*\* If no success with the algorithm, try calling 2-1-1 for resource suggestions and search <http://1deg.org/>

**Maternity clothes, baby clothes, diapers, formula, etc.**

**Clothing for mothers and children, interview and job clothing for women**

### [SF Diaper Bank](#)

- If on CalWorks, receive 6 packs; if not on CalWorks, receive 1.

### [Homeless Prenatal Program](#)

- Give family brochure. If needed, help make appointment. Must become client at HPP to be eligible. Assistance for 5M: office hours on Thursdays, 8:30-12 | (415)-546-6756 ext. 331

### [Bay Area women's and Children's Center](#)

Tuesday and Thursday  
8:30am-12:30pm  
318 Leavenworth St.  
San Francisco, CA 34102  
First come, first served.

# Services for Undocumented Families

\*Review/Give  
"Know your  
Rights" [Red  
Card](#)

## Legal assistance

- [SF Bar Lawyer Referral and information Service](#) Provides free to minimal fee (\$35) 415-989-1616
- [Immigrant Legal Resource Center \(ILRC\)](#) 415-255-9792  
Attorney of the Day: 415-255-9499 x626  
Email: [contracts@ilrc.org](mailto:contracts@ilrc.org)
- [La Raza Centro Legal](#) 415- 575-3500
- [National Immigration Law Center](#) 510-663-8282
- [Central American Resource Center](#) \$25 which might be waived  
Case-by-case basis  
Drop-in Legal consultations:  
9am – 12pm. First come, first served  
415- 642-4400
- [Laura Sanchez, Staff](#)  
Attorney [laura@carecensf.org](mailto:laura@carecensf.org)
- [Pangea Legal Services \(Deportation Defense\)](#) 415- 254-0475
- Refer to the Immigrant Legal Resource Center [Resource Packet](#).

## CA ID | Driver's License | San Francisco City ID:

- Informational Handout: [San Francisco City ID | DMV Hand Out](#)
- DMV's information site on [AB-60](#) and print out qualifications needed OR apply in person at the DMV:  
[English](#)// [Spanish](#)

## Undocumented youth seeking legal help

[Legal Services for Children](#) (Help youth with safe living situations (guardianship arrangement, consultation for foster care)  
Drop in clinic Wednesdays 4 – 6pm, 1254 Market Street 415) 863-3762  
[Bay Area Legal Aid Youth Project](#): benefits, education, safe housing  
415-354-6360  
1035 Market Street, for  
[Child and Adolescent Support Advocacy & Resource Center \(CASARC\)](#): for physically and/or sexually abused children  
(415) 206-8386, 995 Potrero **\*Let supervisor know\***

## Other issues:

1. [Good Samaritan](#): works specifically with Spanish speaking immigrant families (both documented and undocumented). They provide housing information for families and link them to agencies that can assist them. 415-401-4253
2. [La Raza Community Resource Center](#):  
Immigration consultation services on Tuesdays (drop-in), food bank, and assistance with paying utility bills, rent, etc.  
Phone: 415-863-0764
3. **IDENTIFICATION**: Assist with Applying For [San Francisco ID](#)
4. **CLIPPER CARD**: [How to Apply](#)

**Crisis Situations  
Domestic Violence, Suicide Prevention**

```
graph TD; A["Crisis Situations  
Domestic Violence, Suicide Prevention"] --> B["Give out the following crisis hotline information and encourage the family to call:  
• Domestic violence/IPV: La Casa De Las Madres 1-877-503-1850  
• Child Crisis (if parent reports mental disturbance involving a child) 415-970-3800  
• SF Suicide Prevention: 415-781-0500 or call 911  
All lines are available 24 hrs/7days a week"]; B --> C["AND"]; C --> D["Let your supervisor/attending provider know. They will either contact the attending provider or make social work referral."];
```



**Give out the following crisis hotline information and encourage the family to call:**

- Domestic violence/IPV: La Casa De Las Madres 1-877-503-1850
- Child Crisis (if parent reports mental disturbance involving a child) 415-970-3800
- SF Suicide Prevention: 415-781-0500 or call 911

All lines are available 24 hrs/7days a week

**AND**



**Let your supervisor/attending provider know.** They will either contact the attending provider or make social work referral.

## Follow-up

Call the family at 1 to 2 week intervals (up to three times) to see if need has been successfully addressed.

### During the call:

- Find out the status of any issues identified at baseline.
- Provide instructions on next steps using the appropriate algorithms.
- Provide further advocacy when the status of the intervention is not certain.
  - Call the agency the family was referred to in order to find out the status of the referral or trouble shoot referrals that did not go as planned
- Provide alternative instructions if the initial intervention was unsuccessful:
  - Try the next step in the appropriate algorithms; go to one <http://1deg.org/> and call 2-1-1 to find out alternative interventions if the appropriate algorithms have been unsuccessful
- If you don't reach a family, leave a message (only if they approved you to do so). and provide call-back information
- **Close out the case after making 3 attempts to reach them.**