

# FAMILIES & CHILDREN

If you are a parent or caregiver, the following resources may be of help to you or your children.

## **A BETTER WAY REUNIFICATION PROGRAM**

To provide a nurturing environment and to make a positive difference in the lives of children we serve; to help them become healthy, confident, and productive individuals. To accomplish this mission, we help children find their full potential through an array of foster care, adoptive, therapeutic and educational services. [www.abetterwayinc.net](http://www.abetterwayinc.net)

### **To Get Connected**

**Contact Person:** Claudette Delva, Intake Coordinator

**Phone:** (415) 715-1050 **Fax:** (415) 715-1051

**Email:** [cdelva@abetterwayinc.net](mailto:cdelva@abetterwayinc.net)

**Hours:** Monday – Friday, 8:00am to 7:00pm.  
Intake: Weekdays, 7:30am and 3:30pm.  
Saturdays by appointment.

**Location:** 150 Executive Park Blvd., Suite 4000, San Francisco, CA 94134

**Notes:** All clients are referred from Human Service Agency and authorized for services through Foster Care Mental Health. Drop-ins are allowed, but appointments are recommended.

### **Things To Know**

**Languages Spoken:** Spanish, Mandarin, Hakka, Russian, English, Vietnamese

**What to Bring:** Medi-Cal or approval from Foster Care Mental Health

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Client fees are paid by Medi-Cal or per HSA workorder.

**Eligible Population:** Children are the primary clients; family or adult involvement is through a child.

**Restrictions:** May not have criminal conviction for sex offense; history of sexual abuse with the client who is referred; may not be a registered sex offender.

**Faith Based:** No.

**Direct Services:** Access to Internet; Clothing; Food/Prepared Meals (snacks and juice for clients); Phone/Voicemail; Mental Health Treatment; Intensive Case Management; Individual Counseling/Therapy; Visitation; Couples/Family Counseling; Family Reunification; Parenting Support/Education Services for Children. Referrals to other resources available as needed.

## CENTERFORCE *BACK TO FAMILY PROGRAM*

Centerforce's Back to Family Program provides reentry and family reunification case management for men who are leaving prison and their families, as well as Couples Enhancement Workshops for couples impacted by incarceration. [www.centerforce.org](http://www.centerforce.org)

### To Get Connected

**Contact Persons:**

Dolores Lyles, Program Manager

**Phone:** (415) 456-9980 ext 102

**Fax:** (415) 456-2146

**Email:** [dlyles@centerforce.org](mailto:dlyles@centerforce.org)

**Specific Intake Days and Times:**

Intakes are completed on an ongoing basis.

**Service Areas:** San Francisco, Alameda, Contra Costa, San Mateo, Marin, Solano, Sonoma, and Napa Counties

**Administrative Office Mailing Address:**

2955 Kerner Blvd., San Rafael, CA 94901.

### Things To Know

**Languages Spoken:** English. Translation services will be arranged when possible.

**Client fees, if any:** None.

**Eligible Population:** Incarcerated fathers leaving San Quentin State Prison (H-Unit) and their partners and/or co-parents.

**Faith Based:** No.

**Direct Services:** Pre- and Post-Release Case Management, Relationship Workshops, Resources and Referrals, Post-Incarceration Support, Hygiene/Personal Care Items.

## CENTERFORCE *THE LIFE PROJECT*

Centerforce's Leaders in Future Environments (LIFE) Project provides one-on-one mentoring and facilitates group activities with youth who have been affected by parental incarceration. The program provides youth with opportunities for leadership development, academic improvement and life skills training. [www.centerforce.org](http://www.centerforce.org)

### To Get Connected

**Contact Persons:**

Dolores Lyles, Program Manager

**Phone:** (415) 456-9980 ext 102

**Fax:** (415) 456-2146

**Email:** [dlyles@centerforce.org](mailto:dlyles@centerforce.org)

**Specific Intake Days and Times:**

Applications are accepted at all times.

Incarcerated parents can request an application via mail.

**Service Areas:** Alameda, Contra Costa, San Mateo, San Francisco and Marin Counties

**Administrative Office Mailing Address:**

2955 Kerner Blvd., San Rafael, CA 94901.

**Notes:** No referral needed. No drop-ins.

The enrollment process begins by requesting an application by mail or by phone. Adults (21+) who are interested in mentoring a youth in the program can get additional information about how to get involved by phone.

**Direct Services:** Mentoring; Outreach; Resources and Referrals; Group Activities and Events; and Access to Calendars of Local Events.

### Things To Know

**Languages Spoken:** English. Translation services will be arranged when possible

**Client fees, if any:** None.

**Eligible Population:** Youth (ages 11 – 18) who are affected by parental incarceration.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino

**Restrictions:** Mentor cannot have criminal conviction for violent offense; sex offense; or be a registered sex offender.

**Faith Based:** No.

## **COMMUNITY WORKS WEST, INC. *ONE FAMILY/PARENTING INSIDE OUT***

One Family is an initiative led by Community Works in collaboration with the San Francisco Children of Incarcerated Parents Partnership (SFCIPP) and the San Francisco Sheriff's Department. The goal of One Family is to strengthen families impacted by incarceration.

<http://www.communityworkswest.org/index.php/one-family>

### **To Get Connected**

**Contact Person:** Kelli Finley

**Phone:** (415) 575-4459

**Email:** [kfinley.cw.onefamily@gmail.com](mailto:kfinley.cw.onefamily@gmail.com)

**Location:** SFSD's Women's Reentry Center (mothers), SFSD's Community Programs (fathers)

**Hours/Meeting times:** Call for times

### **Things To Know**

**Eligible Population:** Any parent

**Primary Community Served:** Open to all formerly incarcerated parents (custodial and noncustodial) with children under 18

**Faith Based:** No

**Direct Services:** One Family provides Parenting Inside Out, a CPS certified parent education program. One Family also provides Family Transition Circles and Restorative Circles for reunification of families after release from incarceration.

## COMMUNITY WORKS WEST, INC. *PROJECT WHAT!*

Project WHAT! raises awareness about the effects of parental incarceration on children and improves services and policies that affect children of incarcerated parents. We give youth who have had a parent incarcerated the support and opportunity to tell their stories. Participating youth learn a variety of valuable life skills in the program. Project WHAT! publishes the ***Resource Guide for Teens with a Parent in Prison or Jail***, a free publication available for any youth impacted by familial incarceration.

<http://www.communityworkswest.org/index.php/project-what>

### **To Get Connected**

**Contact Persons:** Mailee Wang, Program Director

**Phone:** (510) 647-8899 **Fax:** (510) 647-8560

**Email:** [cw.project.what@gmail.com](mailto:cw.project.what@gmail.com)

**Note:** Recruitment takes place each Spring.

### **Things To Know**

**Eligible Population:** Youth, ages 15-20, who have had a parent incarcerated (currently or in the past).

**Primary Community Served:** Bay Area youth who have experienced parental incarceration

**Faith Based:** No.

**Direct Services:** Paid internship; Snacks provided during meetings; Transit Vouchers; Job Readiness/Life Skills; Personal Financial Education; Services for Children. The program is a job, peer support group, and leadership development all in one. Referrals to other resources available as needed.

## **HOLY FAMILY DAY HOME *INFANT, TODDLER AND PRE-K PROGRAM AND FAMILY SUPPORT SERVICE***

Our mission is to provide affordable, high-quality early childhood education and family support services in a stable, nurturing environment, thereby providing children of working families skills and hope for lifelong development. Seventy percent of our families are either homeless, in CalWorks Program or are the working poor, making less than \$23,000 per year.

[www.holyfamilydayhome.org](http://www.holyfamilydayhome.org)

### **To Get Connected**

#### ***Preschool/Kindergarten***

**Phone:** (415) 861-5361

**Email:** [intake@holyfamilydayhome.org](mailto:intake@holyfamilydayhome.org)

#### ***Infant & Toddler Program***

**Phone:** (415) 487-3753

**Email:** [minnaintake@holyfamilydayhome.org](mailto:minnaintake@holyfamilydayhome.org)

**Mailing Address:** 299 Dolores Street, San Francisco, CA 94103

**Notes:** Call, email or write for more information.

### **Things To Know**

**Eligible Population:** All individuals and family members with an infant, toddler or pre-kindergarten age child. Individuals must reveal criminal conviction for violent or sex offenses, as well as registration as sex offender status.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino, Lesbian/ Gay/ Bisexual/ Transgender, Immigrant. About 10% of our 171 families may have a family member involved in the criminal justice system.

**Faith Based:** No.

**Direct Services:** Preschool/Kindergarten and Infant/Toddler program. Referrals to other resources available as needed.

## **HOMELESS CHILDREN'S NETWORK (HCN) *EARLY PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT***

In collaboration with a network of homeless services providers, HCN seeks to decrease the trauma of homelessness and domestic violence, to increase the strength and effectiveness of the HCN Collaborative, and to provide early childhood education and consultation to shelter-based child care and family child care providers. HCN provides flexible, well-coordinated and culturally competent services to homeless and formerly homeless children and their families. Funding and services provided through Early Periodic Screening, Diagnosis and Treatment Program (EPSDTP). [www.hcnkids.org](http://www.hcnkids.org)

### **To Get Connected**

**Contact Persons:** Kathy O'Shea, Program Director

**Phone:** (415) 437-3990 **Fax:** (415) 437-3994

**Email:** [kathy@hcnkids.org](mailto:kathy@hcnkids.org)

**Hours:** Monday - Friday 9:00am to 6:00pm

**Location:** 3265 17th Street, Suite 404  
San Francisco, CA 94110

**Notes:** No referral needed. Please call or write for an appointment. No drop-ins.

### **Things To Know**

**Languages Spoken:** English, Spanish, ASL and Japanese

**What to Bring:** Medi-Cal ID card.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Serves homeless individuals from birth to age 17 with mental health diagnosis that meets medical necessity, such as Adjustment Disorder, Depression, or PTSD. May not have criminal conviction for sex offense or be a registered sex offender. Current abuse cases are referred to CPS.

**Primary Community Served:** African American, Hispanic/Latino, Lesbian/Gay/Bisexual/ Transgender, Immigrant, Spanish-speaking

**Faith Based:** No.

**Direct Services:** Up to two years of mental health treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Group Counseling/Therapy; Individual Counseling/Therapy; Outreach; Trauma Recovery Services; Victim/Survivor Services; Couples/Family Counseling; Parenting Support/Education; Services for Children; Facilitation of Visits in Jails and Prisons. Referrals to other resources available as needed.

## SAN FRANCISCO ACCESS CHILD CARE

ACCESS is a pilot project to help families with at least one child under 3 years living or formerly living in homeless or domestic violence shelters to obtain child care. [www.sfcel.org](http://www.sfcel.org)

### To Get Connected

**Contact person:** Maria Wallace

**Phone:** (415) 343-3300

**Location:** 445 Church Street, San Francisco, CA 94114

**Hours:** Monday – Friday, 9:00am – 4:00pm

### Things To Know

**Languages Spoken:** English, Chinese, Spanish

**What to Bring:** Shelter verification.

**Accessibility:** 22 Fillmore bus, J Church train; wheelchair accessible

**Client fees, if any:** None

**Eligible Population:** Must have one child 0-3 years old and have lived in homeless/ domestic violence shelter within past 6 months

**Primary Community Served:** Homeless

**Faith Based:** No

**Direct Services:** Full- or part-time child care at designated family child care homes or centers for all children (ages 0-13 years) needing care until the youngest child turns 3 years old.

## **SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *COMPROMISE OF ARREARS PROGRAM (COAP)***

The Department's mission is to empower parents to provide for the economic needs of their children. The COAP program assists noncustodial parents with past due child support (arrears) owed to the State to compromise the debt by reducing the obligation that can be paid in a lump sum or in monthly payments over 36 months. [www.SFGOV.org/dcsc](http://www.SFGOV.org/dcsc)

### **To Get Connected**

**Contact Person:** Kathy Fong-Chen, Child Support Officer/COAP Coordinator

**Phone:** (415) 356-2871 **Fax:** (415) 356-2774

**Email:** [kathy.fong-chen@sfgov.org](mailto:kathy.fong-chen@sfgov.org)

**Hours:** Monday – Friday, 8:00am to 5:00pm

**Location:** 617 Mission Street, San Francisco, CA 94105

**Notes:** No referral needed. Drop-ins are welcome.

### **Things To Know**

**Languages Spoken:** English, Spanish, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals with an open child support case with child support arrears owed to the State.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino.

**Faith Based:** No.

**Direct Services:** Assistance Getting Drivers License or Other ID; Intensive Case Management; Outreach; Credit Repair; Family Law; Establishment of paternity, Child Support Orders, Health Insurance Orders.

## SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *CUSTOMER SERVICE OUTREACH (EPCOT)*

The Department's mission is to empower parents to provide for the economic needs of their children. The EPCOT Program holds workshops with various groups in the community, including treatment facilities, to educate and assist non-custodial parents with their child support cases, obligations, and issues. [www.SFGOV.org/dcss](http://www.SFGOV.org/dcss)

### To Get Connected

**Contact Person:** George Smith, Outreach & Customer Service Coordinator

**Phone:** (415) 356-2950 **Fax:** (415) 356-2774

**Email:** [GeorgeJ.Smith@sfgov.org](mailto:GeorgeJ.Smith@sfgov.org)

**Hours:** Monday – Friday, 8:00am to 5:00pm

**Locations:** 617 Mission Street, San Francisco, CA 94105; 170 Otis Street, San Francisco, CA 94103; 3120 Mission Street, San Francisco, CA 94110; 1315 Evans Avenue, San Francisco, CA 94124

**Notes:** No referral needed. Drop-ins are welcome.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All individuals with an open child support case. Any parent of a minor child can open a case.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino.

**Faith Based:** No.

**Direct Services:** Assistance Getting Drivers License or Other ID; Intensive Case Management; Outreach; Credit Repair; Child Support Orders, Health Insurance Orders; Post-Incarceration Support; Family law.

## **SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *JAIL OUTREACH PROGRAM***

The Department's mission is to empower parents to provide for the economic needs of their children. The Jail Outreach Program assists incarcerated non-custodial parents with outstanding child support issues that arise as a result of their incarceration. [www.SFGOV.org/dcss](http://www.SFGOV.org/dcss)

### **To Get Connected**

**Contact Person:** George Smith, Community Outreach Coordinator

**Phone:** (415) 356-2950 **Fax:** (415) 356-2774

**Email:** [georgej.smith@sfgov.org](mailto:georgej.smith@sfgov.org)

**Hours:** Monday - Friday, 8:00am to 5:00pm

**Locations:** 617 Mission Street, San Francisco, CA 94105; 170 Otis Street, San Francisco, CA 94103; 3120 Mission Street, San Francisco, CA 94110; 1315 Evans Avenue, San Francisco, CA 94124

**Notes:** No referral needed. Drop-ins are welcome. Visits to County Jail #5 on 1<sup>st</sup>, 2<sup>nd</sup>, 4<sup>th</sup> and 5<sup>th</sup> Friday of every month.

### **Things To Know**

**Languages Spoken:** English, Spanish, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Individuals in custody with an open child support case. Any parent of a minor child can open a case.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino.

**Faith Based:** No.

**Direct Services:** Assistance Getting Drivers License or Other ID; Credit Repair; Child Support Orders, Health Insurance Orders; Post-Incarceration Support; Modification of Child Support Orders, as appropriate.

## SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *JOB SUPPORT PROGRAM*

The Department's mission is to empower parents to provide for the economic needs of their children. The Job Support Program was developed to provide parents with individualized, hands-on assistance in obtaining employment for parents in collaboration with employment specialists through the One-Stop Career Link Centers and other community partners.

[www.SFGOV.org/dcss](http://www.SFGOV.org/dcss)

### To Get Connected

**Contact Person:** Paul Spraggins, Child Support Officer

**Phone:** (415) 356-2904 **Fax:** (415) 356-2774

**Email:** paul.spraggins@sfgov.org

**Hours:** Monday - Friday, 8:00am to 5:00pm

**Locations:** 617 Mission Street, San Francisco, CA 94105; 170 Otis Street, San Francisco, CA 94103; 3120 Mission Street, San Francisco, CA 94110; 1315 Evans Avenue, San Francisco, CA 94124

**Notes:** No referral needed. Drop-ins are welcome. No appointment necessary.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** An individual with an open child support case. Any parent of a minor child can open a case.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino.

**Faith Based:** No.

**Direct Services:** Access to Internet; Assistance Getting Drivers License or Other ID; Outreach; Establishment of Paternity, Child Support Orders, Health Insurance Orders; Post-Incarceration Support; Modification of Child Support Orders, as appropriate.

**SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES *NONCUSTODIAL PARENT EMPLOYMENT & TRAINING PROGRAM (NET)***

The Department's mission is to empower parents to provide for the economic needs of their children. The NET Program was developed to assist a non-custodial parent to resolve barriers to employment, parenting and their child support obligations. [www.SFGOV.org/dcsc](http://www.SFGOV.org/dcsc)

**To Get Connected**

**Contact Person:** Albert Turner, Child Support Officer, NET Coordinator  
**Phone:** (415) 356-2975 **Fax:** (415) 356-2774  
**Email:** [albert.turner@sfgov.org](mailto:albert.turner@sfgov.org)  
**Hours:** Monday - Friday, 8:00am to 5:00pm  
**Locations:** 617 Mission Street, San Francisco, CA 94105; 170 Otis Street, San Francisco, CA 94103; 3120 Mission Street, San Francisco, CA 94110; 1315 Evans Avenue, San Francisco, CA 94124  
**Notes:** No referral needed. Drop-ins are welcome. No appointment necessary.

**Things To Know**

**Languages Spoken:** English, Spanish, Cantonese.  
**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.  
**Client fees, if any:** None.  
**Eligible Population:** An individual with an open child support case. Any parent of a minor child can open a case.  
**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino.  
**Faith Based:** No.

**Direct Services:** Access to Internet; Assistance Getting Drivers License or Other ID; Outreach; Education regarding child support obligations and resources available for employment.

## SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH *COMPREHENSIVE CHILD CRISIS SERVICES*

To provide acute psychiatric crisis evaluation and intervention for children and youth in San Francisco, regardless of insurance, up to age 18. We are strongly committed to delivering family focused and consumer driven care, and developing a safety network within San Francisco county.

### **To Get Connected**

**Phone:** (415) 970-3800 **Fax:** (415) 970-3855

**Hours:** Monday - Thursday, 7:00am to 9:00pm; Friday, 7:00am to 7:00pm; After hours, on-call mobile team

**Location:** 3801 Third Street, Building B, Suite 400, San Francisco, CA 94124

**Notes:** No referral needed. Drop-ins are allowed during office hours.

### **Things To Know**

**Languages Spoken:** English, Spanish, Chinese, Vietnamese. Other languages can be accommodated.

**What to Bring:** Clients must exhibit psychiatric emergencies.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Sliding scale. Accept MediCal, private insurance, Healthy Families, Healthy Kids.

**Eligible Population:** All individuals up to age 18 who have psychiatric or mental health emergencies.

**Primary Community Served:** African American, Asian/Pacific Islander, Hispanic/Latino, Lesbian/ Gay/ Bisexual/ Transgender, Immigrant.

**Faith Based:** No.

**Direct Services:** Psychiatric Inpatient Hospital bed; Mental Health Treatment. Referrals to other resources available as needed.

## **WESTSIDE COMMUNITY SERVICES SERVICES FOR CHILDREN AND YOUTH**

Westside Community Services has been providing an array of community-based prevention, mental health, substance abuse, and social services to clients in the City and County of San Francisco for 40 years. Incorporated in 1967, Westside is one of the oldest community-based mental health agencies in the nation. The range of programs and services has varied over the years, while a commitment to providing excellent, high-quality, culturally and community appropriate programs has remained central to the core of the organization.

<http://www.westside-health.org>

### **To Get Connected**

#### **Child Youth & Family Outpatient Services, CalKIDS, Teen CORE, and Special Education & Mental Health Partnerships (SED)**

1140 Oak Street  
San Francisco, CA 94117  
(415) 431-8252 Phone  
(415) 431-3195 Fax  
CYF@westside-health.org

#### **AJANI (Afrocentric Family Focused Treatment)**

1140 Oak Street  
San Francisco, CA 94117  
(415) 431-8252 Phone  
(415) 431-3195 Fax  
AJANI@westside-health.org

#### **CalWORKS Counseling**

1663 Mission, Suite 310  
San Francisco, CA 94103  
(415) 581-0449 Phone  
(415) 581-0458 Fax  
CalWORKS@westside-health.org

### **Things to Know:**

**Languages Spoken:** English, Spanish.

**What to Bring:** Check with program

**Accessibility:**

**Client fees, if any:** Sliding scale. Accept MediCal, private insurance, Healthy Families, Healthy Kids.

**Eligible Population:** Youth up to 21 years of age who are exhibiting emotional problems and are at risk of developing more serious problems such as mental illness and substance abuse.

**Primary Community Served:** African American, Hispanic/Latino.

**Faith Based:** No.

**Direct Services:** Individual, group, and family therapy; Clinical case management (school and community-based); Medication support services; Substance abuse prevention, education, and intervention; Social skills training including anger management groups; Vocational resource referrals; Educational and literacy support; Independent living skills support; Housing assistance; School readiness assistance.

