

Community Resources in response to COVID-19

Compiled by the SFGH UCSF Community | Updated 8/30/2020

Please email nhi.tran@ucsf.edu or philip.herrera@ucsf.edu to update or add local resources & services

Patient-Facing print outs: [Eng](#) | [Span](#) | [Chinese](#)

For sharing purposes: <https://tinyurl.com/UCSFFCMcovidResources>

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Nutrition and School Meals

1. SF launched a [public food resources webpage](#) to help families navigate food options. The [Map Viewer](#) allows people to search for food resources near their location.
2. [SFUSD](#) will serve a bag of free meals twice a week (Mon and Wed) for 18yo and under. No identification or proof of school enrollment is required. Adults can now pick up meals for children without a child present. Shelf-stable meals will also be available. Families will not need to enter the school building for pick-up.
 - Mon and Wed: [Map and list of sites](#) | Community orgs for M-Fri: [Sites](#)
 - [Flyer of sites in multiple languages: Arabic, Chinese, English, Spanish, Tagalog, Vietnamese](#)
 - Each bag includes meals for multiple days: breakfast, lunch, supper, fresh fruit, vegetables, milk, and any necessary preparation guides.
3. [Project Open Hand](#) will continue to deliver meals to elderly who meet their criteria (recent surgery, CAD, HepC, CHF, COPD, A1c >8%, and HIV/AIDS) and adults with disabilities. They

may extend services to provide medically tailored meals to economically-disadvantaged patients diagnosed with COVID-19. Pick up M-F 1PM-4PM.

- [Application, referral form](#) - we can take verbal authorization from patients in place of their signature on the application form
- 4. [Free Farm Stand](#) - (Sundays 12-2PM at Parque de los Ninos Unidos - 23rd and Treat/Folsom): They will be practicing and requesting patrons to practice social distancing. Website reports running out of food by 12:30PM.
 - Tree Rubenstein sometimes has extra produce on Mondays and is wanting to know if there is a site to help distribute extra.
- 5. [WIC](#) - Currently only phone appointments as well and issuing food and formula benefits onto their card. New WIC applicants - please fax the referral form to the WIC site and they will contact them. Please fax WIC referrals to respective [WIC locations](#) or send secure emails to: wic@sfdph.org
 - [Pediatric WIC Referral](#), [Pregnant WIC Referral](#), [Postpartum WIC Referral](#)
 - State WIC is expanding [the list of WIC approved food](#) with hundreds of new items. Families can start their [WIC application online!](#)
 - SFGH WIC clinic phone 628-206-5494
 - State WIC has received USDA waive to expand the list of WIC approved food [list by hundreds of items.](#)
 - Expanded list of foods valid through May 31st as of now:



**Infant Fruits
and Vegetables
Helpful Hint**

• To get the most infant fruits and vegetables, buy 2 oz or 4 oz containers



Infant Fruits

• Added sizes: 2 oz or 3.5 oz

• Added brands

• Infant fruits sold in pouches



Infant Vegetables

• Added sizes: 2 oz or 3.5 oz

• Added brands

• Infant vegetables sold in pouches



Infant Meats

• Added brands

• Infant meats sold in pouches

○



1 Infant Cereal

Additional size: 32 oz
Additional brands and types

2 Infant Fruits

Additional size: 2 oz and 6 oz
Additional brands
Fruit sold in pouches

3 Infant Vegetables

Additional size: 2 oz and 6 oz
Additional brands
Infant vegetables in pouches

4 Infant Meats

Additional brands
Infant meats sold in pouches

-
- 6. SF Marin Food Bank has food assistance programs available to all San Francisco residents regardless of immigration status.
 - Home Delivered Groceries - Currently available only in San Francisco to low-income seniors, age 60 and over, and adults with disabilities: (628) 272-8430 connects you directly to a representative, (415)282-1900 x 287 allows you to leave a message
 - [Find Free Food](#) tool - Can help locate weekly free groceries, monthly food boxes for seniors, one-time emergency food, or help to enroll in CalFresh.
 - Cal-Fresh Application Assistance | 415-549-7021
- 7. [CalFresh](#) per their website application will take about 10 minutes. For US citizens only. Mixed status households can apply with number of household members that are US citizens.
 - **Application Assistance over the phone:** [SF Marin Food Bank](#) | Phone 415-549-7021
 - **Online Grocery Shopping with EBT card**
 - Grocery Delivery: [Amazon](#)
 - Grocery Pickup: [Walmart](#)
 - **[Pandemic EBT](#)** - children who are eligible for free or reduced-price meals at school will get extra food benefits. These food benefits are called Pandemic EBT or P-EBT benefits. P-EBT benefits help families in California buy food when schools are closed due to COVID-19. Families will get up to \$365 per eligible child. Families who get CalFresh, Medi-Cal or Foster Care benefits do not need to apply. Most will get their P-EBT in the mail during May. Families with children who are eligible who do not get

- their P-EBT card in the mail by about May 22, 2020 must apply online before July 15, 2020. Online application available beginning May 22, 2020 at ca.p-ebt.org.
- **Emergency SNAP** - states are able to bump benefit amount up to the maximum allowed for their household size. If you live alone and were receiving \$50 pre-COVID, your allotment would be increased to \$194/month for the months of March and April.
 - **Waived Interview Requirement** - Applicants no longer need to have an interview with a count eligibility worker to be approved for benefits. Apply and submit necessary documents to receive a determination of their eligibility.
 - **Waived Periodic Reports** - CalFresh recipients are temporarily exempt from having to submit documentation to re-verify their need for benefits. This will help people continue to receive money for food without interruption during this period.
8. Farmers Markets:
- [Alemany Farmers Market](#) - Saturdays 6AM-2PM
 - Patients can use EatSF vouchers
 - [CUESA](#)
 - SF Ferry Plaza: Tues & Thurs (10AM-2PM), Sat 8AM-2PM
 - Mission Community Market (22nd & Bartlett St.) will run Thursdays, 3PM-7PM accepts EBT, WIC, and Farmers Market Nutrition Program vouchers.
 - [Pacific Coast FM](#),
 - Noe & Market: Wednesdays, 2:30-7PM, first hour dedicated to 60+
 - 1377 Fell St: Sundays, 10AM-2PM
 - 1700 O'Farrell: Saturdays, 9AM-1PM
 - 1320 9th Ave: Sundays, 9AM-1PM UN Civic Center Plaza Wed and Sun 7AM-4:30PM/5PM).
 - Patients can use EatSF vouchers
 - [Market Match | Making Fresh Affordable](#). Patients can double up to a certain amount of CalFresh benefits (amount varies per farmers market)
 - [The Ecology Center](#):
 - South Berkeley (Adeline & 63rd): Tuesday: 2PM-6:30PM
 - North Berkeley (Shattuck & Vine): Thursday 3PM-7PM
 - Downtown Berkeley (MLK & Center): Saturdays, 10PM-3PM
9. [Free Eats](http://www.freeprintshop.org/) <http://www.freeprintshop.org/> (Does not include meals served once/twice a month)
10. Mission Food Hub Free boxes of food. No ID necessary. MWF: 10AM | 701 Alabama Street, SF, CA 94110
11. Curry Senior Center - [offering pre-packaged meal](#)
- Offering To-go meals (hot) M-F, frozen meals Sat-Sun. Referrals through Project Open Hand. No need to register, just have to be 60+ with ID.
12. Glide Memorial Church Meal Schedule: <https://www.glide.org/covid19/>. Meals for unhoused folks (click on "Latest Glide Program Updates").
- Breakfast at 7:30AM for seniors | 8AM General | 12PM Lunch | 4PM Dinner

13. Martin de Porres House of Hospitality - Open to all. Provides one bagged meal per day.
Sun-Mon: Breakfast at 9AM-10AM. Pick up -> Tues-Sat: lunch at 12PM-2PM. 225 Potrero
Avenue. Phone: 415-552-0240. [Link](#)
14. St Anthony's: 1 free pre-packaged to-go meal/person. All welcome, dining room is closed but
pick-up available. 45 Jones Street. Every day. 10AM-11:45AM for seniors (age 60+) & families
with children. 11:30AM-1:30PM for all.
15. 211 - however patients may experience long wait times
16. Meals on Wheels - Patient, family member (or staff with pt's verbal consent) can apply for
home-delivered meals program by phone by contacting the SF Department of Aging and Adult
Services: (415)-355-6700. MOWSF contact information (for questions not for intake):
415-920-1111.
17. SF Department of Aging and Adult Services: (415)-355-6700 (Adults with disabilities and adults
>60 years of age)
 - Emergency start (DAS intake staff will determine if pt qualifies for emergency start -
processing time is one week) - beneficial for patients on COVID-19 isolation/quarantine
 - Will help patients find local resources based on qualifications
 - Is looking into starting a volunteer based grocery/meal pick up (DAS is asking for names
to put on waitlist until program starts)
 - [Home Delivered Meals Program](#) - If unable to shop or prepare own meals due to
physical or mental condition, and are homebound, may be eligible for meals to be
delivered to home. Referral required to participate in program over the phone
(415-355-6700) or online (Community Providers and Discharge planners only). [Referral](#)
18. EOC Feeding Unit: Patients who need food support to safely self-isolate at home (those with
suspected or confirmed COVID-19) or self-quarantine at home (those who have had close
contact with a confirmed COVID-19 case) can email iqfeedingunit@sfgov.org. You can send
requests to this email on behalf of your patients.
19. Modified Grocery Shopping Hours and Promotions
 - **Albertson's/Lucky's/Safeway/Andronicos**-Two hour shopping for senior citizens and
at-risk persons that include pregnant women and immunocompromised persons. Every
Tuesday and Thursday. 7AM to 9AM.
 - **Canyon Market**- One hour reserved for seniors 65 and older. Every day 7AM to 9AM.
 - **Costco** - senior hours 9-10AM (Mon-Fri) | [Updates](#)
 - **Dollar General**- First hour is designated for seniors. Every day. Hours dependant on
location.
 - **Nob Hill & Raleys**-Offering discounted bags of grocery essentials (\$20 dollars) for
seniors. Everyday. 7AM.
 - **Smart and Final**- Designated shopping time for Seniors 65+ and those with disabilities.
7:30AM to 8AM.
 - **Target**- Seniors 65+ and at-risk persons. Every Wednesday. 8AM-9AM.
 - **Whole Foods** - Customers who are 60 and older will be able to shop one hour before
opening to general public. 8AM to 9AM.
 - **Walgreens** - 55+ Tuesdays 8-9 AM, 30% off with Walgreens card or online: SENIOR30

- **Safeway**- select locations are designating shopping time for Seniors: Tues, Thurs 6-9AM

Emergency Childcare

1. Beginning 3/16, SF Recreation and Park Department and the SF Public Library will operate facilities as emergency child and youth care centers for children of parents on the front lines of the COVID-19 outbreak and low income families qualified for Rec and Park scholarships. Participation is by invitation only, but other families can sign up for more info [FAQs](#) | [Sign-up for updates or add't openings here](#)
 - a. [Online Application](#)
 - b. Phone 415-554-8990
2. [YMCA in SF](#) is creating an emergency child care program called Pop-Up Y Kids for essential employees. For more information, [click here](#). For children 12 years old and younger.
 - a. To register e-mail popup2020@ymcasf.org
 - b. Phone 415-777-9622
3. [Children's Council](#) Financial assistance available for essential worker families and vulnerable populations such as at-risk, homeless, or children with special needs. Can search for open Child Care Programs by zip code [here](#). Phone 415-343-3300
 - a. [Form](#) to apply for emergency childcare for essential workers or at-risk/special needs children.
4. [Boys and Girls Clubs of SF](#) are offering emergency child and youth care for children **17 years and younger** at two sites. Fees based on parent/guardian income. [Application can be filled out online](#) but submitted in person at either site:
 - a. Columbia Park Clubhouse: 450 Guerrero Street, M-F from 6:30AM-7:30PM
 - b. Willie Mays Clubhouse, 195 Kiska Road, M-Thursday from 9AM-3PM
 - c. Phone 415-445-5437
5. [Telegraph hill Neighborhood Center](#) is offering emergency child and youth care for children in grades K-5. To enroll, contact Michael Lee at mlee@telhi.org, or call 415-418-8639. 555 Chestnut Street, M-F 9AM-5PM
6. [FACES SF Child Development Programs](#) reopened with limited services on June 1, 2020. Provides affordable childcare and early education to low-income San Francisco residents. Enrollment Department Phone 415-567-2357 Ext. 116

Resources for Families with Children and Youth

1. [Supplies](#)
 - [Free diaper pick-up](#) at five locations. Recommend calling prior to pick-up for hours.
 - 170 Otis Street, 1st Floor @Child Care Resource Desk, 415-557-5100
 - 1235 Mission Street, 415-558-4700
 - 37 Grove Street, 415-644-0504 ext. 2320
 - 156 Broad Street, 415-406-1370
 - 50 Raymond Ave, 415-361-7149
 - 1601 Lane Street, 415-822-9404

[SF Diaper Banks](#) | [English Brochure](#) | [Spanish Brochure](#) | [Chinese Brochure](#)

- Toiletries
 - 37 Grove Street, 415-644-0504 ext. 2320 | Recommend calling prior to pick-up for hours.
- **Homeless Prenatal** serves clients with children under 17. Can provide assistance with deposits for rent and food bags. If children are under 3 years old, HPP can provide formula and diapers. Clients call for intake: 415-754-0581 | Services available in Spanish. Distribution happens on Fridays at 18th and Potrero at 10 am (line starts at 9 am).
- 2. ZSFG Patient Pantry - contact Cecilia: cecilia.vieyra@sfdph.org to verify that items are available prior to referring patients. Patients can pick up essential items such as diaper and newborn supplies, formula/cereal, hand soap, and non-perishable food items during their essential clinic appointment. Locations that this program is serving: 5M, MNHC, FHC, Potrero, CHC and the ZSFG Birth Center. Please email drmisasf@gmail.com for additional info.
- 3. Parental support
 - [Safe & Sound](#) Parental Stress Support Line: Free 24-hour parental support. 415-441-5437
 - i. [Virtual support groups and workshops for parents](#)
 - [CDC Helping Children Cope in a Disaster](#)
- 4. Indoor activities, curriculum and education regarding the pandemic
 - [Curriculum resources](#) via SF dept of children youth & their families for indoor activities
 - Covibook for kids [Spanish](#) | [English](#)
 - Creative Movement for SFUSD's Visual and Performing Arts Department [Virtual dance classes](#)
 - Free digital books by [EPIC!](#) (3500+ books!)
 - [Virtual Global Museum and Art/History Tours](#)
 - [Scholastic 20-day Free Educational Material Access](#)
 - [Coping After a Disaster](#) – A Ready Wrigley activity book for children age 3-10
 - BrainPOP [video](#) explaining covid19
 - Zero to thrive: Helping young children through COVID19: [website](#)
- 5. Children with Special Healthcare Needs
 - [Center for Parent Information Resources](#)
 - i. Link to Covid specific resources/information: <https://dredf.org/covid-19-advocacy-and-resources/>
 - [Explaining Pandemic to Children with Autism](#)
 - i. Coronavirus Social Story: <https://littlepuddins.ie/coronavirus-social-story/>
 - [Support for Families of Children with Disabilities Resource List](#)
 - [California Department of Public Health COVID-19 resource list](#) for children & youth with special health care needs
- 6. SF DPH Youth Health Services during COVID-19 crisis: [list of services here](#)
 - [LGBTQQ Youth Services through LYRIC](#): Provides youth, ages 12-24, with advocacy and emotional support services over the phone. Also providing advocacy and navigation

services for food and housing, or applying for unemployment and medical benefits.

Interested LGBTQQ should contact Bishop@lyric.org. Phone 415-703-6150

7. Helpful hand-outs

- [SAMHSA: Talking with Children: Tips for caregivers, parents, and teachers during ID outbreaks](#)
- [NCTSN: Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019 \(COVID-19\) \[Chinese\] \[Spanish\]](#)
- [Working from Home with Children](#)
- [Structuring a day for parents and children working from home](#)

8. Education Resources

- [Student Technology Needs](#) - For information regarding technology resources for families (hardware/wifi, tech set-up, digital backpack).

Resources for Folks who are Elderly and/or Living with Disabilities

1. Department of Disability and Aging: coordinated services for elderly (caregiving, food, housing, etc.). [Info](#). Tele: 415-355-6700
 - Ask about the [CERV program](#): volunteers provide one time or occasional practical support to older and vulnerable adults who are strongly advised to limit outdoor exposure during the Coronavirus pandemic. Support includes grocery shopping, picking up medication, pet care, gift cards for food, etc. Can also help set up food delivery through SF Food Bank Pantry at Home program.
2. Transportation
 - As of 4/16, SFMTA created Essential Trip Card, a new program to assist seniors and adults with disabilities who need to make essential trips (grocery shopping or medical appts). ETC will provide 2-3 round trips per month at 20% cost of a regular taxi fare. All taxis in SF will accept the card.
 - Apply by calling 311 from 9:00 AM- 4:45 PM. [More info in multiple languages](#)
3. Social Isolation
 - Connecting via phone!
 - Covia Well Connected – 877.797.7299 [Registration Form](#) | [Flyer](#).
 - Covia Bien Conectado – 877.400.5867 [Forma de Registración](#) | [Folleto](#).
 - Offer classes and group phone chats on variety of topics listed in flyer linked above. Free registration can be done online.
 - [Little Brothers Friends of the Elderly](#): to set up social calls for isolated lonely elders (must live alone), contact duchida@littlebrotherssf.org. Membership assessments and services other than phone calls are temporarily postponed during shelter in place. Prefer referrals to be done by medical worker. 415-771-7957
 - AARP Caregiving support warmline. Do not need to be a member. Monday-Friday 7AM-11P
 - English - 1-877-333-5885
 - Spanish - 1-888-971-2013

- [Mather Telephone Topics](#) | [List of topics](#)
 - Call a toll-free number to listen to a programs about Wellness, Education, Discussion topics, music reviews, and live performances. 888-600-2560
 - Dial call-in number at start time of the program and then enter Meeting ID. Cal in number: 855-880-1246. Meeting ID: 386 399 7030#
 - [LGBT National Help Center](#)
 - Free. Provides telephone, online private one-to-one chat and email peer-support. Mon-Fri 1PM-9PM PST | Sat 9AM to 2PM PST. 888-843-4564
 - Elderly LGBT Hotline (50+): 888-234-7243. Provide peer-support, information, and local resources.
 - [Institute of Aging Friendship line](#) for adults who are socially isolated. Avail in Eng, Spanish, Mandarin and Cantonese. Also offers call-out services for check-ins but may be a waitlist and requires [intake form](#).
 - [Info](#) | Tele: 800.971.0016
4. Food
- [Kimochi Senior Center](#)
 - Pickup: 10:30AM-12:30PM. 1840 Sutter Street.
 - [Rosa Parks Senior Center](#) Pick Up M-F 10:30AM -12:30PM. 1111 Buchanan St.
 - [30th Street Senior Services](#) Frozen meals to go: M-Sat 9:30AM-1:30PM. 225 30th St.
 - [OMI Senior Center](#) Take out lunches, Food pantry on Thursdays. M-F 10:30AM-12:30PM. 65 Beverly St.
 - [Samoan Community Development Center](#) T,TH 11AM-1PM;12PM-2PM. 2055 Sunnydale Ave
 - [Meals on Wheels](#): will still do home deliveries: Call Department of Disability and Aging for intake: 415-355-6700 MOW [Info](#) main line: 415-920-1111.
 - [Meals for pick-up](#): Multicultural congregate meals for those who are 60+ or have disabilities, now served for pick-up. Recommend calling prior to pick-up to ensure no closures.
 - [Project Open Hand](#) will continue to deliver meals to elderly who meet their criteria (recent surgery, CAD, HepC, CHF, COPD, A1c >8%, and HIV/AIDS) and adults with disabilities. They may extend services to provide medically tailored meals to economically-disadvantaged patients diagnosed with COVID-19. Pick up M-F 1PM-4PM.
 - [Application, referral form](#) - we can take verbal authorization from patients in place of their signature on the application form
 - [Congregate Meals Directory](#)
5. [List of pharmacies who provide bubble packs](#); compiled by UCSF pharmacy students
6. [SF Mutual Aid](#) crowd-sourced sign-up for folks who might need help with emergency funds, shopping or having goods delivered, cleaning, cooking, phone calls, etc.
- Sign-up for aid by filling out short [form](#).
7. Online resources for physical health

- SF Community Living Campaign: [Virtual Community Connector Network](#) has a [full calendar of phone and online activities](#) for this month
 - Phone: 415-821-1003
 - Dance for Strength with Kyra! [Seated warmup](#), [standing warmup](#), and [upper-body dance for strength videos](#)
 - YMCA 360 has a large number of exercise videos, including [3 workouts specifically for older adults](#). The YMCA of San Francisco is also [live-streaming exercise classes daily](#).
 - Free [online classes](#) that focuses on mobility, muscle strengthening, balance, flexibility, and fall prevention.
8. Caregiving
- [AARP Preparing Caregivers](#) about COVID-19
 - [San Francisco Disability and Aging Services \(DAS\)](#) offers expanded home care options in response to COVID-19. [DAS Home care options matrix](#) 415-355-6700
9. Advance Care planning
- [Prepare for Your Care](#)- handouts on how to create a medical plan during covid19 - [Eng](#) | [Spa](#)
 - [Proactive Care Planning for COVID19 handout](#)
 - [Help with Breathing Decision Aid handout](#)

Resources for Folks who use Substances

1. Naloxone/Narcan Access: From [SF Harm Reduction Coalition/ DOPE Project](#), most programs are on door-service, but they are open. Send folks to these sites for individual harm reduction supplies and naloxone, and remind them to stock up! Below are up-to-date locations and hours:
 - 6th Street Harm Reduction Center, 117 6th Street: Mon & Thurs, 9am – 5pm; Tues, Wed, & Fri: 9am – Noon, 4 – 6pm; Sat: 4 – 8pm
 - Glide Harm Reduction Services, 311 Ellis (OUTSIDE): Mon – Fri, 9am – 5pm
 - SF Drug Users Union, 170 Turk Street: Monday - Thursday, 12:30 - 7pm
 - Homeless Youth Alliance, 558 Clayton (@ Haight): Mon, Wed, Fri, 5:30 - 7:30pm
 - St. James Infirmary, 730 Polk Street: Tues, 5:30 - 7:30pm & Fri, 6 - 8pm
 - Tom Waddell Clinic, 230 Golden Gate: Mon - Fri, 8am - 5pm (*you will be screened for flu-like symptoms upon entry, then just ask front desk for Narcan, no other requirements)
 - *CBHS Pharmacy, 1380 Howard (@ 10th Street): Mon - Fri, 9am - 3:30pm (*for nasal kits and/or providers/individuals who wouldn't normally go to harm reduction programs)
2. Harm Reduction Therapy Center Mon-Fri 10AM-8PM. 415-234-3707.
3. Harm Reduction Coalition's COVID-19 guides for people who use drugs and frontline workers
 - Safer drug use during COVID-19 handout [English](#) | [Spanish](#)
 - Safer Syringe use during covid-19 handout [English](#) | [Spanish](#)
4. Online and phone recovery services compiled by [UCSF Primary Care Social Work](#)
5. Online resources to support recovery: [QR code handout list for substance use recovery support](#)

6. Tobacco cessation: <https://sanfranciscotobaccofreeproject.org/quit/> or www.nobutts.org
1-800-NO-BUTTS

Resources for Folks Experiencing Homelessness

1. [Map of hand washing stations](#); [List of locations](#)
2. New portable toilets and hand-washing stations at 15 high-need locations in response to the COVID-19 pandemic: Mayor announcement and [list of locations here](#)
3. [Hamilton Families](#) will continue to provide Shelter and Transitional Housing programs with wash areas and sanitizing supplies to help prevent the spread of the virus.
4. Compiled resources for folks who experience homelessness: [Booklet Print-out](#)
5. Emergency Housing
 - [Larkin Street Youth Services](#) offers shelter, healthcare, and street outreach services. Clients are typically younger than 24-25 and ID is preferred. Undocumented people are welcome. Call at 800-669-6196.
 - Families in need of shelter should use the [Coordinated Entry Service](#).
 - In San Francisco, call Compass Family Services at 415-644-0504 M-F 9am-12pm and 1pm-5pm (7pm on W).
 - Immediate shelter may be available at First Friendship (415-642-0221) or BVHM Stayover Program (415-374-6332).

Resources for Sex Workers and/or Survivors and Victims of Human Trafficking

1. [San Francisco Collaborative Against Human trafficking service providers](#)
2. [Bay Area Workers Support: Navigating COVID19 For Sex Workers & Allies: Info](#)
3. [Emergency grants](#) for sex workers: [Application online](#)
4. [Trafficked Youth Support](#) - Huckleberry Advocacy & Response Team (HART): For ongoing provider referrals / support, call the HART program directly at 415-264-7620. To initiate a new active case response, call the Human Services Agency FCS Hotline at (800) 856-5553 and inform the person who answers that you want to make a CSEC report.

Immigration Health Resources

- [ICE Enforcement Policy](#)
 - Temporary measures to reduce COVID-19 exposures at [Enforcement and Removal Operations San Francisco Field Office](#)
 - [Statement](#) → "ICE will not carry out enforcement operations at or near health care facilities."
 - ICE check-ins, court date changes, and recommendations for navigating SF Immigration Courts and Agencies during COVID19 [English](#) | [Spanish](#) | [Chinese](#)
 - All local **non-detained** hearings scheduled through July 2nd, 2020 have been postponed. EOIR has created a [website](#) dedicated to immigration court updates.
 - San Francisco Non-detained Immigration court

- i. Currently opened to accept filings all hearings postponed.
 - ii. Immigration Court will mail a new hearing notice.
 - Update address with the court using [Form EOIR-33](#)
- San Francisco Detained Immigration Court
 - i. Hearings are moving forward as scheduled
- Public Charge
 - For families who are undocumented, COVID testing, screening and treatment is public charge exempt. Read more [here](#).
 - Testing is free for anyone in San Francisco. [Talking Points](#). [SF City Testing information](#).
 - Protecting Immigrant Families have put together an updated [table](#) on immigrant eligibility for public programs amidst COVID-19 and public charge implications given new policies
- Undocumented Resources
 - Disaster relief funding (\$500 per person, max \$1000 per family) for community members impacted by COVID-19 who are ineligible for unemployment insurance benefits and other disaster relief (including the CARES Act) due to their immigration status.who don't qualify for Federal aid. **Call 415-324-1011, Monday through Saturday from 8 a.m. at 8 p.m (limited funding available, opened 5/18/20)**
 - Health Access
 - [Emergency Medi-Cal](#) for emergency and pregnancy-related services is available for those who qualify regardless of immigration status
 - Medi-Cal is available to all who qualify [age 25 and younger](#) regardless of immigration status
 - [Rights when accessing health services](#) by Protecting Immigrant Families explains
 - Relief Funds
 - Disaster Relief Assistance for Immigrants. On April 15th, Governor Newsom [announced](#) this fund for community members impacted by COVID-19 who are ineligible for unemployment insurance benefits and other disaster relief (including the CARES Act) due to their immigration status. Limited funds have been designated for the Bay Area.
 - i. More information with the [Department of Social Services](#)
 - ii. **Applications opened May 18th** and will be led by Catholic Charities
 - To apply call the toll-free number **866-490-3899**
 - 8 AM - 8 PM, Mondays through Saturdays
 - To facilitate the application process an email account is vital to send the required documentation
 - First come first serve - until funds run out
 - SF/Marin/San Mateo: <https://www.catholiccharitiessf.org/>
 - Oakland/Contra Costa: www.cceb.org
 - California Immigrant Resilience Fund
 - i. 50 million contributed by philanthropy and managed by [Grantmakers Concerned with Immigrants and Refugees \(GCIR\)](#)

- ii. This campaign is ongoing, but still not ready for distribution. You can donate and learn more [here](#)
- Relief funds for SF/Bay Area immigrants listed here (also listed with Legal Aid at Work): <https://sf.gov/information/help-immigrants-during-coronavirus>
- Relief funds for undocumented workers in CA: [compiled list by Legal Aid at Work](#)
 - i. UndocuFundSF seeks to support undocumented children& families who live and work in SF and are affected by COVID-19. Application - [English](#) | [Spanish](#)
 - ii. Mission Asset Fund: CBO based in Mission District providing \$500 cash relief: Eligibility and application [here](#)
 - iii. One Fair Wage Emergency Fund is provided temporary cash assistance: Applications - [English](#) | [Spanish](#)
 - iv. Coronavirus Care Fund application is open to domestic workers who have participated in activities of the National Domestic Workers Alliance (NDWA), NDWA chapters, affiliate organizations, circles and current Alia users. [Info here.](#)
- [Undocumented Workers Employment Rights](#) list by Legal Aid at Work
- Employment and Financial Assistance
 - [Mission Economic Development Agency](#) (MEDA) | 415-612-2014
 - i. **Financial Assistance:** Currently placing interested individuals on wait lists for **Docu-fund** and **Give to SF** funds over the phone (funds have money allocated for undocumented)
 - ii. **Job Search:** MEDA assists clients with job postings/job search regardless of legal status.
- [SF Rapid Response Network](#) is a telephonic resource avail 24/7 for immigrants.
 - Refer to hotline (415-200-1548) for reporting ICE activity in San Francisco
- Broader Resources:
 - [United We Dream's Resource Hub for the Immigrant Community](#)
 - [Immigrants Rising](#) resource guide: [Tangible Support for Immigrant Communities during COVID-19](#)
 - 10-page google document with local, state, and national resources
 - CIYJA resource list: [COVID-19 Resources for Undocumented Californians](#)
 - Multilingual resource list and regional specific lists.

Resources for Folks who are formerly Incarcerated and/or Systems-impacted

- Re-entry resources
 - [Roots and Rebound Fund](#): Offering \$100 gift cards for anyone in California who is formerly-incarcerated and systems-impacted (including a family member or friend of a person with a record) in need of basic necessities. [Application](#)
 - Hotline: 510-279-4662 Mon-Thurs | 9AM-5PM

- Free and open to anyone in California regardless of documentation status with a reentry-related legal issue, question, or concern. They accept and pay for calls from people inside prison and jail.
- Every Wed: 12PM-1PM | Root and Rebound hosts Community Forum using Zoom to connect with impacted community members, families, and fellow service providers about key issues affecting system-impacted people during COVID-19--everything from employment rights, housing, public benefits, reentry needs, advocacy efforts, and more.
- [No New SF Jail Coalition](#) created a resource guide for folks who are being released from jail in SF during this time. Handout: [English](#) | [Spanish](#)

Employment or Loss of Employment

General information: <https://oewd.org/employees-impacted-covid-19>

1. EDD: Paid leave benefits

- Sick or Quarantined → Disability Insurance: short-term benefit to eligible workers who have loss of wages due COVID-19. Benefit amounts are approximately 60-70 percent of wages and range from \$50 - \$1,300 a week.
 - [File DI application](#)
- Caregiving → If unable to work because you are caring for an ill or quarantined family member with COVID-19 as certified by a medical professional, PFL provides up to six weeks of benefit payments to eligible workers. As of March 18th, employees may be entitled to unpaid leave for the first ten days and paid leave thereafter if loss of employment due to caring for a child during school closure.
 - [File Paid Family Leave claim](#)
- Reduced work hours → Partial benefits if your employer has reduced your hours or shut down operations due to COVID-19
 - [File Unemployment Claim](#) Step-by-Step application assistance created by the Jewish Family & Children-East Bay in [English](#) or [Spanish](#)
- Self employed → available benefits are insurance programs. To be eligible, either you or an employer had to make contributions in the past 5 to 18 months.
 - More info here: [Self-Employed/Independent Contractor](#)
- Pandemic Unemployment Compensation (CARES ACT Expansion)
 - Workers eligible for and receiving unemployment benefits will receive an additional \$600 a week payment from the federal government.
 - Workers who have exhausted their unemployment benefits under state law will be eligible for an additional 13 weeks of emergency unemployment benefits.
 - Workers who are ordinarily ineligible for unemployment benefits and whose incomes have been impacted may be eligible up to 39 weeks of pandemic unemployment assistance.

- i. Assistance is to be applied retroactively on or after January 27, 2020 and ending on or before December 31, 2020
- ii. Categories may include gig workers, independent contractors, self-employed, and part-time employees
- iii. Applications begin Tuesday, April 28 | [More info here](#)

2. DACA

- The California Employment Development Department (EDD) is encouraging individuals with DACA and other employment authorizations who are affected by coronavirus layoffs to [apply for unemployment benefits](#). Workers don't have to be sick to qualify. Individuals who were laid off or had hours reduced due to coronavirus restrictions can also apply.

3. Financial Support

- Banks are waiving late-payment fees, deferring interest charges, or not reporting missed payments to credit bureaus. To qualify, **cardholders have to contact their bank** to explain their situation and request assistance. [LINK](#) for list of banks.
- Federal Student Loans
 - Department of Education has suspended interest on all federally held student loans for a period of at least 60 days. Further, borrowers may elect to suspend payments for at least two month.

4. Employment Opportunities

- If you are currently out of work and interested in an essential job, you can call the OEWD Worker Information Hotline at 415-701-4817, or email OEWD's Jobseeker Support Email at workforce.connection@sfgov.org.
- [Job Opportunities](#) — A number of companies are hiring for full and part-time work.

5. Employment Assistance Programs

- [The San Francisco Day Labor Program](#) can connect workers with employers. Call 415-252-5375 between 6:30am and 3pm.
- [The Unity Council](#) (510-535-6101) offers employment assistance; intake is done online.
- The Goodwill Career Center connects workers with employers and skills training. Leave a message at 415-575-4570. Note that people who are undocumented must have a Right to Work document.
- Employment assistance for people with disabilities is available at [Toolworks](#) at 415-733-0990. A point person, Patrick Regan, can be reached directly by clients at 415-385-8041.
- The [Jewish Vocational Service](#) offers free skills training over Zoom.
- [dev/Mission](#) trains a cohort of youth aged 16-24 for careers in tech.

Tax, Loan, and/or Other Stimulus Programs

- [Federal](#) and [California](#) tax deadlines automatically extended to July 15, 2020
- Economic Impact Payment in response to COVID
 - Under CARES Act, eligible Americans are eligible for a one-time payment (tax credit). Payment is not taxable and should not impact eligibility for social services like Medi-Cal, CalFresh, or SSI.
 - i. Eligibility:

- a. social security number
- b. Not a dependent on someone else's tax returns
- ii. Payment Amount
 - a. Review [2020 Recovery Rebate Tax Credit](#)
 - b. Maximum amount is \$1200 per qualifying adult and \$500 per "qualifying child"

Emergency Funding Resources

1. Supporting Creators in Need
 - o [Creator Fund](#)
 - o Performing Arts Worker Relief Fund: info & application [here](#). "Performing arts workers" includes actors, administrators, box office/event staff, carpenters, dancers, designers, directors, dramaturgs, musicians, playwrights, production staff, singers, teaching artists, technicians, etc
 - o Musicians Foundation grant: [application](#)
 - o [List of funding resources](#) for creatives & freelancers
2. Relief funds for restaurant workers
 - o Southern Smoke NGO relief fund: [application](#)
 - o [One Fair Wage Emergency fund: application](#)
 - o [Restaurants Care COVID-19 Relief fund: application](#)
3. Bartender emergency assistance program: [application](#)
4. Pets in Need is providing financial assistance to pet owners for supplies needed to care for pets and pay for veterinary care. Available for low-income folks and those who lost their source of income. For more info & application [here](#)
5. Rental Assistance (see eviction concerns section)
6. Funds for undocumented workers in California (see immigration health section)

Eviction and Housing Concerns

1. Evictions: As of 3/18/20, [SF Superior Court](#) is not processing new eviction lawsuits for at least 90 days (6/21/20), which means a landlord can't file the court paperwork for an eviction, except for in the case of evictions resulting from violence, threats of violence, or health and safety issues. ***See below for updates to potential timeline for evictions.** San Francisco [Sheriff's office](#) is not executing eviction orders until further notice. (Accurate as of 6/25/2020)
 - o Update 6/22: San Francisco Tenant's Union [Link](#)
 - "The San Francisco Board of Supervisors passed Supervisor Preston's [Eviction Protection Ordinance](#) by a vote of 10-1, so even if Mayor Breed vetoes, it will become law. Supervisor Preston's ordinance stops landlords from evicting tenants who can't pay because of COVID-19 related income loss. It doesn't stop landlords from getting what they may be owed, it just takes eviction off the table. Caution, however, that this law is being challenged. Also, the debt could affect

one's credit. It is safest to pay but for tenants who cannot pay, this law may give them additional time to be remain housed."

- "Since the [law](#) passed by the San Francisco Supervisors is **being challenged in court, tenants should send a letter and supporting documents to the landlord within 7 days of rent due if unable to pay due to COVID-19** in order to get the [Governor's 60 day delay in eviction action](#) to buy time to see where the dust settles."
 - Updated 4/30 Mayor's Order for Nonpayment of Rent
 - **New order eliminates the requirement that the tenant provide notice to the landlord within 30 days of the rent being due that tenant cannot pay** and eliminates the requirement to provide documentation within one week of the notice.
 - Blanket prohibition against evicting a tenant for nonpayment if the tenant was unable to pay due to financial impacts of COVID-19 until 6 months after the order expires.
 - **Eviction cannot occur until December 30, 2020** since the order currently expires June 30, 2020.
 - 3/27 Moratorium: [English](#) | [Chinese](#) | [SpanishTagalog](#)
 - **No Rent Gouging** - Under state law, excessive rent increases are illegal during a [state of emerg | ency](#). Currently, it is illegal for any landlord to charge (or advertise) rents 10% or above what they were charging before February 10, even if you do not have rent control. It is also illegal for a landlord to evict tenants and then re-rent the vacated unit at a higher rent than what the evicted tenant was paying. [Use this Tenants Together sample letter if a notice of increase above 10% is received after the February 10th Declaration of a State of Emergency.](#)
[*UPDATED as of 4/30*](#)
 - SF [GUIDANCE FOR TENANTS AND LANDLORDS](#) for non-payment of rent by Residential Tenants impacted by COVID.
 - **To invoke moratorium**, a tenant must notify the landlord (in writing) that they cannot pay rent due to financial impact by COVID-19. Within 7 calendar days of providing initial notice, tenant must provide landlord documentation that due to financial impacts of COVID-19 the tenant is unable to pay rent.
 - i. Sample Letters
 - a. [English](#) | [Spanish](#)
 - b. [click here for a sample letter to your landlord.](#)
 - Financially impacted examples:
 - i. Layoff
 - ii. Decrease in work hours
 - iii. Temporary business closure or slowdown
 - iv. Increased out-of-pocket medical expenses related to COVID19
2. Tenant Counseling
 - [Housing Rights Committee of San Francisco](#)

- Individualized counseling regardless of documentation status. Counseling services available in Spanish, Cantonese, and Mandarin, and Russian by request.
 1. Mission Office | Mon - Thurs, 1-5PM | 415-703-8644
 2. Richmond Office | Mon, Wed-Fri, 9AM-12PM (closed Tues) | 415-947-9085
 - [Chinatown Community Development Center](#)
 - Basic services include information and referrals on local resources, translation and interpretation, assistance in navigating paperwork and public benefits, resident health and wellness checks, eviction prevention assistance, conflict mediation. Housing Hotline: 415-984-2728 ext. 3
 - [San Francisco Tenants Union](#): 415-282-6622. [Intake form](#)
 - Provide housing counseling by phone or email. Client will be contacted by volunteer once intake form is submitted.
 - [Causa Justa](#): 415-487-9203
 - Provide tenant rights advocacy and information. At this time, counseling will be limited to general tenant advice and referrals to city and legal services. Please call SF clinic voicemail at 415-487-9203. **IMPORTANT** to leave your name, number, and a brief message about the housing issue you're experiencing and tenants will be called back.
 - For more information about tenant rights or for tenant counseling in San Francisco, please see the [Anti-Displacement Coalition](#)
- 3. Rental Assistance
 - [Season of Sharing](#) serves families & adults (disabled and/or 60 years of age), veterans, pregnant women in their 2nd or 3rd trimester, victims of domestic violence, and transition emancipated foster youth between 18 and 24. Provides assistance with back rent and security deposit, and other housing and critical family needs (ex.: medical equipment). Expediting application for grants from now until June 30th. 415-557-6484 | e-mail seasonofsharing@sfgov.org
 - [RADCo](#) serves SF families and single adults. Provides support rental assistance through interest-free loans and grants for eviction prevention. 415-470-5211 | Service edcradco@evictiondefense.org | services available in Spanish
 - [Homeless Prenatal](#) serves clients with children under 17. Can provide assistance with deposits for rent and food bags. If children are under 3 years old, HPP can provide formula and diapers.
 - Clients call for intake: 415-754-0581 | Services available in Spanish
 - Please note, if pregnant and/or parenting a child under 18 and in need of support, please call 415-546-6756 and leave a message or e-mail info@homelessprenatal.org
- 4. Isolation and Quarantine Placements
 - Hotel rooms and RVs available to temporarily house persons under investigation that are suspected of having COVID-19 because of contact with a positive case or meet criteria for community testing and are awaiting testing results. Placement sites have also been

- identified to I&Q with laboratory confirmed COVID-19 who cannot be isolated in their current living situation.
 - [Referral Workflow](#) for additional criteria
 - Call 415-613-0336 and fill out [referral form](#)
- 5. **Tenants Together** [list of SF local legal resources](#)
- 6. **3rd Street Youth Center**: Providing youth in Bayview Hunters Point with medical and behavioral health services. While clinic is closed, staff are available to provide in-person housing support to youth, age <24. Providers referral [form](#). Youth can self-refer by calling 415-728-4314. Office phone: 415-822-1707
- 7. **Huckleberry Youth Program Crisis Shelter**: offers continuous 24-hour crisis intervention and resolution services and emergency shelter to high-need youth. Phone triage for all - 415-621-2929. Prioritizing youth who are homeless or in active unsafe situations.

IPV Advocacy

1. **Text to 9-1-1** is now available in SF and provides a life-saving option for people in situations, including domestic violence, where it is too dangerous to dial 9-1-1. Mayor [announcement](#).
2. **[Look to End Abuse Permanently \(LEAP\)](#)**
 - [Guidance](#) for Healthcare Providers
 - One-page screening and treatment guidelines for Victimization ([here](#)) and Perpetration ([here](#))
 - Family Violence resources list ([here](#))
3. **[ARISE](#)** IPV advocacy phone service (only applicable for DPH/SFGH clinics). If patient is in clinic:
 - Call Carmen at 415-271-3957 and Carmen will help you and/or patient.
 - If Carmen doesn't answer —do NOT leave a message. Call the La Casa hotline and tell the hotline staff that this is a referral from the SFGH hospital clinics and should be noted as an ARISE referral.
 - Adult Line 1-877-503-1850
 - Teen Line 1-877-923-0700
 - Message/text: 415-200-3575
4. **[SF Department on the Status of Women](#)** created an informative handout: [Resources on Gender Based Violence during covid19 crisis](#)
5. **[Asian Women's Shelter](#)** crisis line: 877-751-0880
6. **[Woman, Inc.](#)** crisis line: 877-384-3578 or 415-864-4722
7. **[San Francisco Women Against Rape](#)** (SFWAR) provides resources, support, and restraining order clinic for survivors of domestic violence, sexual assault, and stalking. Clinics are currently closed. Private appointments are available. 24-hour hotline at (415) 647-7273. Clinic phone 415-864-1790.
8. **[Cooperative Restraining Order Clinic](#)** (CROC) is a free legal services and restraining order clinic for survivors of domestic violence, sexual assault, and stalking. Clinics are currently closed; however, private appointments are available. Tele: (415) 864-1790 or (415) 969-6711.

9. [Community United Against Violence](#) (CUAV) supports the healing of LGBTQ persons who have experienced violence and abuse. CUAV is available to provide counseling remotely by phone and video services. Phone: (415) 333-HELP or email at info@cuav.org.

10. National Resources

- [The National Domestic Violence Hotline](#) has advocates available to confidentially speak with survivors of domestic violence. Advocates are available 24 hours per day and can be reached at (800) 799-SAFE. Survivors can chat with advocates [here](#) or text LOVEIS to 22522.
- [The National Sexual Assault Hotline](#) provides 24-hour support for survivors of sexual assault. Trained staff can be reached at (800) 656-HOPE (4673) and through [chat](#).
- [Trans Lifeline](#) provides direct emotional and financial support to trans people in crisis. It can be reached at (877) 565-8860.
- The [Deaf Hotline](#) has advocates available to provide 24-hour crisis intervention, education, information, and referral for deaf, deafblind, and deafdisabled survivors of domestic violence and sexual assault through video phone at (855) 812-1001, (800) 787-3224 (TTY), [chat](#), and email at nationaldeafhotline@adwas.org.

Resources for Small Businesses

1. Small business resiliency funds → Administered by OEWD to offer emergency grants up to \$10,000 for microbusinesses who have loss in revenue 2/2 covid-19.
 - [Small business resiliency funds](#)
2. Potential closures of layoffs → Employers experiencing a slowdown in their businesses or services as a result of the coronavirus impact on the economy may apply for the UI Work Sharing Program to seek alternative to layoffs.
 - [Work sharing program](#)
3. Rapid Response → Rapid Response teams will meet with you to discuss your needs, help avert potential layoffs, and provide immediate on-site services to assist workers facing job losses.
 - [Fact Sheet](#)
 - [America's Job Center of California](#)
4. Tax Assistance → EDD Taxpayer Assistance Center.
 - Toll-free: 1-888-745-3886 | Hearing impaired (TTY): 1-800-547-9565

Mental Health Resources/Self-Care

1. Helpful print-outs
 - [SAMHSA: Tips for social distancing, quarantine, isolation, and taking care of your mental health during ID outbreak](#)
 - UCSF Primary Care Social Work Resources: [Emotional health hand- out](#)
 - [CDC's Evidence-based practices](#) to support and strengthen mental and emotional resilience in difficult short and long-term circumstances.

- [Glassdoor's 8 best practices for successful Remote Workers](#)
- [5 tips to help teens managing anxiety during COVID-19](#)
- 2. Video and phone app/online resources
 - [Qigong to Calm the Mind with Sally Chang](#)
 - UCLA Guided Meditation [Download](#) in English and Spanish
 - [Kaiser's guide](#) to meditation phone applications
 - East Bay Meditation Center has created online live Sangha [Self-Care Groups](#) through Zoom
- 3. Guidebooks and toolkits
 - UndocuHealth [Mental Health Toolkit](#)
 - [National Alliance on Mental Health](#) - Guidebook to assist with general COVID-19 anxieties and helpful resources for those specifically living with mental illness.
 - NAMI helpline M-F, 10AM - 6PM., 800-950-6264
 - Crisis Text Line: Text "NAMI" to 741741 to chat with a trained crisis counselor. Free 24/7 text line for those in crisis (English only)
 - [American Foundation for Suicide Prevention](#) - Website has advice and guidance on mental health during COVID-19.
 - AFSP Crisis Hotline: Call 800-273-8255 or text TALK to 741741
- 4. [Counseling services](#) for UCSF Staff only (Click Services)
- 5. Chaplain services - Available for patients, family, and staff
 - UCSF Health Warmline (Chaplain) - [Flyer](#)
 - SFGH warmline, 6AM-11AM, 5-9PM - [Flyer](#) (English and Spanish)
- 6. Emergency Psychiatric Services
 - Comprehensive Crisis Services. Crisis intervention and short-term stabilization program for families and children who are experiencing emotional distress related to family violence, physical or emotional illness, behavioral problems and other crises. Open 24/7. 415-970-3800.
 - Hotline: 415-970-3800. Multilingual: American Sign Language / Cantonese / Spanish / Vietnamese / Tagalog
 - Psychiatric Emergency Services (PES). Open 24/7. 415-206-8125.
 - [San Francisco Suicide Prevention Hotline](#). Peer support and suicide assessment. Available 24/7: 415-781-0500 or go to [website](#) for chatline.
 - Westside Community Crisis: 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. 244 11th Street, SF.
 - 8AM - 2PM Monday-Fri | Phone: 415-355-0311
- 7. Youth and children mental health support
 - [SFUSD](#) Wellness Center Counselors: If you have a patient, age 12-18, who needs counseling or case management services and also attends SFUSD middle or high school, instruct them to contact their school counselor or nurse to get connected to a counselor or licensed therapist who can help them over the phone. Part of the [SFUSD Wellness Initiative](#).

- [3rd Street Youth Center](#): While the clinic is closed, licensed staff continue to provide mental health support by phone, age 24 + under. Providers: [Referral form here](#). Youth can self-refer by calling 415-728-4314.
 - [Huckleberry Youth Programs](#) 24/7 Teen Crisis Number: 415-621-2929
 - Offers continuous 24 hour crisis intervention and resolution services and emergency shelter to high-need youth. Phone triage for all - 415-621-2929. Prioritizing youth who are homeless or in active unsafe situations. Continues to have programs during COVID-19.
 - [SF TAY Linkage](#): Connects transitional age youth (TAY) young people to behavioral health care and provides short-term services. Provider referrals: call 415-642-4525 or complete [referral form](#)
 - [24-hr Child Crisis](#): 24/7 Hotline: (415) 970-3800 Operating, but only de-escalation and hospitalization (no welfare checks)
 - Crisis intervention and short-term stabilization program for families and children who are experiencing emotional distress related to family violence, physical or emotional illness, behavioral problems and other crises.
 - [CPS](#) 24hr Hotline: 800-856-5553. Local: 415-558-2650
 - During COVID-19 will continue to provide emergency crisis counseling, food & hygiene delivery, virtual counseling, parenting education.
 - [Safe & Sound](#) SF 24/7 TALK Line: 415-441-KIDS (415-441-5437)
8. Mental Health Clinics
- [BAART](#)
 - Provides opioid treatment programs, behavioral health services, and integrated primary care in select locations. Mental Health services can include medication assessments, prescriptions, or mental health counseling services including individual and couples psychotherapy.
 - 1111 Market St. M-F 6am - 1:30pm (6-9:45AM intake in-person); Sat, Sun 8AM-12PM (no intake) | 415-863-3883
 - [BayView Integrative Behavioral Health](#)
 - Individual and family therapy, coordination with schools, preventive consultation with schools and agencies, medication monitoring, alcohol and drug abuse counseling, information and referrals. All services are done through telehealth for telehealth for existing clients. New clients can call and leave a message. Open to any resident of San Francisco.
 - M-F 9AM-5PM | 415-822-7500
 - [Behavioral Health Access Center \(BHAC\)](#)
 - Includes Treat Access Program (TAP) and Central Mental Health Access (MHA) Units. Any client can self-refer to BHAC by calling 800-750-2727 or 415-503-4730.
 - [Chinatown North Beach Mental Health Services](#)

- Offers array of mental health services to adolescent (14 years and older), adult, and older adult residents primarily in the Chinatown and North Beach areas. Including psychiatric evaluation, individual therapy/counseling, family intervention, urgent care, medications, group activities, acupuncture for psychiatric disorders, as well as adult/geriatric socialization program recovery center.
 - Most services are remote during COVID-19. Call to schedule appointment | Temp phone 415-504-2326. M-F 6:30AM-5PM.
 - Intake over the phone with SW or intake psychiatry eval aimed for under 10 days. M-F 8:30AM-5PM | 415-504-2326; main 415-352-2000
 - Dore Urgent Care
 - Provides clinical intervention for an individual who is experiencing an escalating psychiatric crisis and who requires rapid engagement, assessment, and intervention in a supportive, community-based setting as an alternative to Psychiatric Emergency Services (PES).
 - Open 24/7. 415-553-2100. Prefer to have patients referred through provider or case manager, but can also self referral and/or walk-in.
 - 52 Dore Street, San Francisco
 - [FSA/Felton Geriatric Services](#)
 - Individual counseling for SF seniors 60+. Various outpatient groups, peer counseling, crisis intervention, case management, psychiatric evaluation, medication monitoring, day socialization program, home visits. Substance abuse counseling for seniors with coexisting mental health issues. Available in English, Cantonese, Russian, and Vietnamese. COVID-19 Update: Services have moved to telehealth. Some patients can still be seen in person on case-by-case basis. Call to refer.
 - 24 HR Phone 415-386-6600 or 415-474-7310 | Drop-in 1500 Franklin Street M-F 9AM-5PM | Second Location: 6221 Geary Street
 - OMI
 - Short-term solution focused group & individual counseling, case management, medication management, information & referrals. Contact over phone to arrange an appointment. Eligible to SF residents, sliding scale fees available. 415-452-2200
 - 1701 Ocean Ave. M-F 8:30AM-5PM.
 - [UCSF Trauma Recovery Center](#)
 - Provides adult SF residents who have been victims of violent crimes with trauma-focused therapy and clinical case management.
 - For referrals, call (415)437-3000 Monday-Friday 8-5pm.
9. Support for Service Providers
- Heal San Francisco Resource [List](#)

- Providing immediate and coordinated mental health services for San Francisco's public, private, and non-profit providers. Our Children Our Families (OCOF) Council will coordinate effort.
- For referrals, call (415)437-3000 Monday-Friday 8-5pm. Can now take self-referrals for victims of DV, sexual assault within last 6 months, and traumatic loss.
- [Frontline Workers Counseling Project](#)
 - Devoted to helping frontline workers impacted by COVID19 locate free counseling during the COVID19 crisis. Calendar of open sessions available and remote support groups.

10. Physical Health

- [Sleep Hygiene \(NSF\)](#)
- [Nutrition](#)
- [AHA Resource Guide \(Physical Activity, Nutrition, Stress Management\)](#)
- [YMCA Virtual Fitness Classes Online \(free\)](#)
- SFGH Wellness center zoom-in classes: [weekly schedule](#) 12/21/2020

11. Social Isolation

- Social Calls for Elderly (see above section in resources for the elderly)
- Mental Health Associated of SF 24/7 peer run [warm line](#) for COVID19 support
- [Remote Workmates](#) online support community focuses on community and interpersonal connections during social distancing.
- [Staying socially connected during COVID-19](#)

Utilities Support

1. California Public Utilities commission ensures essential services amidst COVID19: [statement](#)
2. PG&E Gas and Electric Co.
 - Halted service disconnections for non-payment for residential and commercial customers until further notice. Will offer flexible payment plans “ to customers who indicate either an impact or hardship as a result of COVID-19.
 - [CARE/FERA program](#): state program providing electricity and gas discounts for low-income households/those on other assistance programs. As much as 20% off utility bill.
 - [San Francisco Water, Power, and Sewer is offering emergency discounts](#) for residential customers who have recently lost income (applies from 3/4/20-9/4/20). Also offer a Community Assistance Program for [water/sewer](#) and [power](#) for low-income households. Households cannot receive the emergency discount and be in CAP simultaneously.
3. Phone and Internet
 - [Verizon](#): For the next 60 days, Verizon is waiving late fees for impacted customers and businesses. Verizon will not terminate service because of inability to pay and is

- providing free minutes for calls to certain countries that are impacted by COVID-19. See [list of countries](#) (recommend checking other carriers for their specific benefits as well.)
- Comcast-Internet Essentials: Free broadband and Wi-Fi Internet Service for households with children K-12 and/or college students for 60 days if you apply by June 30, 2020. Enroll: call 844-488-8395 or [apply online](#).
 - Comcast: Free access to Xfinity Wi-Fi hotspots for everyone, including non-subscribers, for 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills.
4. Mayor London N. Breed [announced](#) a partnership between the SFUSD and non- profits to provide internet to thousands of students in SF including the deployment of up to 25 WiFi "SuperSpots." Devices will be located in areas of highest need, including public housing sites, SROs, community centers, and other locations where there is a concentrated population of students lacking internet. Launching 4/13

Addressing Xenophobia and Racism amidst COVID19

1. Stop AAPI Hate: Asian Pacific Policy and Planning Council (A3PCON) and Chinese for Affirmative Action (CAA) launched [this reporting center](#) to allow reports of incidents of hate. The information will be used for assistance, advocacy and education.
2. Community sourced [information and articles](#) for addressing anti-Asian racism amidst COVID-19
3. [UCSF GME resources](#) - addressing xenophobia, how to practice allyship
4. Impact of COVID19 on Latinx communities, ZSFGH Advancing Equity [newsletter](#)
5. Thought piece on [Racism in the time of COVID19](#)
6. [Racial Capitalism: A Fundamental Cause of Novel Coronavirus \(COVID-19\) Pandemic Inequities in the United States](#)
7. [Human Rights Commision](#): Offers virtual educational community workshops and human rights resources/inquiries while offices are closed during Covid-19. For services contact via phone or email. The HRC will be handling discrimination inquiries by phone or email only. To file a discrimination inquiry with our Office of Civil Rights, call 415-252-2500 or email hrc.info@sfgov.org
 - a. Most up-to-date information on workshops is through [Facebook page](#).

Health Insurance Coverage

1. Health Insurance Enrollment Assistance
 - Medi-Cal workers at SF Benefits Net are available at the following numbers to process applications by phone, online, or e-mail. Available to assist in English, Spanish, Chinese, Russian, and Tagalog.
 - Phone 415-558-2800 | 415-558-4700
 - i. Press the following for each language: 1- English 2- Spanish 3- Chinese

- ii. Then press: 1- benefits or pending application 2- existing food assistance case 3- existing health coverage 4 - calm 5- FAW
 - iii. Then Press: 1- automated info 2- speak to representative 8 - repeat info 9 - previous menu
 - CoveredCA
 - Single application will let you know if you qualify for coverage through Covered California or Medi-Cal | 800-300-1506
 - Extended Enrollment
 - i. Covered CA extended enrollment to June 30.
 - Coronavirus Testing and Treatment
 - i. Private health plans and Medi-Cal will be required to provide coverage of COVID-related visits and testing with no copay.
2. Medicare
- Coronavirus Testing & Treatment:
 - Medicare will cover coronavirus testing with no co-pay, as well as medically necessary hospitalization, and other visits related to COVID-19. Testing is covered when a doctor or other health care provider orders it, so long as the patient got the test on or after February 4, 2020. Medicare Advantage plans are required to waive co-pays under the Families First Coronavirus Response Act (H.R. 6201, signed March 18). Hospitalization will be covered if a patient cannot be discharged due to quarantine.
 - Access to Nursing Home Care
 - CMS has waived the three day stay requirement for patients. Medicare will cover nursing facility stay.
 - Telehealth
 - Under CARES Act enacted on March 27, 2020, patients will no longer be required to have a pre-existing relationship with a provider to take advantage of virtual provider services.
3. Uninsured
- Healthy San Francisco
 - Health access program designed to make health care services accessible and affordable to uninsured San Francisco residents. Available to undocumented. | Phone 415-615-4555
 - Testing for COVID-19 for uninsured individuals will be reimbursed through the National Disaster Medical System, per the Families First Coronavirus Response (H.R. 6201).

COVID-19 Educational Handouts & Videos (multilingual) including How to get Tested

- How to get tested for covid-19 [flyer](#)
- Hand Hygiene
 - [DPH hand-washing + covid-19 videos in multiple languages](#)
 - [WHO](#)

- [Teaching Children Quality Hand Hygiene](#)
- [Handwashing Tips for Children](#)
- [DPH main COVID-19 site with helpful links!](#)
- [Infographics/print resources from CDC](#) (some are highlighted below):
- [Infographic Poster – COVID-19 Stop the Spread of Germs](#) [\[Simplified Chinese\]](#) [\[Spanish\]](#)
- [Frequently Asked Questions and Answers from CDC](#) [\[Simplified Chinese\]](#) [\[Spanish\]](#)
- [CDC COVID-19 Fact Sheet](#) [\[Simplified Chinese\]](#) [\[Spanish\]](#)
- [CDC What to do if you are Sick with COVID-19](#) [\[Simplified Chinese\]](#) [\[Spanish\]](#)
- [CDC Infographic: COVID-19 Symptoms](#) [\[Simplified Chinese\]](#) [\[Spanish\]](#)
- [Trans care during COVID19 from National Center for Transgender Equality](#)
- [Asian & Pacific Islander American Health Forum - COVID info in multiple Asian Languages](#)
- [PAETC: COVID info handout for persons living with HIV](#)
- [COVID info in MAM](#)
- Produced in collaboration with Harvard Health Publishing, the [COVID-19 Health Literacy Project](#) has created and translated accessible COVID-19 info into 35+ languages

Additional Helpful Online Resources and Guides

- [Asian Americans for Civil Rights and Equality COVID19 Bay Area resources](#)
- [Public Health Awakened and Spirit of 1848 COVID19 Resources](#)
- [Freedom Community Clinic and UCSF medical students compiled Bay Area resources](#)
- [Link SF- updated capacity/availability of local SF resources](#)
- [Nationwide resource guide for undocumented communities](#)
- [Crowd-sourced Bay Area COVID19 resources](#)
- [Environmental Justice during COVID19, per Dr. Nick Iverson | UCSF Department of Medicine](#)
- [Disaster and Emergency Food Storage Planning](#)
- [COVID Emergency Funding Resources \(mostly for NGOs\)](#)
- **One Degree** has compiled [COVID-19 Bay Area resources](#): beneficial for those **outside** of San Francisco County as can navigate by county
- [Resources for Domestic Workers including tip sheets on how to protect yourself at work](#)
- [Latino Task Force](#): One-stop multilingual website to help the Latino community in San Francisco to be informed and connected with the various COVID-19 resources available. This website provides information and resources in English, Spanish, and Maya languages.